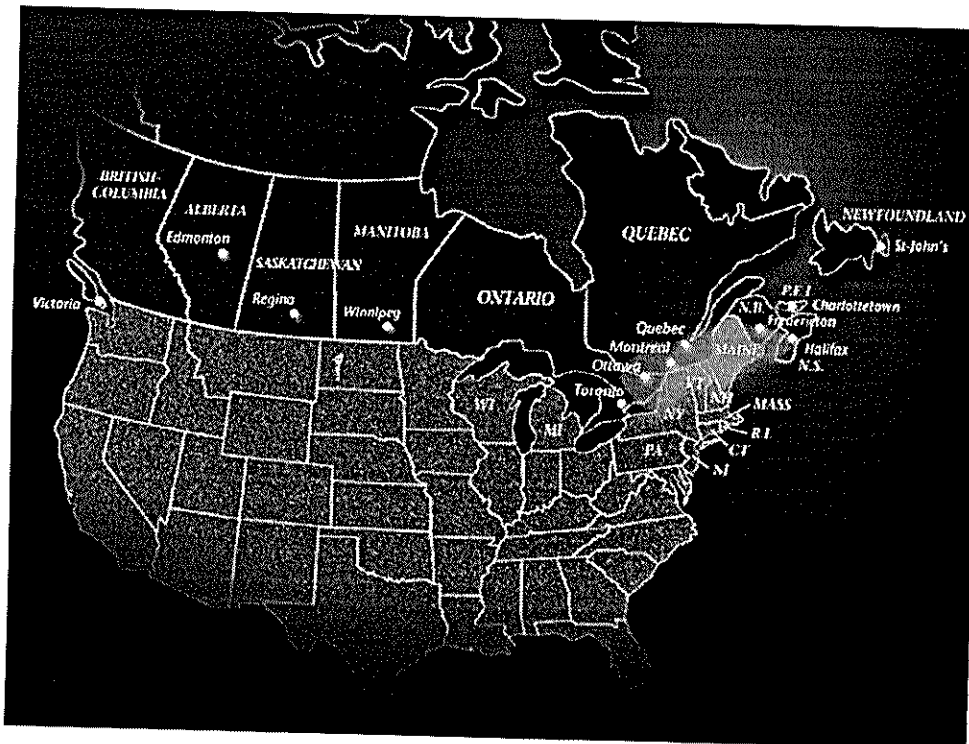
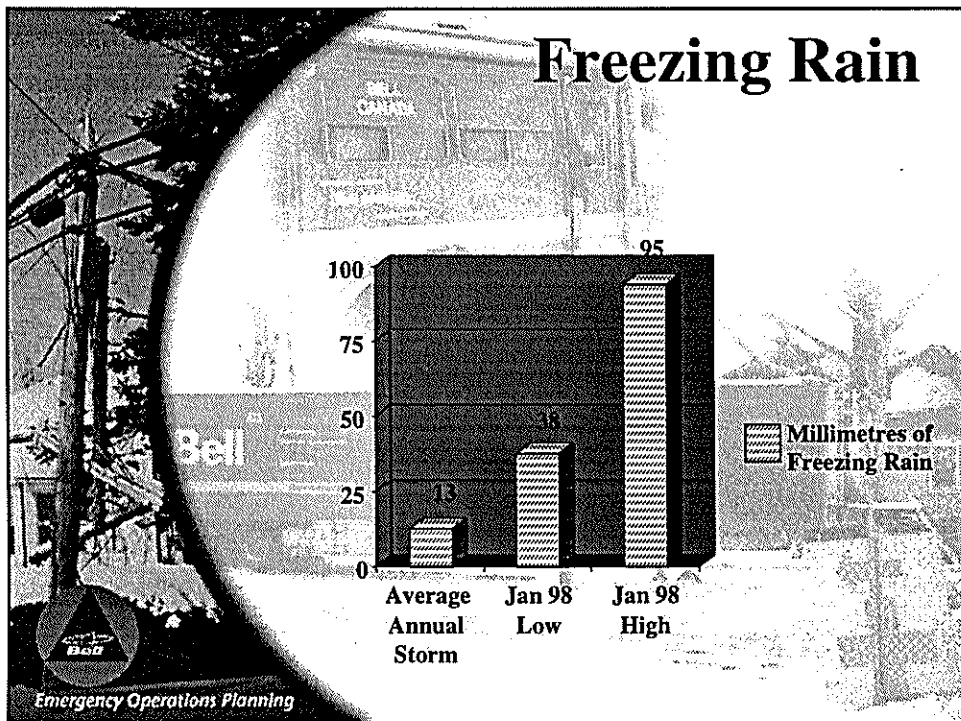
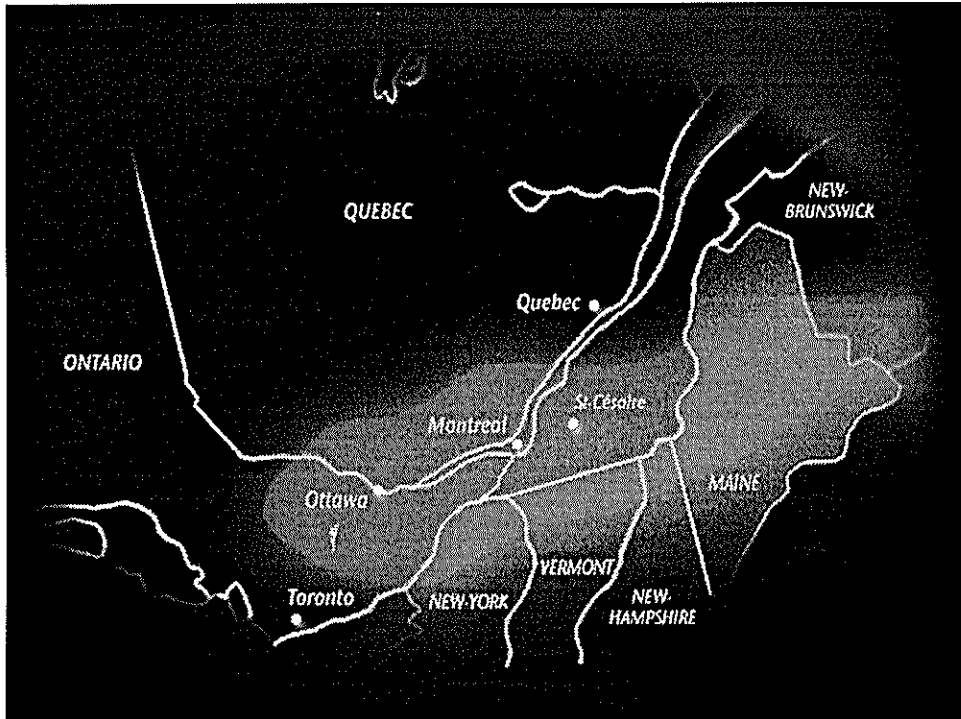


# The Great Ice Storm of January 1998

Brian Miller  
Director  
Bell Canada  
Emergency Operations Planning  
393 Rideau Street, F-3  
Ottawa ON Canada K1G 3J4





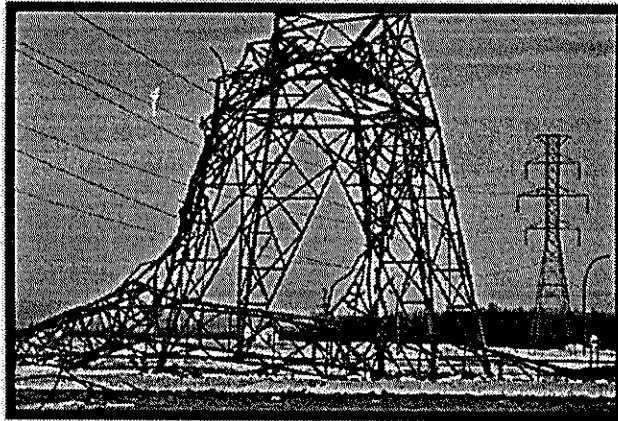
## Creeping Reality

- In spite of the weather forecast on January 4th we had great difficulty to foresee the ultimate size of the impending disaster
- Operations and EOP prepared by addressing some aspects of the Worst Case Scenario
- Reality occurred on the morning of the 4th day:

***Thursday January 8, 1998***

**BOU**  
Emergency Operations Planning





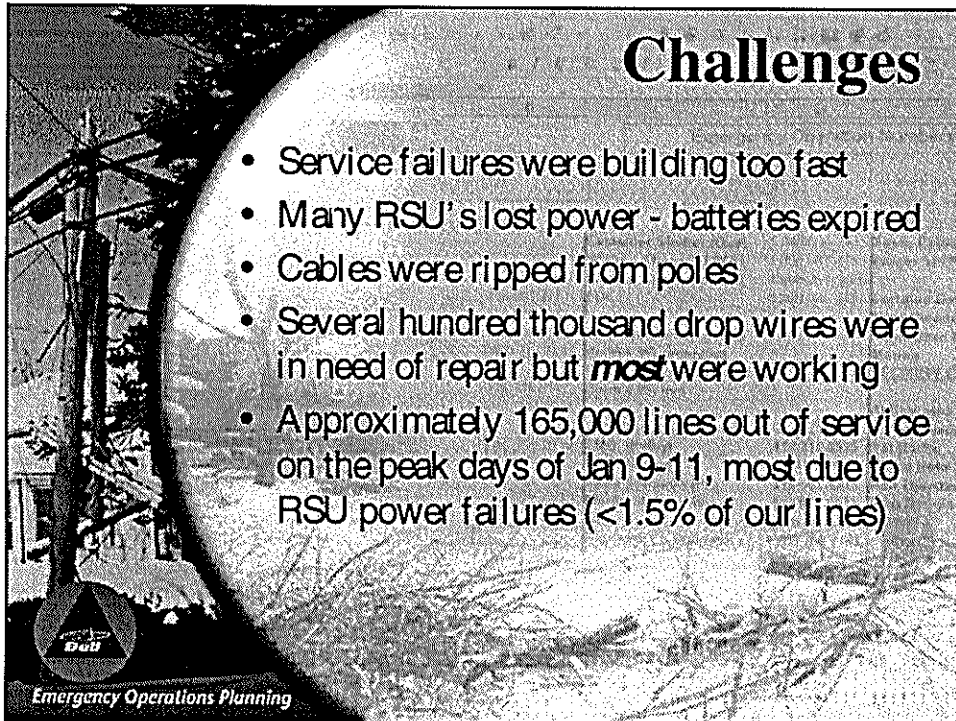


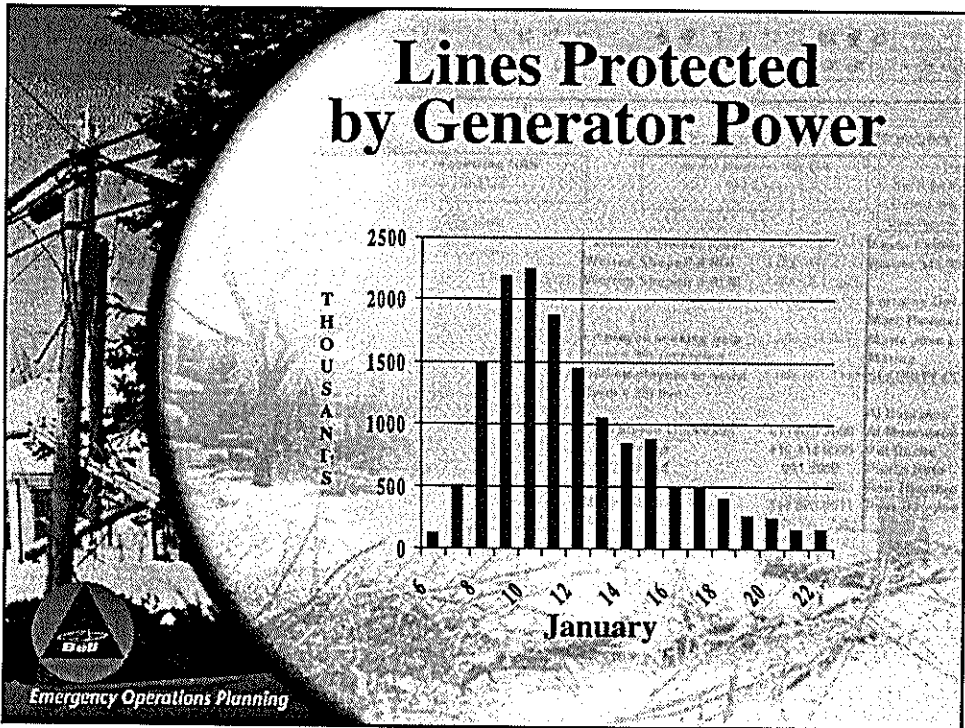
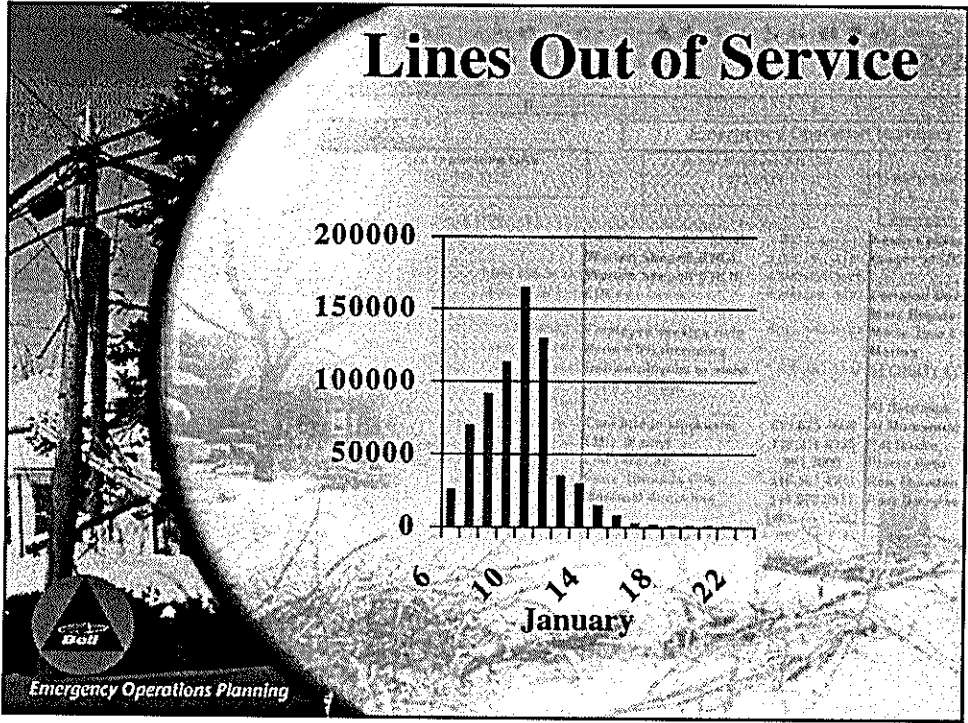




## Challenges

- Service failures were building too fast
- Many RSU's lost power - batteries expired
- Cables were ripped from poles
- Several hundred thousand drop wires were in need of repair but *most* were working
- Approximately 165,000 lines out of service on the peak days of Jan 9-11, most due to RSU power failures (<1.5% of our lines)

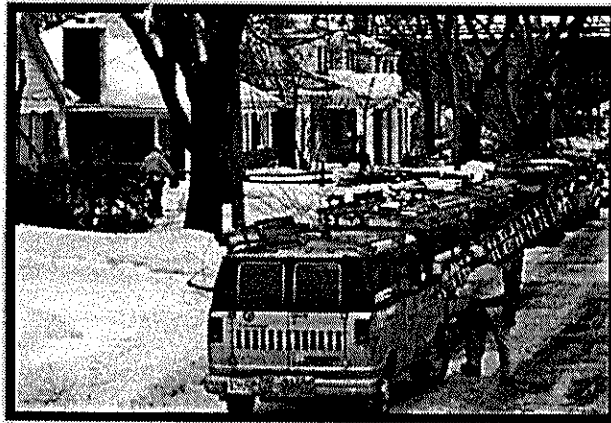




## Winning!

- Generators - Generators - Generators
- Obtaining fuel
  - Opening refineries and gas stations
- Police escorts on closed roads
- Providing lodging and food
- Montréal and southern suburbs are dark but most phones are working

 Emergency Operations Planning





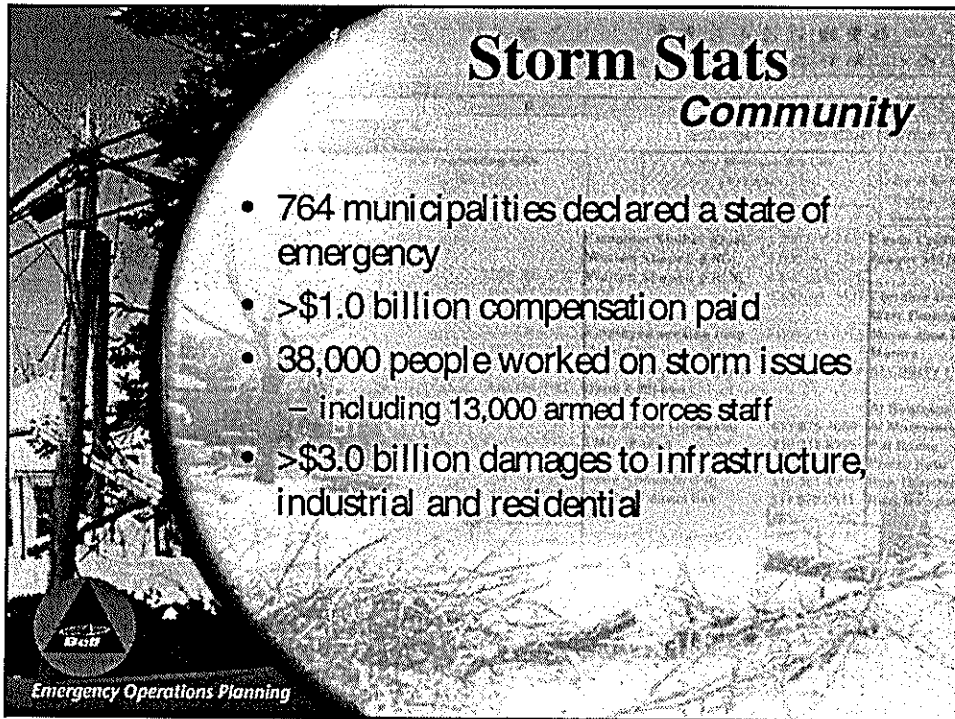


## **Storm Stats** *Bell Canada Network*

- 8500 telephone poles replaced
- 230,000 drop wires replaced or repaired
- 700 kms of copper cable damaged
- 60 kms of fibre cable replaced
- Over 600 generators deployed
- Calls to 611 repair increased by 800%
- 210 technicians from Mutual Aid


  
*Emergency Operations Planning*



A slide titled "Storm Stats Community" with a background image of a snowy landscape and a utility pole. The slide contains a bulleted list of statistics and a logo in the bottom left corner.

## Storm Stats *Community*


- 764 municipalities declared a state of emergency
- >\$1.0 billion compensation paid
- 38,000 people worked on storm issues
  - including 13,000 armed forces staff
- >\$3.0 billion damages to infrastructure, industrial and residential

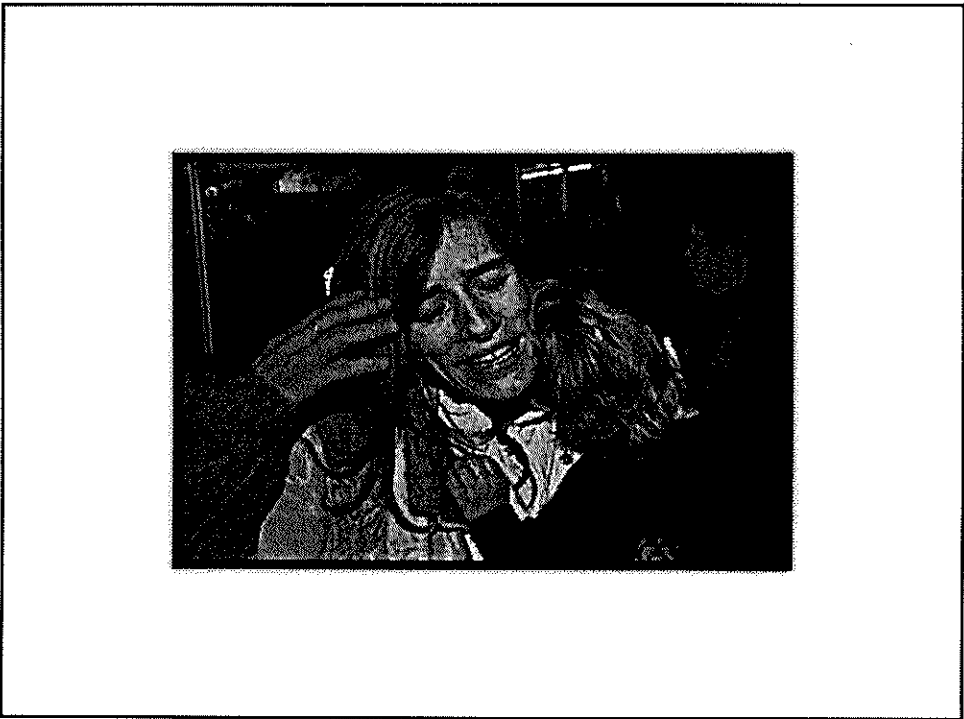
 Emergency Operations Planning

A slide titled "Storm Stats Human Impact" with a background image of a snowy landscape and a utility pole. The slide contains a bulleted list of statistics and a logo in the bottom left corner.

## Storm Stats *Human Impact*

- 29 Deaths
- More than 500 hospitalized injuries, several thousand injuries treated and released
- 4.5 million people affected
- 541 emergency shelters
- 20500 people stayed in shelters
- >100,000 people used the shelter system

 Emergency Operations Planning



## Our Employees

- Assistance to employees
  - day-care centres
  - emergency shelters in switching centres
  - 1-800 assistance and info lines
    - match employees needs with resources
  - telephone pioneers involved
  - transportation issues
  - food, infant supplies, wood

 Emergency Operations Planning



## Our Community

- Free services
  - lines including long distance for shelters
  - cell phones and MSAT phones
  - satellite dishes in shelters
- Assistance
  - visits to city and town officials
  - daily calls to shelters
  - maximized 611 and 0 service via re-routes
  - employee volunteers from unaffected areas working for civil governments
  - 1-800-AIDE: 90 position call center set up for the Quebec government in < 16 hours

 Emergency Operations Planning





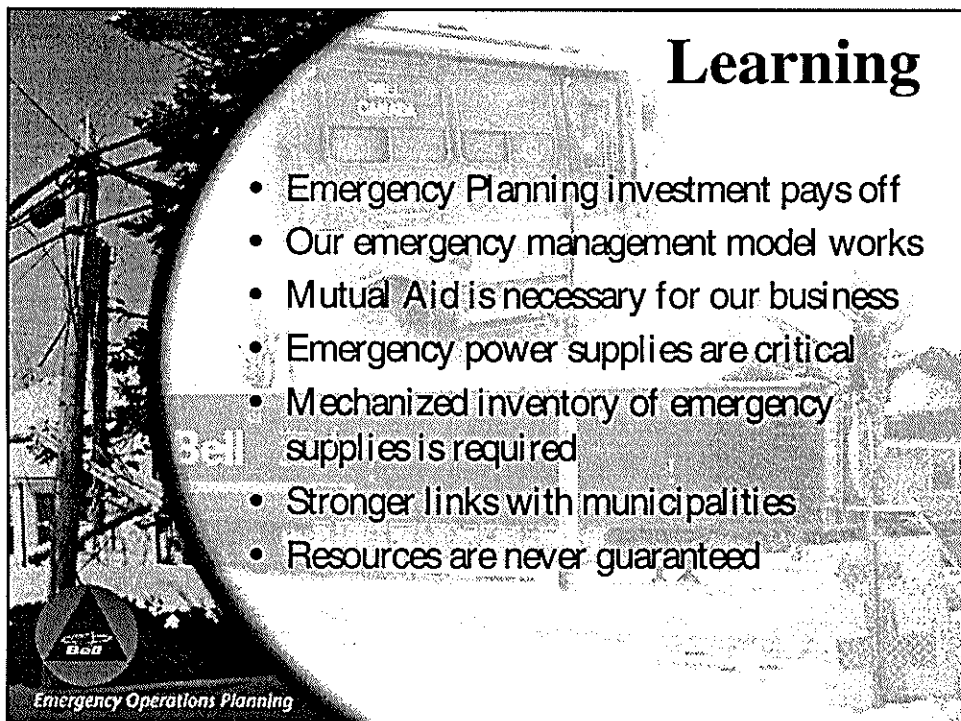
## We Were Great!

*(or some things actually worked!)*

- Employee involvement
- Departmental cooperation
- Senior management field visits
- Mutual aid
- Resource acquisition
  - fuel, generators
  - poles, various supplies
- Industrial cooperation
- Government assistance

**3ell**

Emergency Operations Planning



## Learning

- Emergency Planning investment pays off
- Our emergency management model works
- Mutual Aid is necessary for our business
- Emergency power supplies are critical
- Mechanized inventory of emergency supplies is required
- Stronger links with municipalities
- Resources are never guaranteed

**3ell**

Emergency Operations Planning