

Success story: Large midwestern utility

Markets served
Electrical utilities

*What we do need to do is thank you and tell you how important Eaton's contribution was to our flood relief and restoration efforts!
Your efforts in the use of your assistance in getting the downtown network restored were vital in restoring and providing power to thousands of homes and businesses.*

Responding to the midwest floods of 2008

Location

Des Moines & Cedar Rapids, Iowa

Segment

Electrical Utility

Problem

Massive wind damage and flooding crippled utility power generation and distribution systems

Solution

Eaton's Engineering Services & Systems group teamed with our product manufacturing groups and mobilized instantaneously to provide engineering, manpower, and replacement equipment.

Results

Timely restoration of service

Call To Action

Contact Eaton's Crisis Response team today at **800-498-2678** for more information.

Background

In late May and early June of 2008, Iowa was devastated by a series of tornadoes, and shortly thereafter by relentless rainstorms. The rapidly rising rivers in the areas of Des Moines and Cedar Rapids, all tributaries of the Mississippi, soon overflowed their banks and covered thousands of acres, including major metropolitan areas along with suburban and rural areas.

Large areas of the overhead power distribution system were knocked out by high winds, and flood waters shut down the urban underground distribution systems. In many areas, the local utilities had to turn off power to protect residents and emergency workers. Adding to the utility's woes, a major generating plant was submerged to the level that involved the generator as well as the power distribution system.

An urgent call for help went out to Eaton's Utility Representative in Iowa.

Challenges

The utility needed large scale Disaster Response assistance, www.eaton.com/crisisresponse including replacement equipment, technical resources, and manpower to restore the system in a reasonable time frame.

Solution

Eaton's leadership team committed to rapid, company-wide support during this disaster. Eaton's product lines stepped up to the plate, and its Engineering Services & Systems Division www.eaton.com/eess drew resources from across the country to assist in the restoration of service.

Results

The first call for assistance came from the utility's purchasing manager to Eaton's Utility Representative in Iowa, seeking an emergency shipment of distribution network protectors to replace units damaged when floodwaters filled underground vaults. Along with this came a request to inspect and service additional protectors along with vault transformers and other equipment. Eaton's network protector product line responded by producing and shipping the requested units to the utility in less than a week. Separately, Eaton's expulsion fuse product line received an emergency request for power fuses to replace units damaged by wind and flooding. The product line quickly shifted production to meet the emergency needs. In parallel with efforts at its factories, Eaton's Engineering Services & Systems Division mobilized a team with specialized skills to begin inspecting, testing, and restoring the

EATON

Powering Business Worldwide



elements of the underground distribution vault system.

Eaton's teams are self-supporting, operating from fully-equipped, mobile workcenters.

As the flood waters receded and the distribution grid came back to life, restoration of the flooded Prairie Creek Generating Plant became the next huge area of concern. The muddy water had entered a wide array of equipment, including the turbine generator and electrical distribution system, bus runs, medium and low voltage switchgear, transformers, cables, and controls. Eaton's Engineering Services & Systems Division again responded to the call. Within days, the division drew on its extensive service organization, assembling a team of 30 service engineers from across the United States with the necessary skills and experience to handle the technically challenging job of restoring and recertifying the huge array of water-damaged electrical equipment.

Thanks in large part to Eaton's disaster response capabilities and response, the utility's U.G. distribution system is back in operation, and the generation facilities are on a fast track to resumption of operations.

Benefits to the utility

- 24-hours-a-day, 7-days-a-week, 365-days-a-year emergency service nationwide
- Wide range of engineering and technical skill sets
- Complete project management capability
- Self-supporting— Mobile offices
- Scalable response— 700+ Service Engineers

Take action

Disaster response begins with disaster preparedness. Response to a hurricane, www.eaton.com/crisisresponse fire, or flood can be haphazard, or it can follow a plan. Contact your Eaton sales representative to learn how to take your response plan to the next level by engaging North America's premier electrical service organization... BEFORE your next "event."



Eaton's Crisis Response workcenter



Water-damaged generating plant equipment

Eaton Corporation

Electrical Group
1000 Cherrington Parkway
Moon Township, PA 15108
United States
877-ETN-CARE (877-386-2273)
Eaton.com

© 2009 Eaton Corporation
All Rights Reserved
Printed in USA
Publication No. CS08303001E / Z8202
February 2009



PowerChain
Management®

PowerChain Management is a registered trademark of Eaton Corporation.

All other trademarks are property of their respective owners.