

SAFETY BULLETIN

COORDINATION DURING STORM RESPONSE AND THE EMERGENCY OFFICIALS PORTAL



August 2018

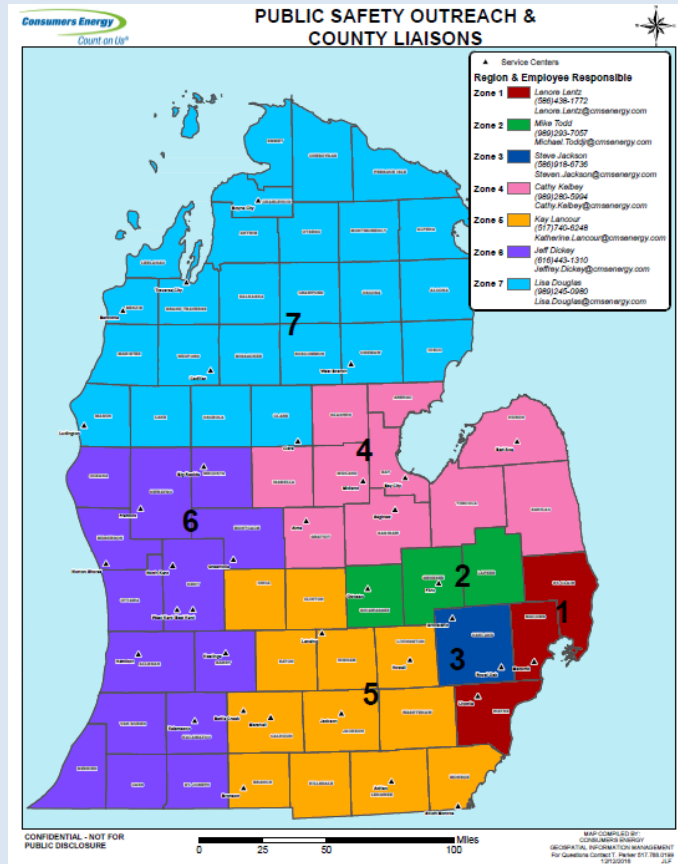
COORDINATING WITH THE PUBLIC SAFETY OUTREACH TEAM DURING STORMS

The Public Safety Outreach team provides support during utility-related emergencies, acting as the liaison between the public sector Incident Commander and Consumers Energy's on-scene commander.

During large storms, the Public Safety Outreach team provides the following resources and assistance to public sector emergency officials:

- 24/7 on-call list on the [Emergency Officials Portal](#)
- Update county emergency managers of current status, estimated restoration times and total number of outages in the area
- Escalate and ensure priority of downed wires
- Assist with relieving police/fire from downed wire scenes
 - **If in need of assistance after business hours, please access our [24/7 On-Call list](#) and contact the Public Safety Outreach team member on-call.**
- Receive and escalate critical infrastructure concerns

The team also provides free, in-person education sessions on how to safely respond to natural gas and electric emergencies. If you'd like to request a free training, please contact Lisa Douglas at 989-245-0980 or email PublicSafety@cmsenergy.com.



Public Safety Outreach Team Members & Coverage Areas

- ZONE 1 – Lenore Lentz 586-438-1772**
- ZONE 2 – Mike Todd 989-293-7057**
- ZONE 3 – Steve Jackson 586-918-6736**
- ZONE 4 – Cathy Kelbey 989-280-5994**
- ZONE 5 – Kay Lancour 517-740-6248**
- ZONE 6 – Jeff Dickey 616-443-1310**
- ZONE 7 – Lisa Douglas 989-245-0980**

EMERGENCY OFFICIALS PORTAL

A Dedicated Website for First Responders!

The [Emergency Officials Portal](#) is a password protected portal that provides access to the following resources.

24/7 Public Safety Outreach On-Call List

ON-CALL Public Safety Outreach Team Member(s)

Name	Phone
Lisa Douglas	989-245-0980 or 989-948-4277

Gas & Electric Hazard Awareness Trainings

REQUEST FOR TRAINING

Upcoming Past

Hartland Deerfield Fire Authority FD: Gas Hazard Awareness Training
Tue, 23 Jan 2018 18:30 EST—Tue, 23 Jan 2018 19:30 EST

Rockford FD: Electric Hazard Awareness Training
Wed, 24 Jan 2018 13:00 EST—Wed, 24 Jan 2018 14:00 EST

Midland FD: Gas and Electric Hazard Awareness Training
Thu, 25 Jan 2018 09:00 EST—Thu, 25 Jan 2018 11:00 EST

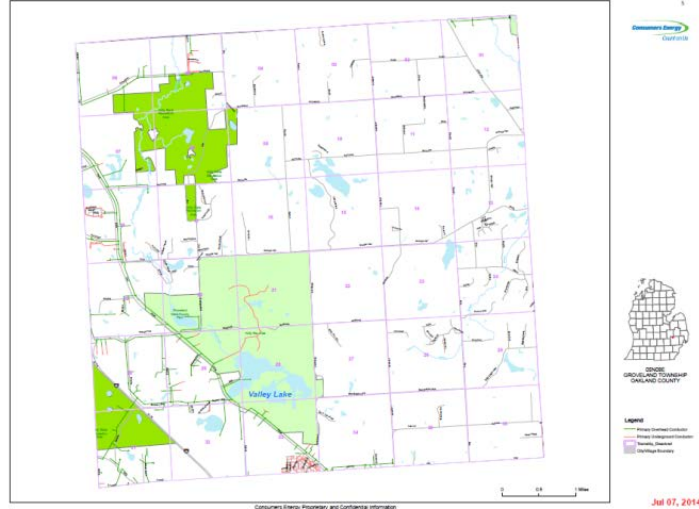
Free Safety Training Videos



Chapter 6: Energized Vehicle Rescue

Gas and Electric System Maps

GROVELAND
Township Electric Distribution Map



Safety Brochures & Bulletins



NATURAL GAS PIPELINE SAFETY
INFORMATION FOR EMERGENCY OFFICIALS



SAFETY BULLETIN Responding to an Emergency at a SOLAR GARDEN

WHAT IS A SOLAR GARDEN? A Solar Garden is a large-scale installation on the ground that produces solar energy for Consumers Energy electric customers. Consumer Energy will inspect, operate and maintain the Solar Garden. A Solar Garden points to a Solar Garden in a single lot—about 3 to 5 acres. The panels are manufactured by Suniva in Singapore, Thailand.

HOW TO RESPOND TO A STRUCTURE FIRE AT A SOLAR GARDEN

- FIRE DEPARTMENT EMERGENCY OPERATIONS**
- The potential for injury or illness presents itself during high-heat, low-visibility, smoky, windy, etc., and the possibility of electricity caused by downed wires.
 - Consider all PV equipment and wires to be energized and do not touch or attempt to remove, repair or disconnect.
 - Do not enter unsecured fire damage that could risk an injury (conductor only). All energized wires from the solar panels will be hot to the touch. They have reinforced steel high high current wires. Handling this hot is dangerous. Buses are metallic buses.
 - Protective cover in these Solar Gardens do not have a handle for the service to disconnect the dangerous amount of energy stored within them. Wait for a safe, alternate way and call Consumers Energy for assistance.
- SAFETY HAZARDS**
- Electrical shock and flame - Solar panels being energized have electricity for the amount of 600-800 Volts. Contact will result in a severe shock of electric. There is a high-voltage resistor because of hazardous touch incident in some homes, and even about 3000 volt step down in a building.



How Helpful was this Safety Bulletin? We would love to hear from you!

Please let us know if this bulletin was helpful by emailing us at PublicSafety@cmsenergy.com.

Sincerely,

Lisa Douglas

Director of Emergency Management & Public Safety
989-245-0980

Lisa.Douglas@cmsenergy.com

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