



LSU -- Rebuilding Utility Infrastructure: Challenges and Opportunities

Infrastructure Development & Needs From a Commercial Viewpoint

Chris Hendrix

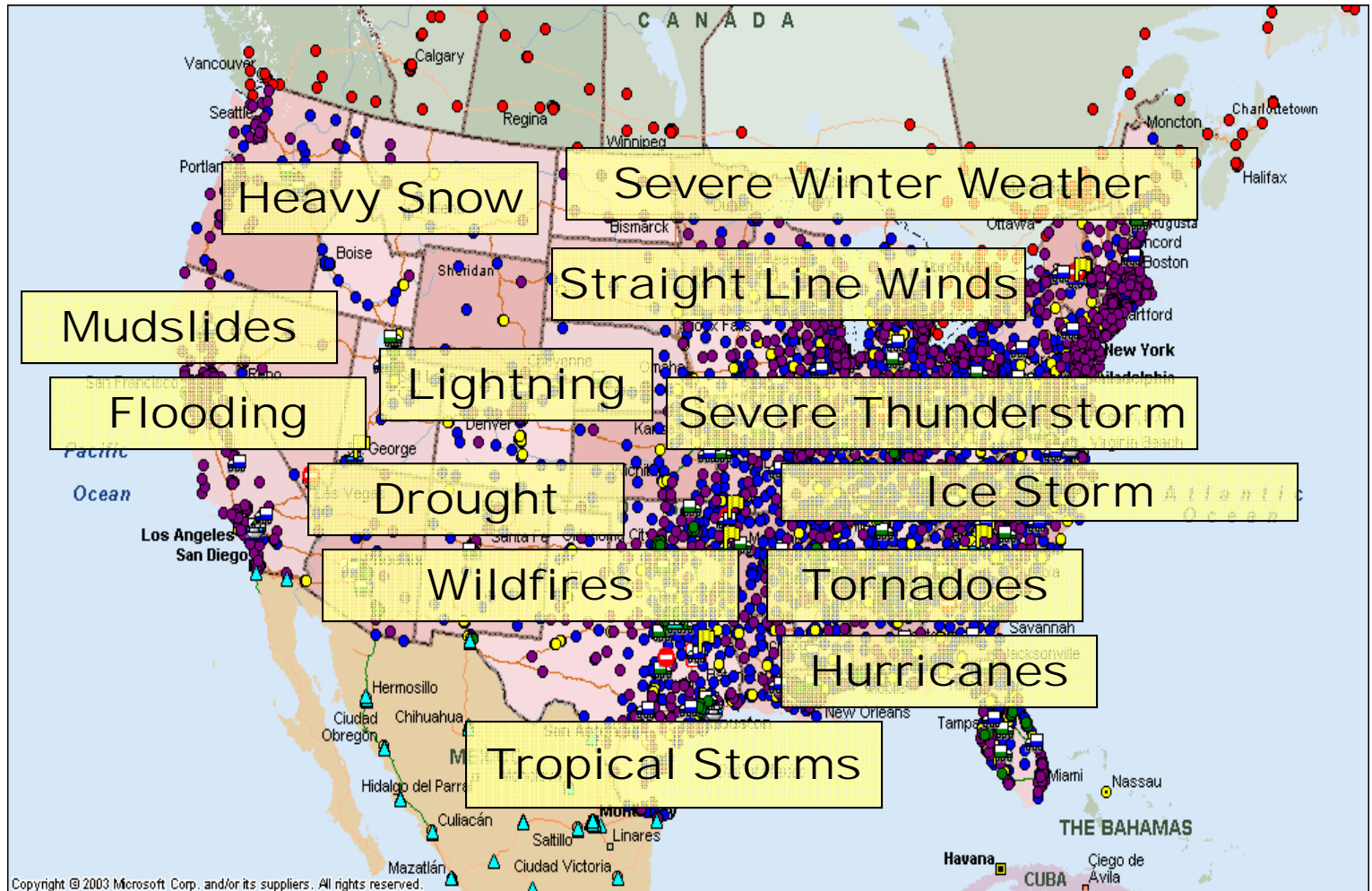
**General Manager, Texas Retail Energy, LLC
Manager of Energy Procurement, Wal-Mart Stores, Inc.**

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Setting the Stage



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Katrina

How did Katrina impact our business?

At Wal-Mart:

- ~34,000 Associates
- 5 deaths
- 173 facilities
- 107 damaged/loss

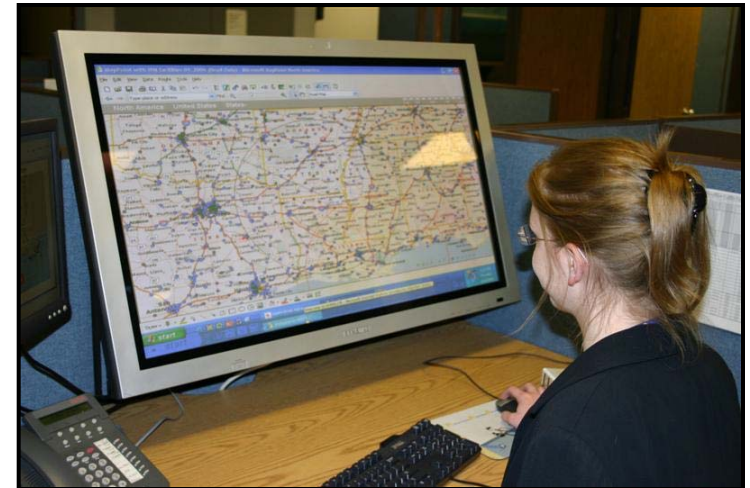


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Managing Business
Disruption



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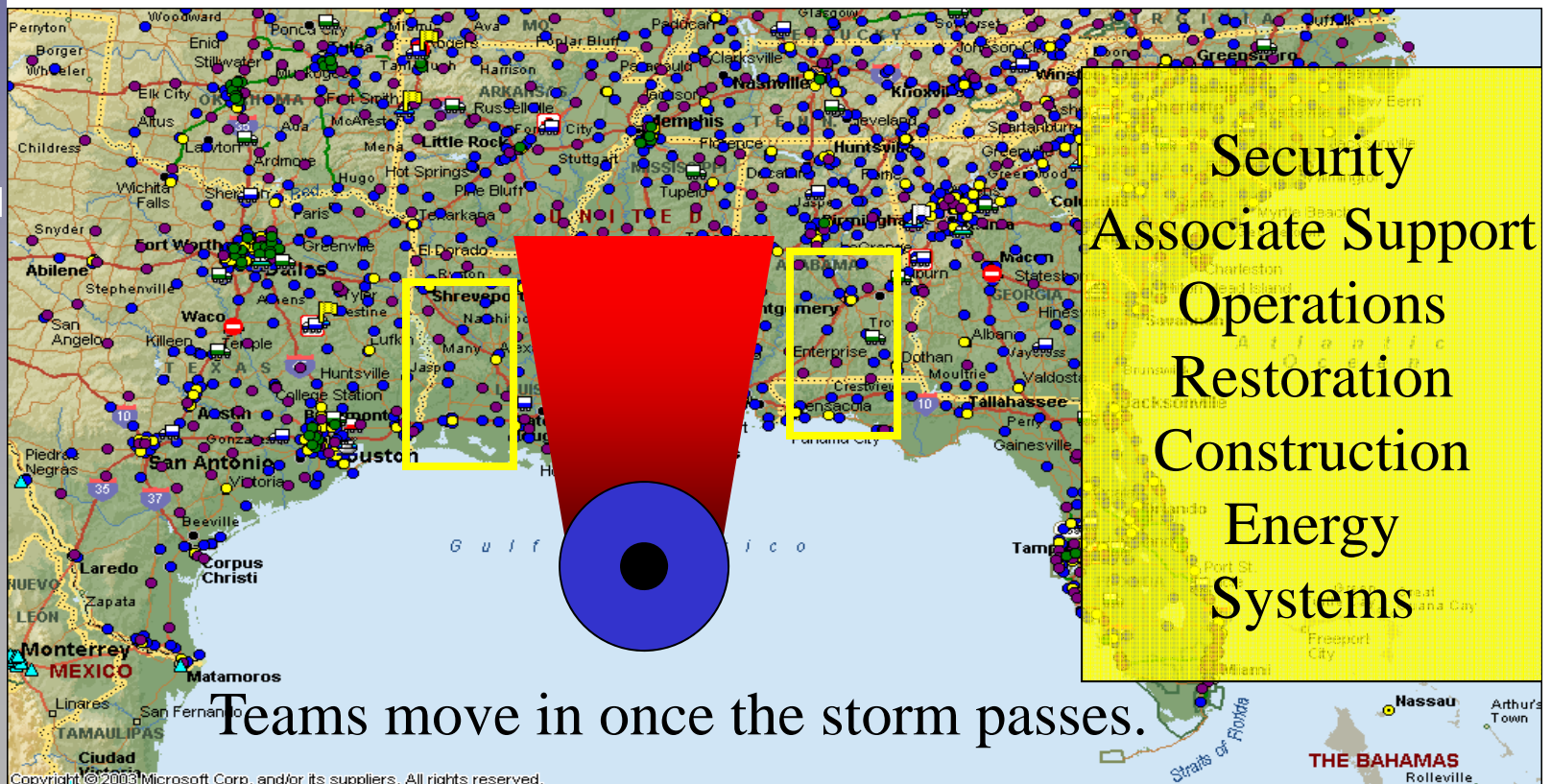


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Managing Business
Disruption

Disaster Response Teams

Teams Staged on the peripherals of the storm





Emergency Management at Wal-Mart

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Preparation and Planning

- **Crisis Management Planning**
- **Continuity of Operations Planning**
- **Critical Infrastructure Identification**
- **Disaster Recovery Planning**
- **Emergency Procedures & Flipcharts**
- **Mitigation Programs**
- **Risk and Hazard Assessment**

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Disaster Merchandise Support

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- Eight Distribution Centers placed in the US with set aside “disaster merchandise” square footage.
- \$4.7 million dollars in “disaster merchandise”.
- Between 70 and 1050 pallets at each DC.
- Over 250,000 gallons of water stored.
- Strategic relationships with key vendors for more.
- Less than 24 hours on major requests!

Support only sent when requested!

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The TWO most important aspects of crisis management:

- PREPARATION
- COMMUNICATION

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Preparation

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Preparation:

- WMT can be used as a resource for mass quantity supply and ship product directly to staging areas but need to work out details before the disaster starts
- Customer Account Manager keep contact information up to date

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Communication:

- Websites with real-time outage information
 - Displayed in a graphical map format
 - Outage Cause
 - Recovery Time Objective
- Access to a Customer Account Manager

To enable WMT to get energized and to apply resources efficiently it is imperative that we know the status/plans of the utilities.



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Market Approaches:

- Restructure Louisiana's Electric Industry (Wholesale & Retail)
- Electricity Competition will encourage additional generation and transmission
- Require all LA utilities be a member of a Regional Transmission Organization
 - **NOT** an ICT (Independent Coordinator of Transmission)
- Encourage on-site generation