



<b>Description</b>	The purpose of this procedure is to ensure timely communications to the Commission, and the general public of the implementation of a restoration of service plan following an unplanned service interruption.
<b>Regulatory Applicability</b>	Service lines in the State of Oklahoma.
<b>Frequency</b>	As needed. The plan itself will be reviewed annually and updated as deemed necessary and appropriate.
<b>Reference</b>	OCC 165:45-9-2.1. <i>Restoration of Service</i>
<b>Forms / Record Retention</b>	None
<b>Related Specifications</b>	None
<b>OQ Covered Task</b>	None



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### **Procedure Steps**

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1. Notify the OCC through the Director of the Consumer Services Division by business telephone<sup>1</sup> and/or e-mail address<sup>2</sup> during the business hours of 8:00 a.m. through 4:30 p.m. Monday through Friday; or emergency cellular telephone number after normal business hours, weekends and holidays.  
  
Notification shall be made as follows
    - a. Initial contact to notify the staff of outages that involve a major utility substation or facility; one that may cause a high degree of public interest or concern; or one that has a potential duration of 4 hours or more and involves 1% or at least 50 customers (whichever is greater).
    - b. Intermediate contact to provide status reports, as deemed necessary by WTG Personnel or requested by the Commission Staff.
    - c. Conclusion contact detailing the results and completion of the restoration of service plan implementation.
  2. Assess the extent of the service interruption. Include:
    - a. the number of customers affected
    - b. the geographic extent of the service interruption
  3. Determine what resources, such as equipment, materials, and labor, will be required to restore service.
  4. Determine if the service restoration can be accomplished by the use of West Texas Gas personnel only, or if contractors will be required to have service restored as soon as possible.
  5. When time permits, make mass notification to all affected customers of the outage via company's Burst Tex software program with the following information.
    - a. type of service outage
    - b. extent of the service outage
    - c. expected time to restore service
- Note:** Other means of notification may also be used as long as the result is mass notification on an efficient, effective, and timely basis.
6. Identify the priorities for service restoration. Base the priorities on the following factors:
    - a. emergency needs
    - b. ease of restoration:
      - i. for the greatest number of consumers
      - ii. for the least expenditure of money, time and effort

**Note: Priority will always be given to any life-threatening situations known or discovered during restoration of service.**



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7. Once gas service to installations affected with the interest of public health and safety has been restored (such as hospitals, fire and police departments and 911 centers), service will then be restored to schools as quickly as feasible, during any time of the year that school is in session.

# **West Texas Gas Emergency Contact Number 1-844-976-0333**

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