

EXTRA



Click on the image above to see a compilation of photos taken during the event.

After the storm – Information your friends, family members and neighbors might be curious about

As Avista and the communities impacted by the Nov. 17 windstorm try to return to “business as usual”, many will never forget the devastation, destruction and personal damage left behind by Mother Nature’s near-hurricane force winds. As employees of Avista, you might start to get questions from your friends, family and neighbors about common ‘post-storm’ topics. Below is a summary of helpful information you can share:

Entire company rallied to restore power and communicate with customers throughout the storm recovery

By 3:45 a.m. Friday, Nov. 27, power was fully restored to the nearly 180,000 customers who were out of power at the height of the storm. It took almost 10 days of around-the-clock restoration efforts by up to 132 Avista, contract and mutual aid crews from six western states and Canada working 16-hour shifts on a rotating basis through Thanksgiving to restore service to everyone. It took

DID YOU KNOW?

Most of the damage to our infrastructure from the Nov. 17 storm was due to falling trees.

While Avista’s current standard is to install underground service in new neighborhoods, the cost to put in underground electric services in an established neighborhood can be 8-10 times more than overhead power lines.

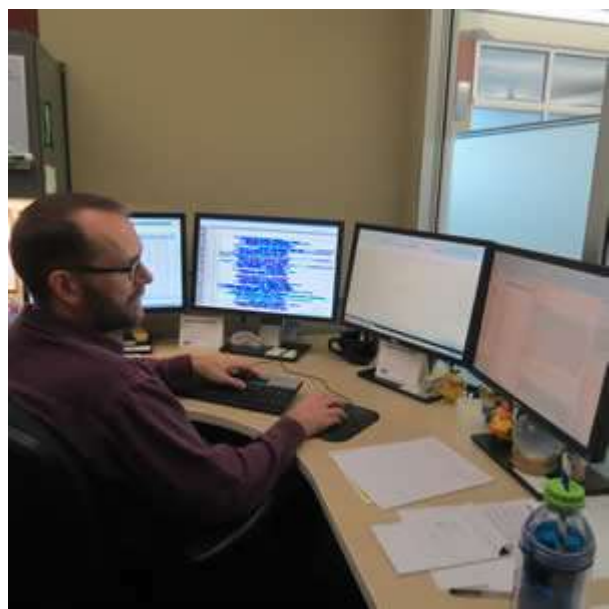
thousands of man-hours to restore power during extremely demanding conditions and thankfully, we were able to fully restore power without a single safety incident.

Although it's too early to estimate the total costs associated with this storm event, we can share some numbers with you. In addition to our crews, customers and communities, there are hundreds of additional support staff who worked tirelessly behind the scenes to organize and prioritize work, and keep the crews supplied and focused on the task at hand. At the same time, it was important to communicate to customers as information became available and respond to their questions in a timely manner throughout the storm recovery effort.

Customer Contact Center:

Managed a total of nearly 205,000 customer contacts. Nearly 56,000 of those contacts involved individual direct customer conversations during the 10-day restoration effort.

Approximately 74 percent of all calls were handled within one minute between Nov. 17 and Thanksgiving day.



Distribution Dispatch:

We created an additional new dispatch center to manage coordinating all the additional crews in the field.

At the height of the restoration efforts, there were a total of 132 Avista, mutual aid and contract crews working 16-hour rotating shifts.

Our total workforce consisted of at least 700 individuals working in the field, most of them were skilled line crew members. That's more than five-times the typical workforce in Avista's entire operations.



External Communications:

Twitter: 1 Million Twitter accounts reached, and 12.7 Million unique Twitter impressions created.

Facebook: 75 Facebook Posts, more than 8,100 Direct Messages with 94 percent responded to in 13 minutes or less, and a Total Reach of more than 1.5 Million.

Outage Map total visits were nearly 837,000. Total visits to avistautilities.com were 607,000.

Media Relations: 6 community-wide coordinated news conferences, 15 Media Alerts and 174 Media inquiries were facilitated.



Avery Smith

53 mins · @

Thanks to Avista's hard working crews, today I was able to turn on the light switch and actually have it work. After 6 days with no power, I've come to realize that #1 nature is supremely powerful #2 as a society we are extremely dependent on electricity for almost everything #3 I am grateful to have family and friends that reach out during crises like the one Spokane went through this last week. #mywhitworth #pnweather



Community Support and Volunteers:

Avista contributed more than \$94,000 to fund shelters, warming centers, emergency food and services, extend school warming center days and food, and provide 1,000 meals and 45 Avista volunteers through KREM-TV's Tom's Turkey Drive.

At least 50 Avista volunteers in non-critical operation positions worked with City volunteers to go door-to-door checking on vulnerable customers in neighborhoods without power.

Avista worked with the City of Spokane, Fairchild Air Force Base and others to secure and connect emergency generators to provide temporary power to critical customers, including several assisted living homes.

More than 300 employees volunteered around the clock to help in any capacity they could throughout the restoration effort. We could not have done achieved what we did without their support and dedication.



Internal Communications:

More than 2,000 hard hat stickers have been printed and distributed to employees and other workers who came to help during the storm

Employees shared more than 500 photos with the Employee Engagement department and more than 2,000 photos were taken and shared by Employee Engagement photographers.

25 All employee emails and e.view EXTRAs were sent out during the storm to keep employees and retirees informed about Avista's restoration efforts. Many of the photos taken by Employee Engagement were used on Social Media channels to help punctuate our restoration efforts.

So far, more than 420 customer compliments and thank you notes have been forwarded to the Employee Engagement Department. This does not include compliments received on other channels such as Facebook and Twitter. We're still collecting thank you notes and letters from customers. If you want them to become part of our future windstorm archives, please forward them to the Employee Engagement Department at MSC 39.



Storm clean-up activities

Clean-up from wind storm-related activities will continue and Avista is advising customers to contact the Contact Center if they have questions or concerns about any possible downed wire or utility debris on their property so that we can ensure it is removed safely. Crews will be out performing any wrap-up work as necessary.

Damage Inquiries

While it's unfortunate, some of our customers experienced damage to their property or had to throw out spoiled food as a result of loss of power due to the windstorm. If a customer sustains a loss for which Avista is responsible, we want to promptly and fairly compensate them for the loss. However, there are circumstances such as storms, acts of the elements, or other events beyond Avista's reasonable control where we are not responsible for damages or loss.

For your information and for customers who have questions about damages they may have suffered as a result of the wind storm, we have prepared a one sheet explanation of Avista's damage inquiry process and an explanation of what we are and are not responsible for when it comes to damaged property, appliances/electronics or loss of refrigerated foods. [The one sheet can be found here.](#) If a customer has a question about any damages they should be directed to call Customer Service at 1-800-227-9187.

Community appreciation



As we unwind from this tremendous effort, please take a moment to revel in the outpouring of support from our customers and community. As we enter into the holiday season full swing, we have much to be grateful for. Below is a sample of some of the sentiments we've received from our customers and community:

- We just got our power back! Just wanted to say a HUGE THANK YOU, not only to all at Avista but to all the men and women who came from all over the country to help out! Thank you isn't nearly enough! You all have done nothing but work as hard and fast as you possibly can while remaining safe!
- Thank you for all your hard work!!! We greatly appreciate the dedication of the men and women who are out there 24/7, leaving the homes and family to keep others warm and safe. You are the heroes of the week.
- This evening, I saw some of your crews...pounding the pavement and working hard for our community. I think all of you are doing a fine job. And it's through those trying times, those times of adversity, where we all as people, a community -- and in Avista's case, a community-based business/utility -- find out what we are all about and made of. All of you are really stepping it up and getting the job done. I cannot thank you and applaud all of you folks enough for working hard for your people. Kudos!

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You are encouraged to submit items of interest to Avista employees for publication in *The Avista e.view*. Send your news to [April Needham](#) or [Brandi Smith](#), editors, or call extension 4923 or 2874.