

Utility Coordinator Job Aid

The tasks completed by the Utility Coordinator vary depending on the incident level. A summary of potential tasks, considerations, and responsibilities is listed below. This list is not comprehensive.

Ongoing Preparedness

- Maintain Emergency Operations Plan or Restoration Management Plan
- Communicate periodically with your DSC regarding preferred communication processes, available resources, and personnel
- Maintain updated contact lists, response checklists/templates, and contracts
- Inventory materials, supplies, and their locations

Level 1 – Isolated Event

- Evaluate event potential, assess needs, respond to the event, and determine whether assistance is needed beyond local crews and contractors

Level 2, 3, 4 – Local/State, Regional, National Events

- Communicate needs (or available resources) to your DSC and other utilities within your state; an example of the minimum information to share can be found in *Attachment I: Example Resource Information Forms*
- Provide periodic updates of needs as damage assessment is conducted and restoration proceeds (at least daily, unless significant changes warrant more frequent communication)
- Manage response within your utility, including onboarding and managing mutual aid resources as appropriate
- Coordinate with local Emergency Operations Center (EOC) regarding other response requirements

Tasks for the Utility Coordinator Requesting Mutual Aid (“Requesting Utility Coordinator”):

Step 1: Assess situation and compile resource requirements

- If advance warning is possible, reach out to your DSC to provide situational awareness of the potential event and forecasted impact information
- As soon as practical post-impact, begin assessing the damage and compiling detailed information about the resources your utility will need to manage the response that cannot be provided by internal or contracted resources

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- Be as specific as possible when compiling information on both the forecasted resource requirements and refined data following damage assessment; an example of the minimum information to share can be found in *Attachment I: Example Resource Information Forms*
- Your DSC may help you compile the necessary information or answer questions regarding resources available

Step 2: Initiate resource request

- Once compiled, transmit the mutual aid resource request to your DSC
- Your DSC will broadcast your request to other DSCs and to the National Coordinator

Step 3: Match with Responding Utility Coordinators to coordinate contracts and logistics

- Your DSC will help match your resource requests with available resources offered by Responding Utility Coordinators
- Once matched, your DSC will provide you with the contact information of or directly connect you with the Responding Utility Coordinators to finalize supplementary contracting (if necessary), logistics, and response requirements for deployment to your system
- At a minimum, you should consider the following items when coordinating and preparing for mutual aid resource deployments to your system:
 - Safety and PPE
 - Type of work expectations/qualifications
 - Billing rates (work, travel, rest)
 - Insurance
 - Fuel, food, lodging, and security expectations
 - Transportation
 - Materials
 - Finance, invoice documentation, and reimbursement considerations (for specific considerations, see the [FEMA Public Assistance & Hazard Mitigation Grant Programs Toolkit](http://www.publicpower.org/store), available at www.publicpower.org/store)

Step 4: Ongoing response management

- Utility Coordinators should maintain contact with their DSC and Responding Utility Coordinators to provide periodic updates on the state of restoration and mutual aid resource needs / release timeframes

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Step 5: Demobilization of mutual aid resources

- Mutual aid resources are designed to supplement internal and contracted resources on your system; once restoration on your system has reached a level at which your internal and contract resources can effectively manage the restoration of the remaining customers, demobilization/release of mutual aid resources should begin
- Release of mutual aid resources should be coordinated with both the Responding Utility Coordinator and your DSC; released mutual aid resources may be available for redeployment to another affected system, so the DSC may need to coordinate the best use of the deployed resources across the mutual aid community

Tasks for the Utility Coordinator Offering Mutual Aid (“Responding Utility Coordinator”):

Step 1: Assess situation and compile resource availability

- Leading up to forecasted events that may lead to mutual aid deployments, review the situation potential and compile a preliminary assessment of resource availability within your utility, being as specific as possible; an example of the minimum information to provide can be found in *Attachment I: Example Resource Information Forms*
- Once notified by your DSC that mutual aid is needed from your state, confirm available resources and submit the compiled information for your utility to your DSC

Step 2: Connect with the Requesting Utility Coordinator to coordinate contracts and logistics

- Your DSC will compile your available resource information and that of other utilities in your state and broadcast it to DSCs requesting mutual aid resources, communicate it to the National Coordinator, and/or input it into the Mutual Aid Resource Allocation Tool
- Your DSC will work with other DSCs and the National Coordinator to match your available resources with a utility that is requesting mutual aid
- When matched, your DSC and the DSC requesting mutual aid will connect you with the Requesting Utility Coordinator

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- Finalizing logistics, response requirements, and any supplementary contracting will then take place between the Utility Coordinators; at a minimum, Utility Coordinators should consider the following items when coordinating and preparing for mutual aid resource deployments:
 - Safety and PPE
 - Type of work expectations/qualifications
 - Billing rates (work, travel, rest)
 - Insurance
 - Fuel, food, lodging, and security expectations
 - Transportation
 - Materials
 - Finance, invoice documentation, and reimbursement considerations (for specific considerations, see the [FEMA Public Assistance & Hazard Mitigation Grant Programs Toolkit](#), available at www.publicpower.org/store)

Step 3: Ongoing monitoring of response resources

- Throughout the deployment of your utilities' resources, monitor your crews and restoration progress through the Requesting Utility Coordinator
- When restoration efforts for the remaining customers can be effectively managed by internal and contracted crews of the utility requesting mutual aid, plans for the demobilization/release of mutual aid resources should begin
- Continued coordination and information sharing with your DSC should occur throughout the deployment

Step 4: Demobilization of mutual aid resources

- Once demobilization/release of resources is planned, notify your DSC of the expected date of release
- If your crews are available for continued deployment following their current assignment, notify your DSC of your utility's current resource availability/constraints for redeployment
- Your DSC will compile your resource availability and coordinate with other DSCs and/or the National Coordinator to determine the best use of resources across the mutual aid community