

Lessons Learned

▶ Know your utilities risk profile (conduct an enterprise risk assessment)

- ▶ Every utility has a unique risk profile – defined by different financial, natural hazard, strategic and operational risks. Climate change can enhance the risk profile by making the likelihood of extreme events, such as drought or storm events more frequent.
- ▶ Rather than organizing actions by climate driver, it may be more streamlined to look at the breadth of new/enhanced risks, and who's already responsible (what business function is already responsible) to manage the risk and work within that framework.

▶ Create a reference climate future for consistent planning (future climate projections)

- ▶ Many utilities are familiar with integrated resource planning, although not necessarily using future climate as one of the unknown future variables. It's important to use consistent future assumptions in long term infrastructure, financial, water and environmental resources planning efforts - and future climate conditions is one of those assumptions. Agreeing to a reference future climate projection to use for planning will help keep assumptions consistent across the organization. It also helps communicate about climate change.
- ▶ You don't always need detailed high temporal resolution projection data to take action (example - educating staff on signs of heat stress)

▶ Start with existing mitigation strategies

- ▶ What are they? Most utilities have programs or processes in place to mitigate known risks. Working within the organizations existing framework for managing those risks can lead to internal buy-in and likelihood to adopt the new practice.
- ▶ Document existing actions. We found that many actions that mitigate risks are not formally documented. Often a first step is to document what people already do to ensure natural hazard risks are minimized.

▶ Iterative process using small group meetings

- ▶ The people best able to present a solution to reduce the risk are the ones that work in that area. Generally the best recommendations will come from the staff themselves. It's important to have them review what you think you heard so we get it right and to create trust.

▶ Feedback is important

- ▶ How can we do this better?

▶ Accountability

- ▶ Who will be responsible to implement new actions? if there isn't clear assignments of responsibility the actions won't get done.
- ▶ What will be the implementation process? Schedule regular check-ins with implementation leads. If there isn't regular check-ins it's less likely the actions will get done.