

# Guam Power Authority

## Standard Operation Procedure

**Title/Description:** Responding Responsibilities to Incidences (Safety/Planning & Regulatory/Internal Auditor/T&D)

**Procedure No.:** SOP-107

**Effective Date:** 2/13/2025

**Supersedes:** n/a

**Procedure Owner:** Safety Division

**Prepared by:**



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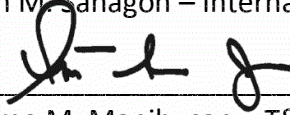
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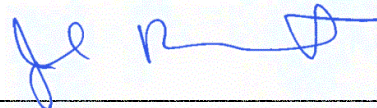
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**Approved by:**

John M. Benavente, P.E., GENERAL MANAGER

## **Purpose**

This is to establish a Standard Operating Procedure (SOP) outlining responding and investigative responsibilities to various emergent or other incidences that require immediate rollouts, both during and after regular working hours. The policy identifies the respective Divisions and their roles.

## **Scope**

This policy covers various GPA-related incidences such as near misses, accidents, injuries, property damage, violations, environmental issues, meter tampering, illegal hookups, stolen GPA property, suspicious activities, etc. which shall be immediately reported, regardless of severity, impact, disruption, injury sustained, and/or amount of property damage. This policy applies to all Guam Power Authority employees who may be involved in the incident, witnessing thereof, the reporting of, response to, and/or investigation of the incidents which are further listed below in the policy.

## **Responsibilities**

### **I. GENERAL RESPONSIBILITIES**

- a. **General Manager** shall approve this SOP and any further amendments as needed.
- b. **Managers/Supervisors** shall ensure employees be provided this policy and are trained on the responsibilities therein; and provide oversight and guidance to ensure full employee compliance and timely reporting as necessary.
- c. **All employees** must become familiar and comply with the requirements of this policy.
  - i. Employees must timely report any and all incidents discovered, witnessed or having knowledge of to the Power System Control Center (PSCC) Dispatch and/or 911 for imminent emergencies.
    1. Imminent emergencies, which pose an immediate danger to life, health and/or property, must be reported to PSCC as soon as possible and within 1-hour of the incident.
    2. Non-imminent emergencies must be reported to PSCC as soon as possible and within 24-hours of the incident.
  - ii. Employees shall submit an incident statement to the respective responding division conducting the investigations. The attached form (Appendix A) may be utilized however, any written and signed submission will suffice.
- d. **PSCC Dispatch** (Trouble Dispatchers) shall be the primary on-call section to obtain all initial calls of an incident. Dispatchers will acknowledge and document all initial incident information and shall forward the reported incident to the respective responding divisions below for further investigation. Dispatchers will also contact

other appropriate authorities (GPD, GFD, E911, Guam Homeland Security, etc.) as necessary and/or directed.

## II. IDENTIFICATION OF INCIDENTS PER RESPONSE DIVISION

### a. **Safety** division shall respond to and investigate the following:

- i. Workplace Injuries, Illnesses, Near Misses, Fatalities
- ii. Accidents involving GPA on-duty employees; and GPA-owned vehicles, equipment, properties, or facilities
- iii. Fires involving GPA property/equipment
- iv. Theft, damage, or vandalism of GPA property (Not including Conductor/Wire/Meter Theft)
- v. Workplace violence
- vi. Security breaches, including trespassing, unauthorized access/entrance, suspicious person/vehicle
- vii. Threats to or against GPA employees or GPA premises including bomb, shooting, aggression and/or terroristic threats
- viii. Electrocution/injury involving GPA electrical lines, substation, or related equipment
- ix. Work Clearance concerns where public/contractors are working near GPA electrical lines or related equipment
- x. Authority Parking Infractions/Violations

### b. **Planning and Regulatory** division shall respond to and investigate the following:

- i. Spillage or uncontrolled release of Hazardous Substances
- ii. Release of Airborne Pollutants
- iii. Oil spills (Includes Transformer leaks, All fleet vehicle leaks)

### c. **Internal Audit** office shall respond to, investigate, and report on the following:

- i. Meter Thefts and Tampering
- ii. Theft of Electric Power Service/Illegal Power Hookup
- iii. Conductor/Wire Theft
- iv. Unauthorized Attachment(s) on Authority Property (power poles, lattice towers, pad mount transformers, building structures, etc.)

### d. **Transmission and Distribution** division shall respond to and investigate the following:

- i. Non-GPA Auto/Pole collisions. T&D Troubleshooter/Crew will respond to the incident for initial assessment.
  1. When damage is limited to the non-GPA vehicle/individual involved, no call out of the Safety division will be required.
  2. When damage is sustained to the pole and/or hardware and equipment, the Safety division will be called for investigation and reporting.
    - a. T&D crew shall provide PSCC Trouble Dispatch with an assessment of the damage sustained, the hardware and equipment used to repair damage, and will be responsible for completing the attached Damage Recovery Sheet (Appendix A).
    - b. Safety inspector shall provide PSCC Trouble Dispatch with the Guam Police Department case number and will be responsible for the comprehensive investigative report.

## **Procedure**

### **I. PROCEDURES & RESPONDING RESPONSIBILITIES**

- a. **Reporting Employee.** Authority employee who has discovered, witnessed or having knowledge of an identified incident shall follow the procedures below:
  - i. Call PSCC Dispatch at (671) 475-1472/3/4
  - ii. In case of active criminal act, immediate emergency assistance, contact 911 and then PSCC Dispatch.
  - iii. In case of personal bodily harm and threat, remove oneself from harm and contact the above when safe to do so. Do not engage the threat or escalate any situation.
  - iv. Submit a written statement to the responding divisions in a timely manner and during the course of the investigation.
- b. **PSCC Dispatchers.** Upon receipt of a reported incident, PSCC Dispatchers shall follow the procedures below:
  - i. Call the respective responding divisions and/or their on-call personnel after normal business hours.
  - ii. Call respective Division Manager/Designee of the facility or employee affected or involved in the incident.
  - iii. Call respective emergency responders as necessary and/or directed.
  - iv. Contact GWA SCC for incidences involving GPA Assets on GWA property, or should the GPA incident affect GWA operations, safety or health.

- v. Record all relevant information on call log form.
  - vi. Provide updates as necessary to all relevant and concerned parties based on information received from responding division personnel.
- c. **Responding Division Personnel.** Upon notification of incident, responding personnel will activate immediately and proceed to incident location and shall follow the following procedures below:
- i. Ensure you have proper safety equipment, PPEs and tools as necessary to carry out investigation with your personal safety in mind.
  - ii. Immediately assess for and mitigate hazards to life, safety and health for all concerned at incident site.
  - iii. Secure the site and cordon off necessary areas for safety and/or further protection of evidence for further investigations. Isolate if necessary until emergency responders arrive and take over as Incident Commander.
  - iv. Once cleared of hazards, conduct investigations and allow for operations personnel to begin repair, restoration, or other work as necessary following standard and all additional safety requirements as needed.
  - v. Coordinate with emergency responders for any evidence, facts, and information gathering and/or sharing.
  - vi. Coordinate with respective Manager, Supervisor or designee on in-depth assessment of extent of damage, disruption, value and overall extent caused by the incident.
  - vii. Coordinate for the immediate return to service and overall mitigation to prevent further similar or cascading incidences and affects to operations.
  - viii. Recommend and deploy further mitigation safety and security measures as necessary.
  - ix. Determine root cause investigative analysis for further reporting and long standing corrective mitigation.
  - x. Conduct vulnerability and gap analysis potentially caused by the incident.
  - xi. Report immediate concerns to responding Manager, Supervisor or Designee of the facility, property or personnel.
  - xii. Secure from the site after all immediate correction actions are taken to eliminate hazards to life, safety and health; all evidence is collected; site is secured; and responding emergency personnel have left the area.
  - xiii. Provide feedback to PSCC Dispatch upon completion.
  - xiv. Finalize and disseminate investigative findings and report to all concerned in a timely manner after all information is received and case closed with respective emergency responding report (GPD Case and/or GFD Report).

## II. CONTACT INFORMATION

### a. Internal Contact Numbers

DIVISION CONTACT	NUMBER
Safety Office	(671) 648-3056/7/8/9
Safety Inspector Supervisor	(671) 648-3218
Safety & Physical Security Manager	(671) 648-3219
GPA Security Operations Center	(671) 648-3188
Planning & Regulatory Office	(671) 648-3029/30/31
Planning & Regulatory Supervisors	(671) 648-3032/3
Environmental Manager	(671) 648-3217
Internal Audit Office	(671) 648-3092/3
Internal Auditor	(671) 648-3090
GPA Trouble Dispatch	(671) 475-1472/3/4

### b. External Contact Numbers

DEPARTMENT CONTACT	NUMBER
General Emergency	911
GPD Central Precinct	(671) 475-8541/2
GPD Dededo Precinct	(671) 632-9808/11
GPD Tumon-Tamuning Precinct	(671) 649-6330/9526
GPD Southern Precinct	(671) 472-8915/6
GFD Agat Fire Station	(671) 565-2700
GFD Astumbo Fire Station	(671) 633-6626
GFD Barrigada Fire Station	(671) 734-2264
GFD Dededo Fire Station	(671) 632-5197
GFD Inarajan Fire Station	(671) 828-8177
GFD Piti Fire Station	(671) 472-8139
GFD Sinajana Fire Station	(671) 472-6342
GFD Talofofo Fire Station	(671) 789-3473
GFD Tamuning Fire Station	(671) 646-8801
GFD Umatac Fire Station	(671) 828-8572
GFD Yigo Fire Station	(671) 653-0988
GFD Yona Fire Station	(671) 789-2231
Guam Homeland Security	(671) 475-9600

## **Reference**

### **I. SAFETY**

- a. **Responding Responsibilities to Incidences.** GM approved memorandum dated January 5, 2015.
- b. **Interim Communication and Responding Directive. (RE: Suspected GPWA Theft Incidents Only).** GPA and GWA GM approved memorandum dated May 9, 2019.
- c. **Emergency Action Plan (EAP) - Fadian Main Office.** GM approved plan dated May 25, 2023.
- d. **Interim Physical Security Directive (RE: Securing of Perimeter Gates & Key Control Measures.** GM approved memorandum dated February 15, 2019.
- e. AP-003 – Authorized Entry Central Maintenance Facility
- f. AP-011 – Possession and Display of I.D. Card
- g. AP-060 – Violence in the Workplace
- h. AP-083 – Physical Security & Access Control Systems
- i. AP-089 – Key Control Operation Policy (Substation Perimeter)
- j. SP-032 – Parking and Traffic Safety Policy
- k. SP-072 – Armed Robbery
- l. SP-104 – Terrorist Security Plan
- m. SP-111 – GPA Crime Insurance
- n. SP-145 – Cabras Remote Gate & Pedestrian Turnstile Entry/Exit System
- o. SOP-158 – Gloria B. Nelson Public Service Building Facility Use Protocol
- p. SOP-168 – Data Center & Server Room Security

### **II. INTERNAL AUDIT**

- a. SOP-121 Meter Tampering / Illegal Power Hookup Investigating and Reporting Procedures
- b. 9 GCA §43 Theft and Related Offenses
- c. Public Law 24-126 Amends P.L. 24-31, *Relative to classifying unauthorized electrical connections as theft, and to adopt proposed fines and penalties for such hook-ups*



**Instructions:** This form must be completed in its entirety and given to your Supervisor and the Safety Officer.

*Affixing your signature certifies this to be accurate and true to the best of your knowledge*

*SOP-107 Responding Responsibilities to Incidences*





## DAMAGE RECOVERY CHECKLIST

WO#:

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Location:

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Feeder No.:

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Pole No.:

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Incident: Auto Pole Collision

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Find herewith the following documentation:

- ☐ Safety Memorandum
- ☐ Trouble Report
- ☐ Copy of Work Order
- ☐ Sketch
- ☐ Pictures of Incident
- ☐ Line Crew Man-hour/Equipment Sheets
- ☐ Timesheets (Include Overtime Justifications)
- ☐ Supply Issue Receipts (SIR)
- ☐ Credit Receipts

**NOTE: PLEASE ARRANGE ALL DOCUMENTS IN ORDER AS LISTED ABOVE AND ENSURE THAT ALL DOCUMENTS (THAT ARE APPLICABLE) ARE COMPLETED BEFORE SUBMITTING TO THE ASSISTANT MANAGER FOR REVIEW. Thank You.**

### **Appendix B**