



A FIELD GUIDE

The Storm Response Playbook

A utility's guide to readiness, restoration, and recovery.

6 CHAPTERS

FIELD DATA

KYRO AI

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FOREWORD

Storm Response Is a System

U.S. electricity customers lost power for an average of 11 hours in 2024, nearly double the prior decade's annual average. Three storms, Beryl, Helene, and Milton, accounted for 80 percent of every hour customers spent in the dark that year, according to the U.S. Energy Information Administration. Weather, excluding lightning, was the single largest cause of Bulk Electric System outages in 2024, affecting more than six times the capacity of any other cause tracked, according to NERC's 2025 State of Reliability Technical Assessment.

None of this is news to anyone who has worked a storm. What it does is put a number on something crews already know: storms aren't an occasional disruption to normal grid operations anymore. For a growing share of utilities, they are the operation.

Most storm response training still gets delivered department by department. Nobody outside senior leadership is trained on how those parts hand off to each other, so the handoffs get invented on the fly, differently, at every utility, every storm season.

This playbook walks the full lifecycle: readiness, mobilization, damage assessment and restoration priority, active restoration, communication, and post-storm review. Read together, the six chapters make one argument. Storm response is not a collection of field activities that happen to occur in sequence during bad weather. It's an operational system.



01

CHAPTER ONE

Year-Round Readiness

A trim crew working a distribution circuit in April has no idea it is doing storm response work. Readiness starts with a schedule that has nothing to do with weather forecasts, and everything to do with whether a utility clears its lines on time.

CHAPTER ONE / READINESS

Trim cycles vary by territory and by growth rate, and there is no single industry number. Eversource runs its distribution vegetation program on a 4-to-5-year cycle, with clearance specs of 8 to 10 feet to the side and 10 feet below and 15 feet above the wire. National Grid runs its upstate New York distribution circuits on a 5-to-7-year cycle. Neither number is universal, and neither matters as much as whether a given utility is actually hitting its own published cycle, circuit by circuit, instead of letting the slowest-growing spans quietly buy time for the fastest-growing ones.

Equipment staging runs on the same logic: decide where things go before anyone needs them. When Hurricane Milton bore down on Florida in 2024, FPL had already stood up 29 staging, parking, and processing sites and pre-positioned a restoration workforce of more than 17,000 workers from 40 states. Those sites do not get picked once the storm track firms up. Ben Brodbeck, FPL's senior manager for emergency preparedness, has described the job plainly: the hardest part is anticipating what will be needed, where, and when, before it is needed, often with incomplete information.

Mutual aid sits inside readiness too, even though the fuller story belongs to the mobilization stage that follows. An agreement with a regional mutual assistance group is only as good as its current contact list and its most recent signature. Readiness work means checking both before the season starts, not assuming last year's paperwork still holds.

CHAPTER ONE / READINESS

Training is where readiness stops being paperwork and starts being rehearsal. Duke Energy runs a storm drill every spring in which every employee, not just field crews, has an assigned storm role to step into. Entergy Texas runs a full-scale drill during National Hurricane Preparedness Week, deploying its mobile command center and pulling in more than 60 employees. Kissimmee Utility Authority runs a four-hour drill blending live-action response with tabletop scenarios, deliberately mixing in non-weather emergencies alongside the hurricane scenarios. On the credentialing side, FEMA's Emergency Management Institute runs the ICS-100 through ICS-400 course progression most emergency operations staff work through.

What ties readiness together is that it produces nothing anyone outside the utility ever sees, until the year it does not. A trim cycle on schedule, a staging site under contract, a mutual aid agreement with current signatures, a drill that already surfaced last year's radio gap: none of that shows up on the evening news. What shows up is the restoration that goes faster because none of it had to be improvised in August.

This is where **KYRO AI's Workforce module** earns its place in a readiness program instead of sitting on a shelf: a live record of contractor and crew credentials, hours, and staging status, so "is this contractor ready" has an answer before the season starts, not a guess made in a hurry.

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One of the biggest challenges is anticipating what will be needed, where and when, before it's needed.

BEN BRODBECK, FPL SENIOR MANAGER FOR EMERGENCY PREPAREDNESS

Readiness Checklist

01

Can your storm manager check off every line, right now, not in September?

- ✓ Vegetation trim cycle is current, circuit by circuit, against the utility's own published schedule.
- ✓ Equipment and materials are staged at pre-identified sites positioned to reach likely damage zones.
- ✓ Primary and backup staging site locations are under signed agreement.
- ✓ Housing, fuel, and meal vendors for crew camps are pre-arranged.
- ✓ Mutual aid agreements and contact trees are confirmed current for the season.
- ✓ At least one full mock activation or storm drill has run in the past year.
- ✓ Emergency operations staff are current on ICS training appropriate to their role.
- ✓ Findings from the last drill's debrief are logged and closed out.

Storm Staging, Then and Now

HURRICANE MATTHEW, 2016

26

staging sites

HURRICANE MILTON, 2024

29

staging sites

2016 WORKFORCE

15,000

restoration crew

2024 WORKFORCE

17,000+

across 40 states

Source: FPL Newsroom; T&D World, "FPL Conducts Staging Site Training to Prepare Employees for Storm Season."

Pre-Storm Mobilization and Mutual Assistance

Mutual assistance only works if it starts before the damage does. This chapter is one argument, made from a single example: the request that goes out early is the one that arrives on time.



CHAPTER TWO / MOBILIZATION

Three days before Hurricane Ian's outer bands reached Florida's west coast in September 2022, Florida Power & Light had already built a restoration workforce of nearly 16,000 people, with mutual assistance crews arriving from 27 states, and had opened 24 staging, parking, and processing sites to receive them. None of that happened after landfall. It happened while the storm was still offshore, because the request for outside help went out early enough for other utilities to release crews before the storm made it impossible to drive a truck across the state line behind it.

Three frameworks, one purpose. Mutual aid in this industry runs through three parallel systems, one per ownership type. The Edison Electric Institute coordinates investor-owned utilities through a voluntary partnership organized into seven Regional Mutual Assistance Groups: the Midwest, Wisconsin Utilities Association, Great Lakes, North Atlantic, Western Region, and Texas Mutual Assistance Groups, plus the Southeastern Electric Exchange, a group founded in 1933 that still runs the coordination linking Gulf Coast and Southeast utilities today. The American Public Power Association runs a parallel network for public power utilities, more than 2,000 organizations that can request or send help. NRECA runs the third for electric cooperatives, coordinated through statewide storm coordinators with roots in the 1930s rural electrification era.

Each RMAG normally handles requests inside its own region. But EEI also runs a two-tier escalation system for storms too big for one region to cover. A Level 1 National Response Event is a threat one RMAG can't fully staff alone. A Level 2 event, called by member company CEOs, kicks in when two or more RMAGs are hit at once. At that point a National Mutual Assistance Resource Team, built from one officer per RMAG, allocates crews nationally instead of region by region.

What a request actually has to say. "Send help" isn't something any RMAG can act on. A workable request specifies the number and type of crews, the equipment behind them, and how long you expect to need them. Florida's public power mutual aid coordination adds outage-count reporting on a fixed clock, six updates a day, so every responding utility is working from the same number instead of six different guesses.

CHAPTER TWO / MOBILIZATION

The math behind requesting early. Adrienne Lotto, who oversees APPA's Mutual Aid and Emergency Response program, puts a number on the timing question directly: request mutual aid as early as possible, preferably three to five days before the storm hits, so crews can get into position. FPL's numbers around Ian show what that front end looks like on the ground: a workforce that had already passed 16,000 the day before landfall grew to more than 44,000 workers from at least 33 states within days of the storm passing. The crews arriving after landfall weren't starting from zero. They stepped into staging sites, safety briefings, and a chain of command that mobilization had already built while the storm was still a forecast track.

“In the worst and most widespread outages, one company may not have the skilled people, trucks, equipment, experts, and data to get lights back on all by itself.”

NARUC, REGIONAL MUTUAL ASSISTANCE GROUPS: A PRIMER

This is the exact gap KYRO AI's StormShield module is built to close: a live view of crew status, staging, and mutual aid assignments during activation, so the decision to request more help doesn't wait on someone tracking down an answer by phone.

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**Request mutual aid as early as possible,
preferably three to five days before the storm
hits, so crews can get into position.**

ADRIENNE LOTTO, SVP OF GRID SECURITY, TECHNICAL & OPERATIONS, AMERICAN
PUBLIC POWER ASSOCIATION

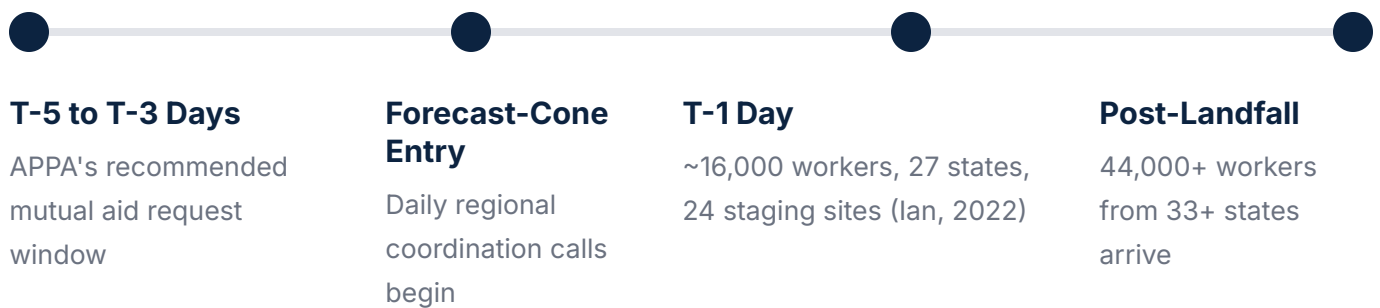
Mobilization Checklist

02

Confirm these, in order, before you pick up the phone to request mutual aid.

- ✓ Mutual Aid Agreement with EEI, APPA, or NRECA is signed and on file.
- ✓ Internal crews and contractors are counted against projected damage.
- ✓ The specific ask is drafted: crew count, type, equipment, duration.
- ✓ The request goes out three to five days before projected landfall.
- ✓ Outage-reporting cadence and safety orientation are scheduled in advance.
- ✓ The storm's forecast cone has reached the coordination-call trigger point.
- ✓ Level 1 (single-RMAG) vs. Level 2 (multi-region) scope flagged early.
- ✓ Staging sites are locked in and sized for the requested workforce.
- ✓ Financial and liability terms are confirmed against the standing agreement.

Timing Is the Whole Strategy



The workforce curve climbs well before landfall. FPL's numbers around Hurricane Ian show a workforce already past 16,000 the day before the storm hit, growing to more than 44,000 within days after, because the request for help went out while the storm was still a forecast track, not a confirmed disaster.

Source: The Utility Expo; FPL Newsroom; T&D World.

Damage Assessment and Restoration Priority

A format problem, not a discipline problem.
What gets written down in the first hours
becomes the foundation for every dispatch
decision that follows.



CHAPTER THREE / DAMAGE ASSESSMENT

A lineman radios in three broken poles on a rural feeder. Twenty minutes later, a second crew working the other end of the same line calls in damage on what turns out to be the same three poles, logged under a different severity code, on a different form, with no reference number tying the two reports together. By the time that information reaches the operations center, the team is guessing whether it's looking at three poles down or six.

That scene repeats every storm season, at every utility that hasn't settled on one repeatable way to look at damage and describe it. It isn't a discipline problem. Crews did their jobs. It's a format problem, and it shows up downstream as a restoration delay that looks like a field failure but started as a paperwork gap.

Damage assessment answers three questions for every piece of broken infrastructure: what's damaged, how bad is it, and what's needed to fix it. It runs in phases. The first pass after a storm is a windshield survey, a fast, low-precision sweep meant to get eyes on as much of the system as possible. Some utilities still run that pass by truck. Some run it by drone; EPRI's flight tests confirmed years ago that unmanned aircraft could capture usable storm-damage footage, and Florida Power & Light now flies a plane-sized fixed-wing drone built for exactly this job. Speed matters more than precision on this pass. Precision is the next phase's job.

The detailed field assessment is where the real documentation happens, and where a defined severity scale stops being optional. That severity step is the failure point that shows up most often, at utilities of every size: if one crew's "moderate" is another crew's "severe," the team consolidating the data is working off noise, not signal.

CHAPTER THREE / DAMAGE ASSESSMENT

Sacramento Municipal Utility District learned this the direct way. Winter storms in December 2022 and January 2023 exposed how thin its original assessment team was, and the utility rebuilt around an eight-hour target for issuing a restoration estimate on every outage, growing its assessor headcount from 15 to 100 people to hit it. Superstorm Sandy showed the cost of the slow way at real scale: ground crews driving circuits at 5 to 10 miles per hour took more than six days to finish assessing NYSEG and RG&E territory. An aerial LiDAR pass afterward covered the same 500 square miles in under 24 hours.

Once damage reports get consolidated into one territory-wide picture, they feed straight into the restoration sequence, and that sequence isn't a utility's preference. It's the physical shape of the grid. Power plants, high-voltage transmission, and substations get fixed first because nothing downstream carries power without them. Critical facilities come next: hospitals, water systems, police and fire. After that come the distribution lines that put the most customers back on at once. Individual homes come last, not because anyone forgot them, but because there's no path to the driveway until the road feeding it is clear.

Duke Energy explains it to customers with exactly that image. Transmission lines are the interstates. Substations are the off-ramps. Distribution feeders are the main roads. Tap lines are the neighborhood streets. Service lines are the driveways. That's also why two houses on the same block can go dark and come back on days apart: they may sit on entirely different circuits, and one fault might be masked, upstream, behind a bigger break nobody has located yet.

KYRO AI's StormShield and Mobile Forms tools exist for exactly this stage: giving every crew a single, structured way to log what they see, GPS location, asset ID, damage type, safety status, photo attached, so the data reaching the operations center is comparable across the whole territory instead of scattered across six different notebooks.

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If one crew's "moderate" is another crew's "severe," the dispatch team prioritizing restoration is working off noise, not signal.

THE COMPLETE UTILITY DAMAGE ASSESSMENT GUIDE

Field Checklist

03

What a crew should capture at every damage site, before moving to the next call.

- ✓ **Asset ID:** which pole, transformer, or span.
- ✓ **GPS coordinates** exact enough for an unfamiliar crew to find it.
- ✓ **Access status:** downed trees, flooding, locked gates.
- ✓ **Damage type and severity** on the utility's defined scale.
- ✓ **Safety condition:** energized or de-energized, confirmed or not.
- ✓ **Probable cause:** wind, tree, flooding, equipment failure.
- ✓ **Estimated repair scope:** reset, repair, or rebuild.
- ✓ **Photo documentation** tied to the same record.

The Sequence Isn't a Preference

01 Power Plants & Transmission the interstates

02 Substations the off-ramps

03 Critical Facilities hospitals, water, police, fire

04 High-Density Distribution the main roads

05 Individual Homes the driveways

Source: U.S. Department of Energy restoration process guide; Edison Electric Institute, MA_101; Duke Energy road-network analogy.

Active Restoration and Crew Coordination

A rotating population of employers, each with its own equipment standards and radio protocols. Coordination is the job, not a side effect of it.



CHAPTER FOUR / CREW COORDINATION

A restoration effort at scale is rarely one company's crews working one utility's circuits. Within days of a major storm, a utility might have its own linemen working alongside contractor crews under standing agreements, plus mutual aid crews sent in from a dozen or more companies that have never worked that service territory before. When Ameren mobilized for Hurricane Helene in September 2024, the 335 workers it sent to help AEP Appalachian Power in Charleston, West Virginia were themselves a mix: 125 Ameren employees and 210 contractor personnel, covering line work, fleet, logistics, and safety. Multiply that mix by every other utility sending help, and the incident commander receiving it isn't managing a handful of crews. They're managing a rotating population of employers, each with its own equipment standards, radio protocols, and comfort level with an unfamiliar circuit map.

The Incident Command System exists to give that population one shape. There's one incident commander. Reporting runs up a defined chain, and assignments push back down it. Span of control, how many crews report to one supervisor, is kept deliberately tight: industry guidance from the American Public Power Association puts the target at five to seven crews per supervisor before it's time to split off another division or group. That structure is the org chart. It tells everyone where they sit. It does not, on its own, tell anyone what's actually happening on the ground right now.

Safety tagging and clearance are where a shared picture stops being convenient and starts being the difference between a controlled job and a live-line accident. OSHA's clearance rules cover exactly this multi-crew problem: when several crews work the same lines under one employee's direction, that employee holds sole control of the clearance and is the only person communicating with the system operator. A mutual aid crew from out of state doesn't know which setup applies unless someone tells them, in a job briefing, before the first bucket truck goes up.

CHAPTER FOUR / CREW COORDINATION

Fatigue works the same way. NRECA's safety guidance calls for a 16-hour cap on a work period before rest, with a minimum of 8 hours off duty in any 24-hour stretch, because a tired crew makes more mistakes than an extra hour of daylight is worth.

"We will never sacrifice safety for the speed of restoration."

KEN MACKEN, NRECA SAFETY DIRECTOR

Enforcing that takes someone actually tracking hours worked, not hours scheduled, across every crew regardless of whose payroll they're on. Materials and staging round it out. A crew that reaches its assigned circuit without the transformer or pole it needs isn't restoring anything, it's waiting, and every hour a crew waits on the wrong materials at the wrong staging site is an hour the shared picture should have caught before the truck ever rolled.

KYRO AI's StormShield module targets exactly this operational gap. It gives everyone a shared view of crew status, damage assessment, and restoration priority that updates in the field and shows up the same way on the incident commander's screen, so a change logged by a crew lead on site is the same information the emergency operations center is working from a minute later.

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The employee in charge must be responsible for the clearance for the entire job and must be the only person communicating with the system operator.

OSHA STANDARD INTERPRETATION, 29 CFR 1910.269(M)(3)(VIII)

Crew Coordination Checklist

04

- ✓ Clearance authority confirmed for every job before crews arrive.
- ✓ Job briefing held with every crew lead before the first truck rolls.
- ✓ Mutual aid crews onboarded with local hazards and safety processes.
- ✓ Fatigue hours tracked per worker: 16-hour cap, 8 hours off duty.
- ✓ Staging site confirmed and communicated before dispatch.
- ✓ Materials matched to the job ticket, pre-positioned at staging.
- ✓ Crew status updated in the shared system as work closes out.
- ✓ Local guide assigned to escort out-of-territory crews.
- ✓ Span of control checked: five to seven crews per supervisor.

Communication With Customers, Regulators, and Government

The honest answer beats the smooth one. What runs off the same data the field is using never becomes a second full-time job.



CHAPTER FIVE / COMMUNICATION

Every hour a storm manager spends fixing circuits, someone else is answering for it: a call center rep taking a complaint, a communications lead drafting the next update, a regulatory affairs person filing a report a commission is already waiting on. None of that slows restoration down when it runs off the same data the field is using. It becomes a second full-time job, running behind instead of alongside, when it doesn't.

Florida Power & Light's staged ETR model, a systemwide estimate at 24 hours, county-level at 48, localized numbers at 96, is one way to structure that communication as damage assessment sharpens. New York State Electric & Gas structures its restoration estimates by geography instead: a Global ETR at the division level, a Regional ETR refined to the county, and a Local ETR narrowed to a specific city or town. Both models solve the same problem from different directions. A single number issued too early gets walked back in public, and every walk-back costs trust the utility needs for the next update.

That trust isn't an abstraction. J.D. Power's research on residential utility customers found that utilities providing timely outage information scored, on average, 52 points higher on its 1,000-point satisfaction scale than utilities that didn't.

Above the utility, ESF-12 exists to keep that same picture consistent once it crosses jurisdiction lines. EAGLE-I, the situational awareness platform the Department of Energy operates, tracks outages at 15-minute intervals across more than 3,000 of the nation's roughly 3,200 counties, built and maintained by Oak Ridge National Laboratory.

CHAPTER FIVE / COMMUNICATION

State commissions want that same consistency, aimed inward. New York requires utilities to contact life support equipment customers, 80% within 12 hours of a widespread outage and 100% within 24. NYSEG's own after-action review closes every major event with the same five questions: what went well, what didn't, what should have been done that wasn't, what was done that shouldn't have been, and how the published ETRs compared to what actually happened.

None of that helps the customer on the porch asking why the house across the street has lights and theirs doesn't. For that conversation, the honest answer beats the smooth one. Say plainly that the neighbor's house likely sits on a different transformer or circuit, that hospitals and water plants come back first because the grid's own architecture and, often, the law require it. A customer who understands the sequence still doesn't love being in the dark. But they stop assuming they've been forgotten.

None of this replaces judgment. It depends on the same current, shared data every other stage in this playbook depends on, the reason **KYRO AI built its storm tools** around one live record instead of six disconnected ones.

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Utilities that provided timely outage information scored, on average, 52 points higher on J.D. Power's 1,000-point scale than those that did not.

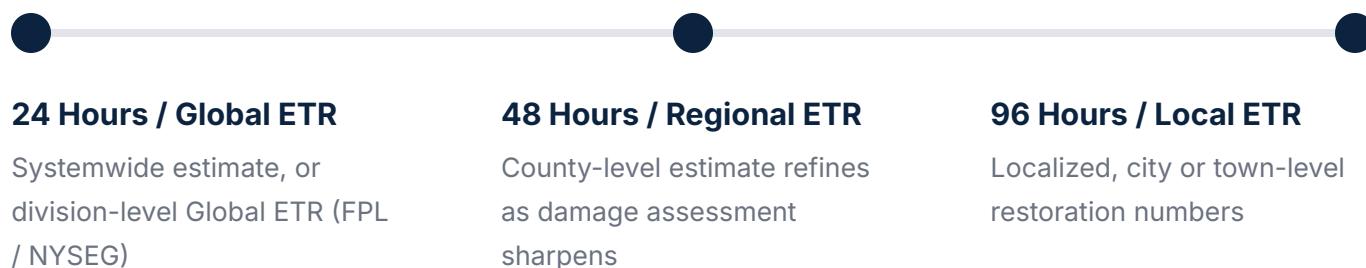
T&D WORLD, REPORTING J.D. POWER'S 2025 CUSTOMER SATISFACTION STUDY

Communication Checklist

05

- ✓ Systemwide ETR published within the committed window.
- ✓ Staged ETR refresh cadence set, reviewed at least twice daily.
- ✓ State commission reporting cadence confirmed, named owner assigned.
- ✓ EOC and ESF-12 data feed confirmed for cross-jurisdiction events.
- ✓ Life-support customer contact lists activated and tracked.
- ✓ Government liaison briefed and on a standing call schedule.
- ✓ Complaint intake staffed with a named follow-up owner.
- ✓ Call center scripts updated with plain-language restoration order.
- ✓ Post-event debrief scheduled with a fixed question set.

Two Models, Same Discipline



FPL stages by time. NYSEG stages by geography. Both exist to avoid publishing more certainty than the underlying damage assessment actually supports.

Post-Storm Review and Performance Measurement

The trucks demobilize and the storm is over. For the storm manager, the real accounting is just starting.



CHAPTER SIX / POST-STORM REVIEW

The trucks demobilize, the mutual aid convoys head home, and by most measures the storm is over. For the storm manager, the real accounting is just starting. Somewhere in the next few weeks, that manager has to turn three weeks of radio calls, paper tickets, and revised restoration estimates into a report a commission will read line by line.

Coding outage causes to a standard, not a guess. IEEE 1782 gives utilities ten standardized top-level categories for classifying distribution interruption events. The standard traces back to a 1998 industry survey that found utilities recording outage causes in wildly different ways, which meant one company's data couldn't be compared against another's. Coding causes to IEEE 1782 turns "a lot of trees came down" into a data set a planner can actually run next winter's vegetation budget against.

Running a lessons-learned session that produces something usable. Hold it within a couple of days of restoration wrapping up. Wait a month and the same session produces vague agreement that "communication could have been better," with nobody able to point to the hour it broke down. Get the right people in the room: damage assessment leads, dispatch, communications, the mutual aid coordinator, and frontline crew representation. "The damage assessment app synced to dispatch every 20 minutes instead of live, so crews got sent to jobs that were already reassigned," is a finding. "Communication was slow" isn't.

CHAPTER SIX / POST-STORM REVIEW

Turning cost-per-category into next year's budget. The labor, equipment, contractor, logistics, and materials breakdown built during the storm isn't just for the reimbursement file. Set it next to last year's numbers and it tells a planning story: a logistics line that ballooned because staging got set up late, a contractor category that ran high because mutual aid capacity was tapped out faster than expected.

Measuring more than restoration speed. The industry's standard reliability numbers, SAIDI, SAIFI, CAIDI, are built under IEEE 1366 to exclude Major Event Days from the calculation entirely. Those numbers were never built to grade storm performance. The better measure is where the process itself held together. Score the handoffs the same way you score restoration hours, because the ones that failed this storm will fail again next storm, at the exact moment nobody has time to fix them by hand.

Cost visibility like this is what **KYRO AI's Analytics tools** are built for: a live view of cost by category, by crew, by contractor, and by job, as the restoration happens rather than three weeks after it ends.

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A lessons-learned session held within days surfaces the specific handoff points that slowed things down. Held a month out, nobody can point to the exact moment it broke.

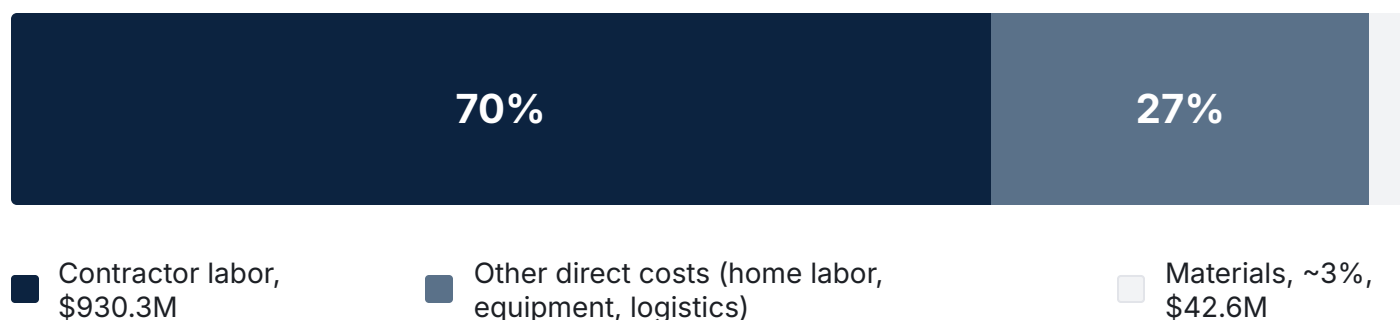
THE STORM RESPONSE PLAYBOOK, CHAPTER SIX

Post-Storm Review Checklist

06

- ✓ Lessons-learned session held within 48 hours of demobilization.
- ✓ Session spans damage assessment, dispatch, communications, crews.
- ✓ Every outage coded to IEEE 1782 cause categories.
- ✓ Findings written as specific handoff failures, not impressions.
- ✓ Every finding assigned an owner and a deadline.
- ✓ Cost reconciled by category against last season's numbers.
- ✓ Cost-per-category deltas fed into next-season budget lines.
- ✓ Manual handoff points logged separately from field performance.
- ✓ After-action report finalized within 60 days of restoration.

Where the Storm Dollar Went



Florida Power & Light's Hurricane Irma filing put total restoration cost at \$1.3 billion. The source filing itemizes contractor labor and materials separately but does not break out the remaining direct costs further, so that segment is shown here as a combined bucket.

Source: Union of Concerned Scientists analysis of the FPL Irma docket.

SYNTHESIS

Storm Response as a System

When a major event hits, restoration follows a documented order: power plants and high-voltage transmission lines and substations get repaired first, because nothing downstream works without them. Next come critical facilities, hospitals, police and fire stations, water treatment plants, and communications infrastructure. Then distribution lines serving the largest number of customers. Individual homes and small customer groups come last.

That sequence only works if every stage feeds the next one with accurate information. Damage assessment has to identify which substations are down before crews can be dispatched to fix them. Dispatch has to know which circuits feed which critical facilities before it can prioritize correctly. Communication teams have to know the actual restoration order before they can tell a mayor's office, a hospital administrator, or a customer calling in why their neighborhood isn't first. Each stage depends on the one before it. That's what makes it a system rather than a checklist.

The same failure pattern shows up across utilities of every size. A damage assessment gets logged on paper and doesn't reach dispatch until a supervisor physically drives it back to base. A crew status update lives in one coordinator's spreadsheet and never syncs with the incident commander's board. A customer-facing restoration estimate gets published before the damage assessment behind it has stabilized, and has to be revised twice, each revision costing a little more public trust.

SYNTHESIS

None of these are field failures. Crews did their jobs. Every one of them is an information failure, a gap between one stage of the lifecycle and the next that had to be closed by hand, usually by someone already stretched thin during the worst week of the year.

Public power utilities are consistently more reliable than investor-owned or cooperative utilities based on EIA data submitted from 2013 through 2024, with the average public power customer losing power for less than half the time of customers served under other ownership models, according to the American Public Power Association. Ownership structure alone doesn't explain that gap. Operational discipline, the habit of connecting one stage of the response to the next instead of managing each one as its own separate function, is a real factor behind it.

The six chapters in this playbook aren't optional, and none of them work in isolation. A utility can run a technically excellent damage assessment and still deliver a slow restoration if that data sits in a format dispatch can't use quickly. The connective tissue between stages is what determines whether a well-designed process actually performs under storm conditions, or falls apart the first time three things go wrong at once.

CLOSING

Why KYRO AI

Everything in this playbook works with or without KYRO AI. The system it describes, readiness feeding mobilization feeding assessment feeding restoration feeding communication feeding review, is the same system whether a utility runs it on paper, on a patchwork of spreadsheets, or on purpose-built software.

KYRO AI builds the last option. StormShield, KYRO AI's storm response module, gives operations and storm managers a live, shared view of crew status, damage assessment, and restoration priority, updated in the field and visible on the same screen the emergency operations center is watching.

10,000+

Active Users

4.8 / 5

G2 Rating (17 reviews)

\$1B+

Allocated via KYRO Capital

TRUSTED BY TEAMS AT

LS Power

CenterPoint Energy

Cross Texas Transmission

MYR Group

Think Power Solutions

Bowie-Cass Electric Membership Corp.

Copper and Cable Electric Company

EUROCLAD



"I was shocked at how fast we had KYRO AI set up and running. Two weeks after contract, we had real data coming in from the tree crews in the field."

COSERV, VEGETATION & RELIABILITY
MANAGER

Storm season doesn't wait for readiness to catch up. Neither should you.

KYRO.AI