



Members of Central Lincoln's Leadership Team discuss approaches for handling emergencies. (Starting on left going around table: Gail Malcolm [in blue], Ken Murray, Brandon Hignite, Teri Turner, Ty Hillebrand, Sunnetta Capovilla, General Manager Randy Grove, and Mark Freeman [with back to camera] Not shown: Chris Chandler.)

## BEING READY FOR INTENSE EMERGENCIES

*Electricity is important to daily life in America. But after a disaster, as people shelter in place, power can become crucial for keeping people informed, connected, and engaged.*

As Central Lincoln's Emergency Manager Gail Malcolm watched vivid reports from across the Pacific Ocean about a new virus making thousands sick, "I knew I had to work on scenarios for our response," she recalls. "I could see this virus was very likely going to impact our customers, and our employees."

Part of Gail's job is to anticipate threats, and while she's gotten a reputation for seeing dark possibilities for the future, it's impossible to argue she's on the wrong track.

She immediately started planning for the COVID-19 coronavirus to impact the Oregon Coast—just in case. "We are an essential service," she explains. "In an event like this, we must protect our customers—and our workforce." Gail participated in broad community planning for virus response including community health, as well as in mutual aid discussions. Central



Gail Malcolm

Lincoln belongs to the Western Region Mutual Assistance Group (WRMAG) for electric utilities—members have mutual agreements to send line, substation, or tree crews to help each other, with the costs fully reimbursed by the utility needing assistance. WRMAG includes utilities from Hawaii, California, New Mexico, Canada, and the states in-between.

To make sure our employees know their roles in an emergency event, all Central Lincoln employees are required to study Incident Command System (ICS), a system for effective and efficient incident management. Disaster response can include facilities, equipment, personnel, procedures, supplies, and/or communications. ICS helps various emergency responders such as police and fire departments, utilities, and health care workers know immediately who is in charge, and how to quickly establish who will be responsible for doing specific tasks. All Central Lincoln employees must pass ICS 100 within six months of being hired.

Earthquakes, tsunamis, intense storms, and more all give Gail reasons to lose sleep at night. "Wildfires, too," she says. "Planning for catastrophic wildfires was what I was in the middle of before COVID-19 started its journey around the world. When this is over, that's what I will get back to doing, so we'll be ready if needed. Wildfire hasn't yet been a large issue for us, but we'll have a plan in case that day comes."

Gail reports to General Manager Randy Grove, who chooses next steps or strategies, and he in turn makes recommendations to Central Lincoln's board of directors for approval. "We invested significant resources in moving our major operations facilities up and out of the tsunami inundation zone—that HAD to be done," he says resolutely. "Some of our other locations

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are at risk, and I'm discussing those sites with our board. You know, I'm not sure what life will look like in the next month, two months, or even a year down the road, but I do know the communities we serve. And our people will keep power flowing to them, helping fight COVID-19. **We are resilient. We will adapt when needed. And we will get through this—together.**"



## Please match a new tree with the right place. And when you do, please call 8-1-1 before you dig.

Spring is here, and as gardeners dust off their shovels, we'd like to talk about choosing the right spot for planting a tree as Arbor Day is in April, and April is National Safe Digging Month.

The first American Arbor Day was held in Nebraska City, Nebraska. Our Right of Way Supervisor and certified arborist, Todd Wright, is also from Nebraska, and he's emphatic: "Yes; there are trees in Nebraska!" because he meets too many people who think there's no vegetation in Nebraska except cornfields. In 1872, an estimated one million trees were planted in Nebraska for Arbor Day in a single day. Nearly 150 years later, many communities choose their own day to celebrate Arbor Day throughout the U.S.

Central Lincoln's service area is nestled next to the Siuslaw National Forest—as you know, trees are everywhere here. We manage thousands of them annually to protect public safety and reduce outages. Central Lincoln has four crews made up of three Qualified Tree Trimmers who work hard year-round to cover our 700-square mile service territory. Too often, a tree will get too close to our infrastructure and will have to be removed. Please choose the right tree-planting spot keeping in mind both overhead and underground electrical

lines. We've had customers plant memorial trees and heirloom trees in hazardous spaces, and that doesn't lead to a happy ending.

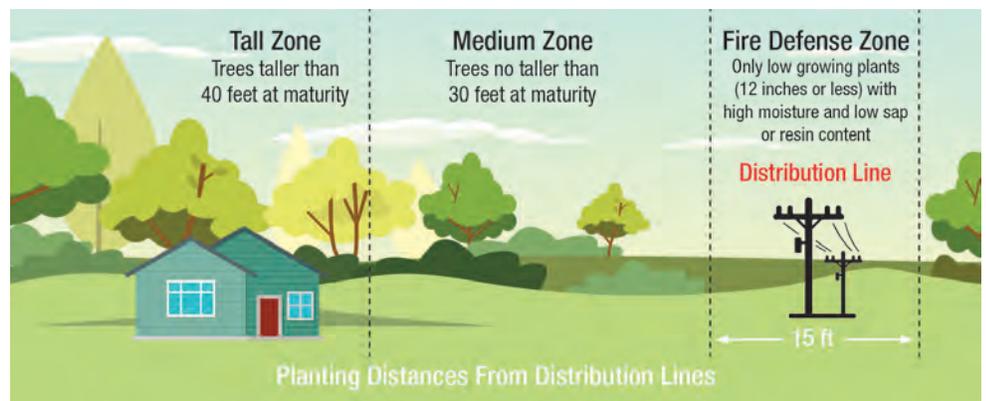
### Here's how to choose a spot for a new tree:

- Please don't plant trees within 15' of utility poles
- Trees that won't grow taller than 30' when they mature may be planted up to the edge of the 15' pole zone or further away
- Trees expected to grow 40' or more should be planted 50' or more from utility lines/poles

- Low-growing plants or flowers may be planted within 15' of utility poles, but please allow room for our crews to climb up the poles from their bases—we don't want to trample beloved plants. To provide a defense zone against fires, make sure the plants have low sap or resin content.

Whenever you plan to dig anywhere, call 8-1-1 so you know for certain you'll be avoiding any underground power lines, communication wires, natural gas lines, or water or sewer lines. This service is completely free. Professionals from each utility will mark lines in the area you're considering for a new tree or shrub. Calling 8-1-1 and getting utilities marked will protect you and any contractor you use from unintentionally hitting underground lines, and you'll minimize the risk of serious injury to you or family members, damage to your property or utilities, or causing outages to your home or neighborhood, and risking potential fines or repair costs.

And, Todd says, "In April, please thank an arborist." Thanks, Todd—we will!



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