Ready for the unthinkable.
Black Hills Energy is a natural gas and electric utility serving 1.27 million customers in eight states: Arkansas, Colorado, Iowa, Kansas, Montana, Nebraska, South Dakota and Wyoming.

Nebraska natural gas distribution utility company serving 300,000 customers in 319 communities.

In Nebraska we have:

- 8,700 miles of distribution line
- 1,300 miles of transmission line
Safety is our top priority

Number one cause to leaks on our system is 3rd party damage

- 3,000 proactive leak surveys annually
- 17,000 patrolled test sites annually
- 570 odorant tests monthly
- 28,000 EFVs installed
- Evacuator education programs
- 3rd party hits are down 29% from last year
Safety is our top priority
Trained and prepared for when an emergency does strike.

- Crisis/ Emergency Response Plan
- Major Events Playbook
- Crisis Communications toolkit
- Annual major event training
- Natural gas rodeo
- Fire department trainings
- Media training for first responders
In March 2019 Storm Ulmer made its way across our footprint leaving in its trail blizzards in our western states and flooding in our eastern states.

For the natural gas utility the major response went to Iowa and Nebraska where we responded to flooding in nearly 100 communities.

Plan for major disruption of service was initiated and followed for two weeks while we worked to evaluation and restoration of service.

- Pre-storm safety and preparedness messaging
- Boots on the ground with shut offs, monitoring and restoration
- Partnerships with emergency management agencies
- Timely and proactive safety messaging
- Timely and proactive call center and web content
- Internal communications strategy and execution
- Follow up engagement during and following restoration
Ready to be your partner

- Holding a disaster drill?
  - How can we be involved?

- Need media training?
  - Need during event PIO assistance?

- Holding a pre-natural disaster planning meeting?
  - Can we coordinate efforts?
Ready