

CASE STUDY: Emergency Response Support

The Situation

Hurricane Sandy was the deadliest and most destructive hurricane in recent history – second only to hurricane Katrina in total damage. Superstorm Sandy affected 24 states, including the entire eastern seaboard from Florida to Maine with particularly severe damage in New Jersey and New York. Its storm surge hit New York City on October 29, flooding streets, tunnels and subway lines and cutting power in and around the city.

For the local utility in Philadelphia, Sandy was the worst storm in history. Severe and widespread damage to trees, aerial lines, and equipment was sustained in Buck and Montgomery counties. Almost 1 million customers lost power. More than 15,000 repair jobs were required including hundreds of miles of wire and cable, hundreds of poles, and thousands of cross arms.

CCI's Solution

In the wake of superstorm Sandy, CCI was there to assist in restoring power to the over one million local utility customers who suffered the consequences of the pounding rain and high winds. Our Emergency Response team was fully trained, outfitted, and prepared in advance of Hurricane Sandy hitting the Delaware Valley. By the morning the storm was supposed to hit on October 29, CCI's team was out performing wire sitting, damage assessment, secondary line repairs, and pole re-setting.

Our personnel were working the utility's entire territory and managed to work safely under the extreme conditions. The work was completed safely and communication was key. CCI Project Management utilized event-free performance tools and 3-Part Communication to share information in a timely way during a very challenging situation. When unable to re-open a road due to extensive damage that would require Line Trucks/multiple crews, CCI crews provided a detailed assessment of damage and what would be required to complete the job.

CCI's support was instrumental in the utilities ability to clear roads and restore power during and after the storm.



The Results

- ◆ Service restored to 99% impacted customers within one week (November 5)
- ◆ Service completely restored by November 7
- ◆ Zero Safety Incidents