

KY Public Service Commission Outage Report System

The KY PSC Outage Reporting program is designed to ease notification to the KY PSC of outage incidents and to provide summation information to the public.

Participating utilities are responsible for the following:

- Maintaining valid contact information.
- Maintaining customers served per county.
- Submitting outage incident reports.

Please read over this document so that you will be aware of which fields will be made available to the public on the KY PSC Outage Home Page.

This document covers:

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- Maintaining contact information Page 3
- Maintaining customers per county Page 4
- Submitting outage incident reports Page 5
- Viewing past incident reports Page 10

Logging in to the secure site

From the KY PSC login site: https://psc.ky.gov/psc_portal/login.aspx

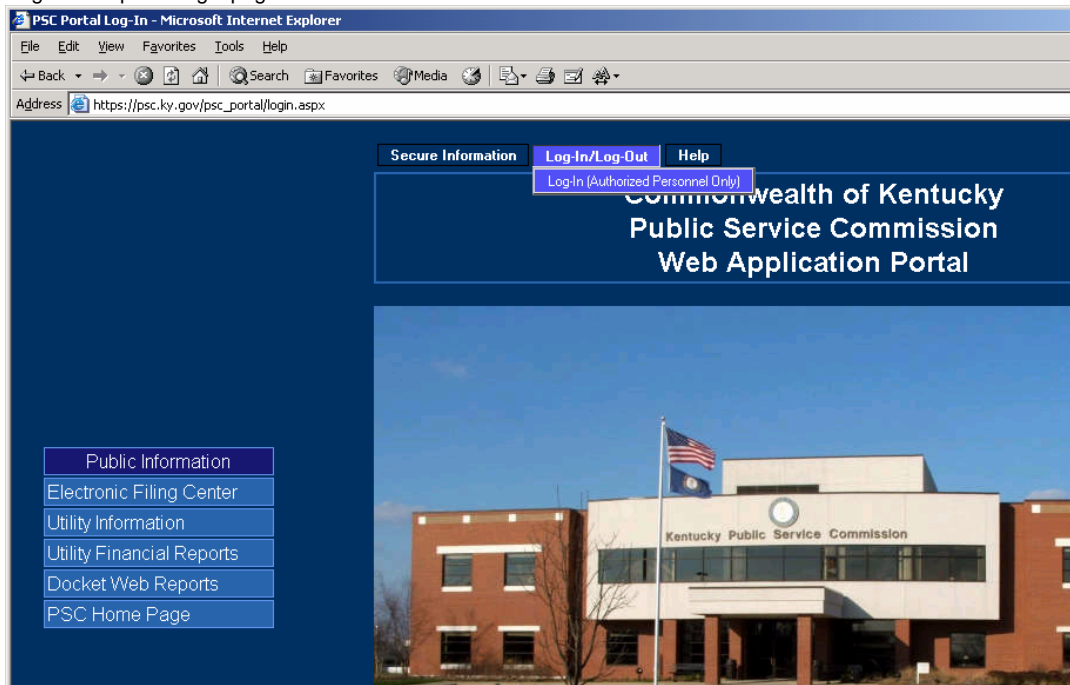
Click on the **submenu** “**Log in (Authorized Personnel Only)**” of menu **Log In/Log Out**. This will bring up a place to enter your assigned user ID and password.

If values are entered correctly the user and password textboxes will disappear. You will now have new submenu items beneath the menu **Secure Information** based upon your roles.

Choose **Secure Information** submenu **Outage Reporting**.

Note: If you log in successfully and then examine any of the links beneath the public items the system will lose your role information. It will retain the public role even if you log in again. *You will have to close the browser and then log-in again.*

Image of the portal login page



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You will enter the Outage Reporting System on the ORS Home Page. This home page (revised December 2006 to include telecom companies) will display the public information from most recent telecom or electric outages reported.

Sample of the new HOME page filtered to date of a recent thunderstorm, 5/25/2006 and Electric companies ONLY

Available Filters

Type	Incident Time			
Electric Only	Other	From Date	From Time	
		To Date	To Time	
		Format: mm/dd/yyyy	Format: hh:mm AM	

Electric Incidents within 5/25/2006 12:00:00 AM To 5/27/2006 12:00:00 AM

Incident Time	Company	Possible Cause:	County	Customers Out	% County Out
5/26/2006 2:39:00 AM	American Electric Power	personnel searching for trouble reported 5/26/2006 6:25:56 AM	Pike	590	1.53
5/25/2006 11:30:00 PM	Inter-County Energy Cooperative Corporation	lightning and wind from multiple storm over the entire service system			

Garrard is served by:

COMPANY	CUSTOMERS	SOURCE
Blue Grass Energy Cooperative Corp.	24	maintained by utility 4/4/2006
East Kentucky Power Cooperative, Inc.	1	est. from census map 3/11/2005
Inter-County Energy Cooperative Corporation	4,495	maintained by utility 7/24/2006
Jackson Energy Cooperative	10	est. from census map 3/16/2005

To help the KY EOC determine how critically a county is affected all other utilities known to serve a particular county will be listed by dragging the mouse over the blue county name.

The image to the left indicates the utilities serving Garrard.

NOTE: The number of customers per county are listed with the latest date the utility has maintained the county information.

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As a participating utility on the blue menu bar you should see four menu items: Manage, Submit Incident, View Incidents and ORS Home.

- **Manage** – means to submenus **Manage Counties** and **Manage Contacts**
- **Submit Incident** – allows you to enter an outage incident report
- **View Incidents** – allows you to view and all incident outages involving your utility
- **ORS Home** – current page

Manage

Submenu item **Manage Contacts** – allows you to enter a public contact phone number and an Engineering contact.

Submenu item **Manage Counties** – allows you to add or remove counties served and each county's number of customers.

Manage Contacts

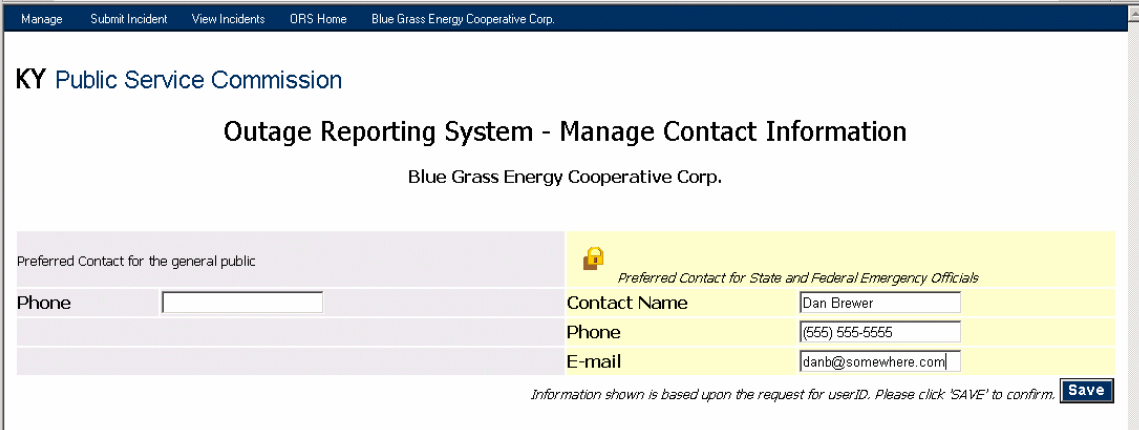
Keep current the best contact information. You may update at any time.

On the left in gray – you may optionally enter a phone number for the public. This number will only be displayed in the event of a major statewide outage if your utility is reporting.

On the right in the yellow section: provide the designated contact name, phone number and email address for state and federal emergency officials. This number will not be made available to the public. The information will be used to pre-fill incident reports with contact information.

Upon your first visit to this screen it will contain the information provided when an ID was requested. Click **Save** even if corrections are not needed to confirm the information.

Click **Save** in the lower right when changes are complete.



Preferred Contact for the general public		Preferred Contact for State and Federal Emergency Officials	
Phone	<input type="text"/>	Contact Name	<input type="text" value="Dan Brewer"/>
		Phone	<input type="text" value="(555) 555-5555"/>
		E-mail	<input type="text" value="danb@somewhere.com"/>

Information shown is based upon the request for userID. Please click 'SAVE' to confirm. [Save](#)

Image of the Contact Screen

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Manage Counties

The counties served affects the choices available when you submit an incident. All counties will be displayed. Enter the number of customers for that county in the corresponding textbox to add a county to the utility's service. Reduce the number of customers to zero in order to remove a county from service. Click the **Save** button on the bottom right hand side of the screen when finished (not visible in the following image).

*Initially – all electric customer counts were estimated from census data. In the event that a county was listed in the utility master as being served which did not appear on census data that county will show a customer of 1. Telecom customer counts come from the previous years annual report. **Please verify counties served and the approximate customers served before submitting an incident.***

Additional Note: The KY EOC bases emergency status on the percentage of customers affected per county. It is very important to have good estimate customer numbers.

The screenshot shows a web browser window with the URL <https://psc.ky.gov/ORS/Manage.aspx>. The page title is "KY Public Service Commission Outage Reporting System - Manage Counties Served" for "Blue Grass Energy Cooperative Corp.". Below the title is a table with the heading "Enter Number of Customers for each County Served".

County	Customers	County	Customers	County	Customers	County	Customers
Adair		Allen		✓ Anderson	4671	Ballard	
Barren		Bath		Bell		Boone	
✓ Bourbon	1628	Boyd		Boyle		✓ Bracken	1359
Breathitt		Breckinridge		Bullitt		Butler	
Caldwell		Calloway		Campbell		Carlisle	
Carroll		Carter		Casey		Christian	
Clark		Clay		Clinton		Crittenden	
Cumberland		Davless		Edmonson		Elliott	

Image of the Manage Counties Screen

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Submit Incident

This menu item will present a screen with two links.

- [Add a NEW Incident Report](#)
- [Update or correct an Existing Incident Report](#)

Choose **“Add a New Incident Report”** to alert the PSC to a new incident. If a correction is needed or the number of customers affected has changed choose **“Update or correct an Existing Incident Report”**.

Being able to correct or update restoration progress on a reported incident is a new feature added August 2006. Previously any corrections could only be made by contacting the PSC. Only the most recent updated record will appear on the public ORS home page.

For example:

- An incident occurred and was reported at 10:00 AM.
- The 10:00 AM outage is listed on the public page.
- By noon more than 50% of the customers are restored.
- The original record is updated to reflect this restoration progress.
- The public ORS home page shows only the updated record in place of the 10:00 AM report.

This figure zooms in on a few of the records from the storm of 5/25/2006. Note that updated or corrected records are so indicated.

5/25/2006 10:30:00 PM	Farmers R.E.C.C.	Possible Cause: Severe thunderstorms moved across service territory reported 5/26/2006 9:07:06 AM	County Barren Hart Metcalf
5/25/2006 9:57:00 PM	American Electric Power	Possible Cause: broken pole reported 5/26/2006 4:29:46 AM	County Breathitt
5/25/2006 7:50:00 PM	Duke Energy Kentucky, Inc.	Possible Cause: Storms with high winds and lightning. Comment: Approximately 4600 customers out in Boone (1100), Campbell (600), and Kenton (2875) Counties. Crews in the field include Duke Energy crews, mutual assistance crews and contractor crews. updated 5/26/2006 6:37:15 PM	County Boone Campbell Kenton
5/25/2006 7:00:00 PM	Kentucky Utilities Company	Possible Cause: Around 7pm strong storms moved across the KU territory. updated 5/26/2006 9:47:09 AM	County Bell Fayette Hardin ...

**This record shows the initial report time.
This instance shows the latest update.**

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Add a NEW Incident – proceed to **Entering Incident Report Information** section on the following page.

Update or Correct an Existing Report

The screen will display all original report records that may be updated. Records which update an original report will not be available to choose.

For example:

- An outage incident occurred at 9:00 AM and was reported. This is an original record.
- Later the record was updated as restoration neared completion at 2:00 PM. This is **NOT** an original record.
- If one wished to provide the final status at 4:00 PM only the original 9:00 AM report would be available to choose.

The date filters automatically default to the past 24 hours. **Click on the Incident Time link to choose a record to update.** This link will continue on to actually collecting the incident report information.

The screenshot displays the 'Outage Reporting System' interface. At the top, there are navigation links: 'Manage', 'Submit Incident', 'View Incidents', 'JRS Home', and 'Owen Electric Cooperative, Inc.'. The main heading is 'Outage Reporting System' with 'Available Filters' below it. A filter box for 'Incident Time' is highlighted, containing a dropdown menu set to 'Other', and input fields for 'From Date', 'From Time', 'To Date', and 'To Time'. A 'Filter' button is located at the bottom right of this box. Below the filter is a table titled 'All Incidents' with columns for 'Incident Time', 'Company', and 'County'. The 'Incident Time' column contains a link to '4/2/2006 9:05:00 PM'. The 'Company' column lists 'Owen Electric Cooperative, Inc.'. The 'County' column lists 'Boone', 'Campbell', 'Carroll', 'Gallatin', 'Grant', 'Kenton', and 'Owen'. To the right of the table, there is a 'Customers Out' column with values: 650, 548, 1, 272, 1103, 284, and 1488. A 'Possible Cause' and 'Comment' are also visible, along with a timestamp '4/5/2006 7:50:23 PM'.

KY Public Service Commission Outage Report System

Entering Incident Report Information

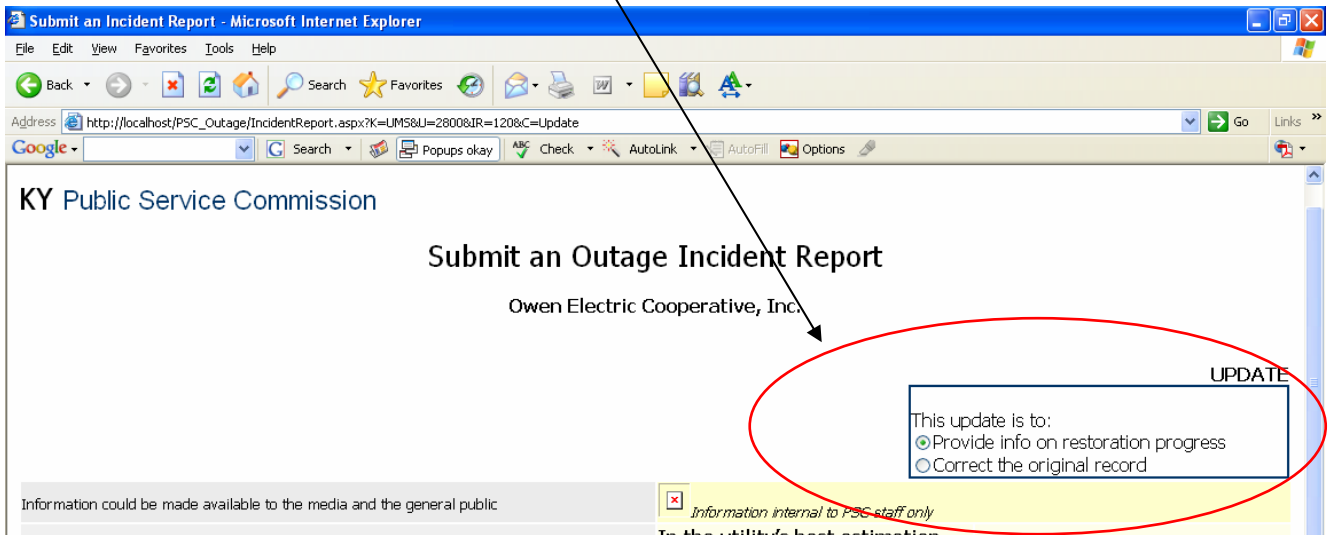
Each report consists of basic header information in two sections: public and private. There is an additional private section that applies only to electric utilities. Finally the counties served are displayed to accept the number of customers out per county.

Public information will be visible to the public on the KY PSC Outage Homepage. Any comments provided in the public section will appear beneath the listed possible cause. (See pg 3)

Initially due to the estimate customers served per county it would be wise to first visit the **Manage Counties** screen to ensure that all counties with an outage will be available for data entry.

The new incident entry could be pre-filled with the information from the last entry information if the previous incident is less than five days old. **"NEW"** will be indicated in the upper right corner to clarify you are creating a new entry.

The report that updates a previous one will be pre-filled with the previous reports information. **"UPDATE"** will be indicated in the upper right corner. You will have to indicate if this update report is a correction or an update on restoration.



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Courtesy Notification:

All filers will have the ability to distinguish between a simple courtesy notification and a reportable incident.

If after further study a courtesy notification becomes a reportable incident the flag may be corrected.

Incident Summary Report

The system will now accept the final summation report if enough detail is provided. This will eliminate the need to follow up with an additional report. Simply update the original outage and use the newly provided checkbox to indicate this is the summary report.

Search Manage Submit Incident Submit Peak Report View Maintain Events ORS Home Berea College Electric Utility Department HELP

KY Public Service Commission

Submit an Outage Incident Report

Berea College Electric Utility Department

This is a:

Reportable Incident Notification

Courtesy Notification (Non-Reportable)

This is the

Incident Summary Report

REFERENCE: 202

ENTT

Click **Submit Incident Report to PSC** button on the lower right when complete. An email will be generated notifying all assigned PSC staff of the incident.

Unique incidents require only a single report. When an event is ongoing such as the ice storm of 2003 updates will be expected twice a day until the event is closed or all customers are restored.

If you filed an outage incident before the event was declared and that incident was deemed to be part of the event you will be notified about the required updates. If you report an outage incident during an event you will notice an onscreen exclamation with the required update times. You must update your outage status at least once **before** those declared times. You may update more than once as outages decline before the declared times.

**KY Public Service Commission
Outage Report System**

Public Fields:

Type of Report: This field is usually not editable and displays "isolated incident." If a major statewide outage event is in progress this will become a drop-down list. Your choice will include the current event or "isolated incident". The default value will be the current event. You may alter this value to "isolated incident" if applicable.

Incident Started Date: The approximate date the incident began. **Not to be confused with reported time.**
format mm/dd/yyyy *required*

Incident Started Time: format hh/mm AM/PM *required*

Reported: The time this report is created – the current date and time.

Total number of personnel including contractors number *required*

Possible Cause 1000 chars max *required*

Public Comment Enter any informational text you wish to be presented to the consumers.
1000 chars max

Private Fields:

In the utility's best estimation, will 1000 or more customers be disrupted for more than 24 hours? Check to indicate YES; default is blank NO.

Restoration Efforts 1000 chars max *required*

Estimated Restoration Time 50 chars max *required*

Comments including critical facilities 1000 chars max

Who may we contact? Please provide information about the person filing the report. This information will be pre-filled with any values provided in "Manage Contacts". Replace as needed.

Name 50 chars max

Phone 25 chars max

Email 50 chars max

Private Electric only fields:

*Primary cause choose one: *required*
Generation; Transmission; Distribution or Unknown

*Provide greater detail on cause 1000 chars max

Poles number *required*

Wire Spans number *required*

Transformers number *required*

Outside Work Force number *required*

Public fields: Counties Affected:

Not all counties are shown. Counties designated as served using the Manage Counties will be shown. Enter the number of customers out to the right of the correct county.

* This field was added Jan 2008

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Image of the Incident Report Entry Screen with an ongoing Event.

Submit an Incident Report - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://localhost/PSC_Outage/IncidentReport.aspx?K=UMS&U=2000200

Search Manage Submit Incident View Incidents Maintain Events ORS Home Blue Grass Energy Cooperative Corp.

KY Public Service Commission

Submit an Outage Incident Report

! Major Statewide Outage Event Declared: March Hot Air Storm 2005
Please report daily at: 10:00 AM and 4:00 PM until all outages are resolved or this event is closed. Thank you for your participation.

NEW

Information could be made available to the media and the general public		Information internal to PSC staff only							
Isolated Event		In the utility's best estimation, will 1000 or more customers be disrupted for more than 24 hours? <input type="checkbox"/> (Check = YES)							
Incident Started	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 50%;">Date</th> <th style="width: 50%;">Time</th> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td style="font-size: small;">mm/dd/yyyy</td> <td style="font-size: small;">hh:mm AM</td> </tr> </table>	Date	Time	<input type="text"/>	<input type="text"/>	mm/dd/yyyy	hh:mm AM	Restoration Efforts	<input style="width: 100%; height: 40px;" type="text"/>
Date	Time								
<input type="text"/>	<input type="text"/>								
mm/dd/yyyy	hh:mm AM								
Reported	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">7/29/2005</td> <td style="width: 50%;">1:20 PM</td> </tr> </table>	7/29/2005	1:20 PM	Estimated Restoration Time	<input style="width: 100%; height: 20px;" type="text"/>				
7/29/2005	1:20 PM								
Estimated Total Number of Personnel in the field (including contractors)	<input style="width: 100%; height: 20px;" type="text"/>	Comments	<input style="width: 100%; height: 40px;" type="text"/>						
Possible Cause	<input style="width: 100%; height: 40px;" type="text"/>	Please include any Critical Facilities affected							
Public Comment	<input style="width: 100%; height: 40px;" type="text"/>	Who may we contact about this report? Name <input style="width: 100%;" type="text"/> Phone <input style="width: 100%;" type="text"/> Email <input style="width: 100%;" type="text"/>							
		Poles Broken	<input style="width: 100%;" type="text"/>						
		Wire Spans Down	<input style="width: 100%;" type="text"/>						
		Transformers Replaced	<input style="width: 100%;" type="text"/>						
		Outside Work Force	<input style="width: 100%;" type="text"/>						

Enter the number of Accounts Out for each affected county

Anderson	<input style="width: 50px;" type="text"/>	Bourbon	<input style="width: 50px;" type="text"/>	Bracken	<input style="width: 50px;" type="text"/>	Fayette	<input style="width: 50px;" type="text"/>
Franklin	<input style="width: 50px;" type="text"/>	Garrard	<input style="width: 50px;" type="text"/>	Grant	<input style="width: 50px;" type="text"/>	Harrison	<input style="width: 50px;" type="text"/>
Henry	<input style="width: 50px;" type="text"/>	Jackson	<input style="width: 50px;" type="text"/>	Jessamine	<input style="width: 50px;" type="text"/>	Madison	<input style="width: 50px;" type="text"/>
Mercer	<input style="width: 50px;" type="text"/>	Nicholas	<input style="width: 50px;" type="text"/>	Pendleton	<input style="width: 50px;" type="text"/>	Robertson	<input style="width: 50px;" type="text"/>
Scott	<input style="width: 50px;" type="text"/>	Shelby	<input style="width: 50px;" type="text"/>	Spencer	<input style="width: 50px;" type="text"/>	Washington	<input style="width: 50px;" type="text"/>
Woodford	<input style="width: 50px;" type="text"/>						

Don't Forget! The written summation of the outage event is still due within 7 days.

[Submit Incident Report to PSC](#)

Trusted sites

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View Incidents

You may view incidents involving your utility. You will have two different means of filtering raw outage incidents: An Incident Time Filter and County filter. When entering this screen it initially displays incidents for all counties within the past 24 hours.

Two different **Time filters** are available:

- a drop-down list with standard time filters : past 24 hours, past 48, past week and Other.
- manually entered dates and times.

Choose **“Other”** from the drop-down list to use the manually entered dates and times. *Note entering a date without a time will result in a default time of midnight.*

County filter – by default this filter is set to “All counties”. Any county may be chosen from the drop down list.

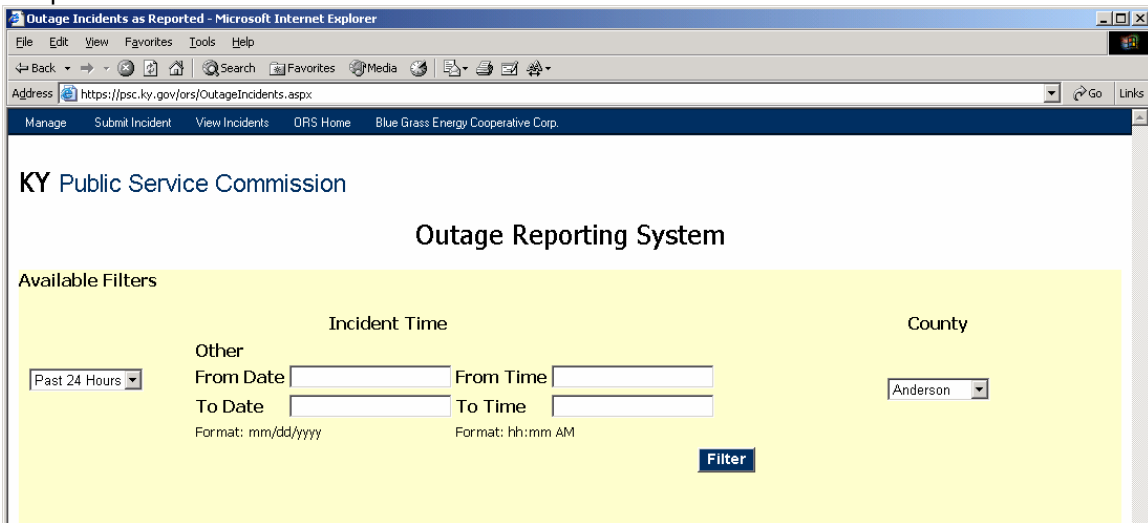





Image of the View Incidents Filter

Click **Filter** to retrieve results. A grid will display all outage incident reports that match the criteria. Click on the incident **time link** of any incident to read the information associated with that report on the **“Incident Details”** screen.

Unlike the public HOME page which shows only the most recent report – Viewing Incidents will show EVERY report entered. Updated or corrected reports will be obvious by a  pointing to the original record.

Sample of two updated reports to one original record.

Within 5/25/2006 12:00:00 AM			
Company	Time	Event	Es Pe
Louisville Gas and Electric Company	5/25/2006 7:00:00 PM	Isolated Incident	2:
 Louisville Gas and Electric Company	5/25/2006 7:00:00 PM	Isolated Incident	4:
 Louisville Gas and Electric Company	5/25/2006 7:00:00 PM	Isolated Incident	4:

KY Public Service Commission Outage Report System

Incident Details

This screen provides a read only view of all information associated with one outage incident report. Buttons at the bottom right hand of the screen allow you to return to the list of matching incident or move on to the next incident.

Use the button “**Return to Incident List**” to go back to the list of all incidents which matched your criteria. If other incidents are available in the list you will have buttons to view the details on the current screen of the **next** or **previous** incident.

The screenshot shows the 'Outage Reporting System' interface. At the top, there are navigation links: Search, View Incidents, and ORS Home. The main heading is 'KY Public Service Commission Outage Reporting System'. Below this, it displays 'Isolated Incident 3/17/2005 10:55:00 AM'. The incident details are presented in a two-column layout. The left column contains: 'Isolated Incident', 'Big Sandy R.E.C.C.', '3/17/2005 10:55:00 AM', 'Estimated Number Personell in the field (including contractors) 12', 'Possible Cause TEST DATA', 'Public Comment TEST', and 'Rural Electric Cooperative Corporation'. The right column contains: 'Estimated Restoration Time', 'Restoration Efforts TEST', 'Emergency or Critical Facilities Affected TEST', 'Contact Not Provided', and a summary table: 'Poles Broken: 1', 'Wire Spans Down: 2', 'Transformers Replaced: 3', 'Outside Work Force: 4'. Below the summary table is a table showing outage statistics by county: 'County Accounts Out Percentage of Customers Out Percent Out for County'. The table has four rows: Floyd (123, 2.08, 2.08), Johnson (5, .10, .09), and Knott (10, 1.70, .14). At the bottom right, there is a 'Return to Incident List' button. The browser status bar at the bottom shows 'Done' and 'Trusted sites'.

County	Accounts Out	Percentage of Customers Out	Percent Out for County
Floyd	123	2.08	2.08
Johnson	5	.10	.09
Knott	10	1.70	.14

Image viewing details of a reported outage incident

Note: When viewing an incident if it updates an original record it will have a link to that record in the top right hand corner. Likewise if an original record has an updates it will list links to those records as well.

The screenshot shows the 'Outage Reporting System' interface. At the top, there are navigation links: Search, Manage, Submit Incident, View Incidents, Maintain Events, ORS Home, American Electric Power, and HELP. The main heading is 'KY Public Service Commission Outage Reporting System'. Below this, it displays 'Isolated Incident 7/21/2006 7:30:00 PM'. The incident details are presented in a two-column layout. The left column contains: 'Isolated Incident' and 'American Electric Power'. The right column contains: 'Estimated Restoration Time', 'Restoration Efforts TEST', 'Emergency or Critical Facilities Affected TEST', 'Contact Not Provided', and a summary table: 'Poles Broken: 1', 'Wire Spans Down: 2', 'Transformers Replaced: 3', 'Outside Work Force: 4'. Below the summary table is a table showing outage statistics by county: 'County Accounts Out Percentage of Customers Out Percent Out for County'. The table has four rows: Floyd (123, 2.08, 2.08), Johnson (5, .10, .09), and Knott (10, 1.70, .14). At the bottom right, there is an 'Edit Current Record' button. A red circle highlights the 'Edit Current Record' button and a link to an updated record: 'This record updates one reported: 7/21/2006 10:37:06 PM'. The browser status bar at the bottom shows 'Done' and 'Trusted sites'.

County	Accounts Out	Percentage of Customers Out	Percent Out for County
Floyd	123	2.08	2.08
Johnson	5	.10	.09
Knott	10	1.70	.14