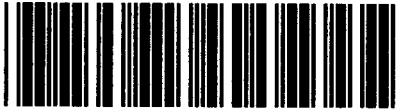




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TXU
Electric Delivery

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Stanley R. Southers, P.E.
Project Manager
Regulatory Affairs

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PUBLIC UTILITY COMMISSION
FILING CLERK

January 20, 2006

Mr. David Featherston
Director, Infrastructure Reliability Division
Public Utility Commission of Texas
1701 N. Congress
Austin, TX 78711

Subject: **Project No. 32182:** PUC Investigation of Methods to Improve Electric and Telecom Infrastructure that will Minimize Long Term Outages and Restoration Costs associated with Gulf Coast Hurricanes

Dear Mr. Featherston:

TXU Electric Delivery Company appreciates the opportunity to participate in this project. Please find attached the presentation made by TXU Electric Delivery Company at Workshop No. 1 conducted on January 17, 2006. Please call if you have any questions or require further information.

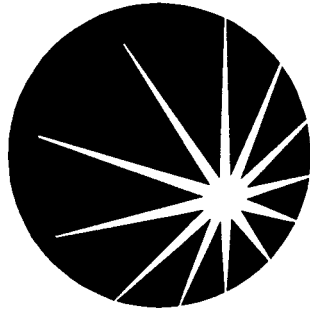
Sincerely,

Stanley R. Southers, P.E.
Regulatory Project Manager

cc: Ken Keller

Enclosure

Project 32182 – Workshop 1



TXU
Electric Delivery

**A Recap of Storm Damages and Restoration Efforts Resulting from
Hurricane Rita and Planned Changes to Procedures and Practices due
to Lessons Learned**

January 17, 2006

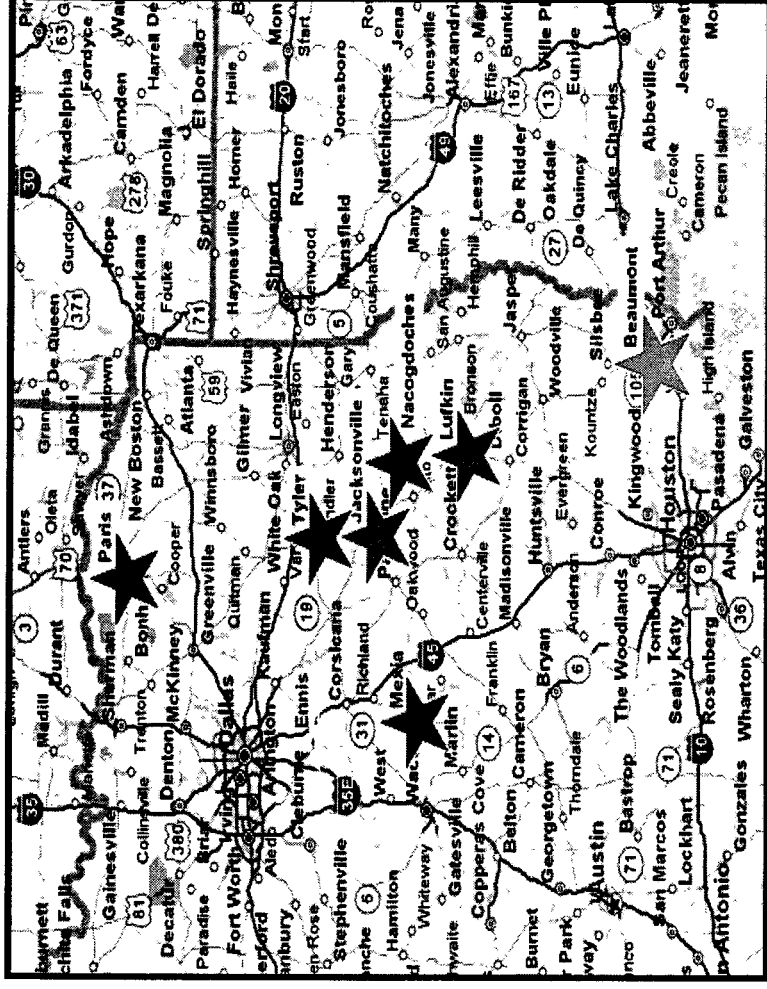
Joe Valverde

Agenda

- **Preparing for the Storm**
- **Overview**
- **Getting it Done**
 - **Restoration**
 - **Damage Assessment**
 - **Logistics**
- **Taking Care of Business**
 - **Scoreboard**
 - **Best Practices / Lessons Learned**
 - **Milestones**
- **Questions**

Hurricane Rita: Preparing for the Storm

- Landfall predicted somewhere between Houston and East Texas / Louisiana
- Strategically positioning the restoration teams
- Setting up effective management teams
- Preparing phone centers for additional calls
- Monitoring the storm
- Staying proactive



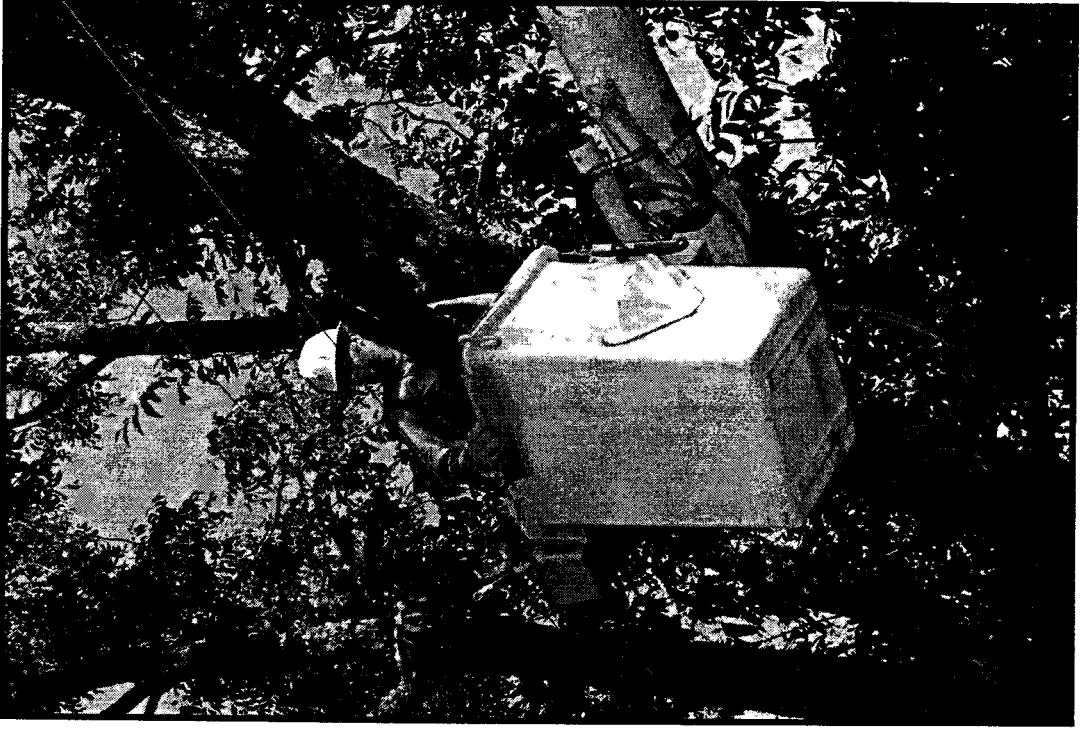


On September 24, 2005 Hurricane Rita passed through the same area of the Gulf waters as Katrina, becoming quite powerful and making landfall as a category 3 hurricane near the Texas/Louisiana border.

www.alvela

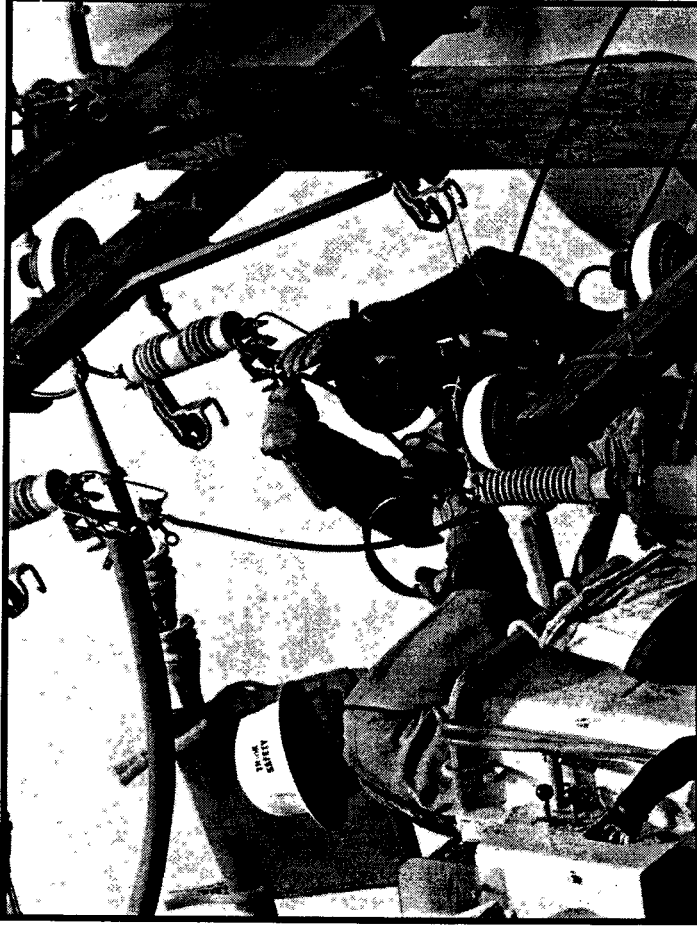
Hurricane Rita: Overview

- Rita was the most damaging storm ever experienced by TXU Electric Delivery's Eastern Region and the sixth worst storm in terms of customers affected overall.
- More than 2,600 TXU Electric Delivery employees and contractors worked 12- to 16- hour shifts to restore power to more than 220,000 customers System-wide.



TXU Electric

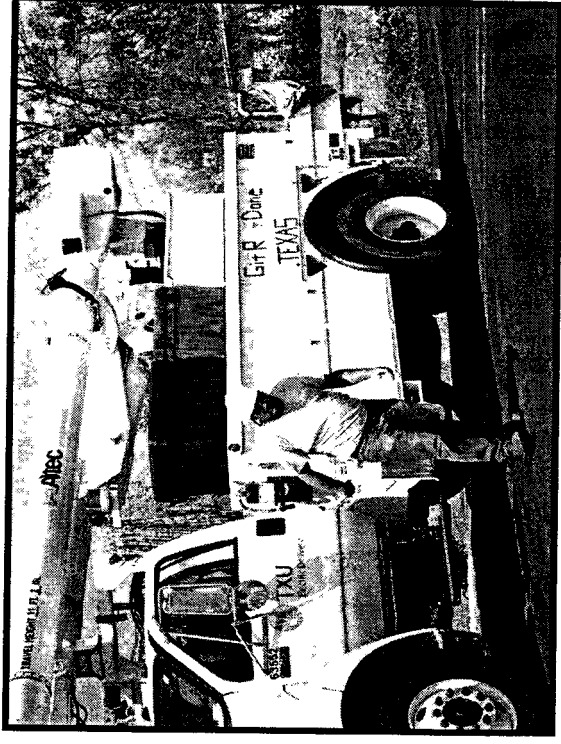
Hurricane Rita: Overview



- Crews installed more than 3,300 spans of wire and replaced 358 poles, 505 cross arms, 333 transformers, and 807 services.
- Off-system, TXU Electric Delivery restored about 7,500 customers.
- Transmission employees and contractors rebuilt 12-mile transmission line serving 6,500 customers.

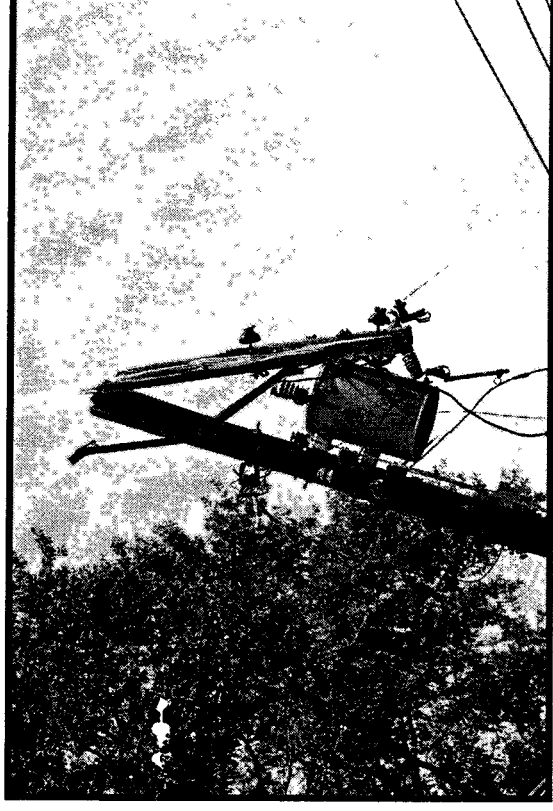
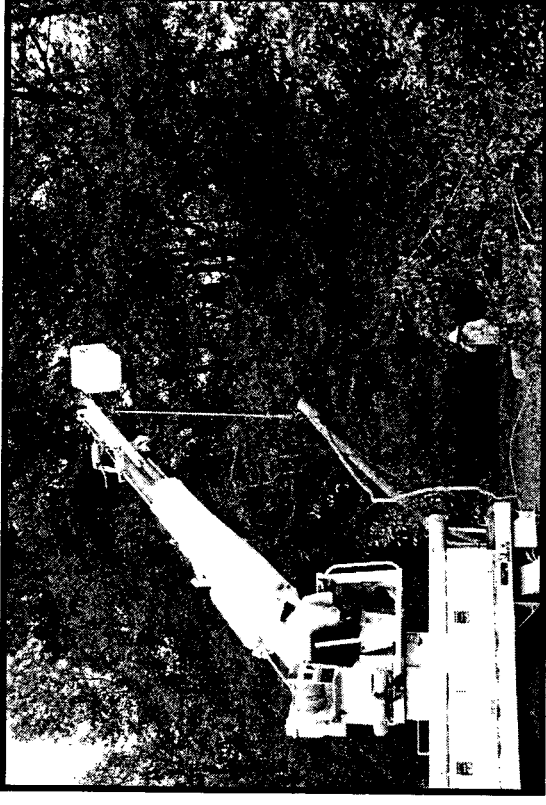
Restoration Steps

- Departments of Transportation, cities and counties clear roadways.
- Begin assessing damage.
- Clear debris blown onto and into equipment.
- Restore critical care facilities first (nursing homes, hospitals, police and fire stations).
- Next, restore power to areas with the largest number of outages.



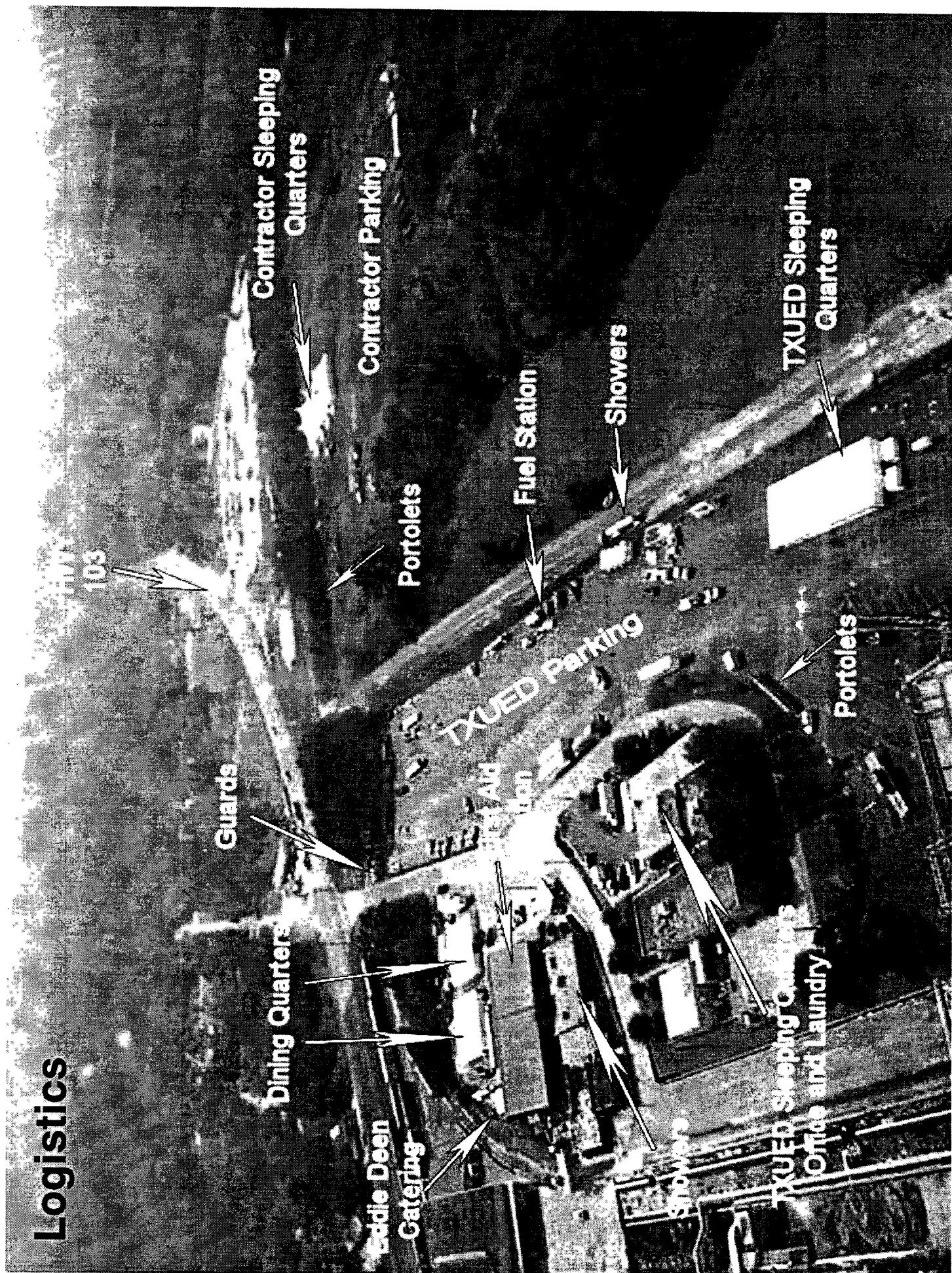
Damage Assessment

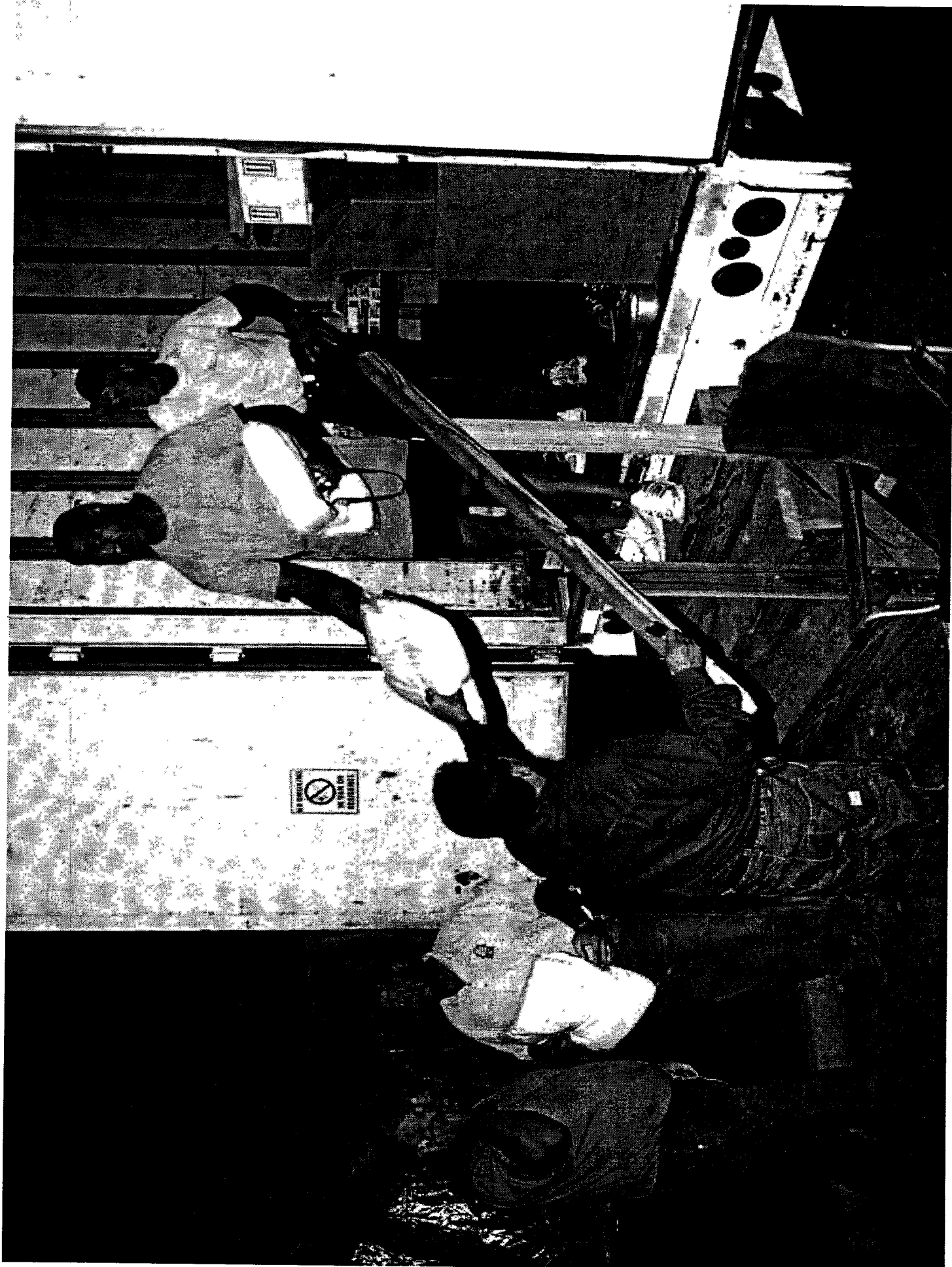
- Detailed evaluation
- Tailored crews
- Effective Staging
- Extensive Planning at Night

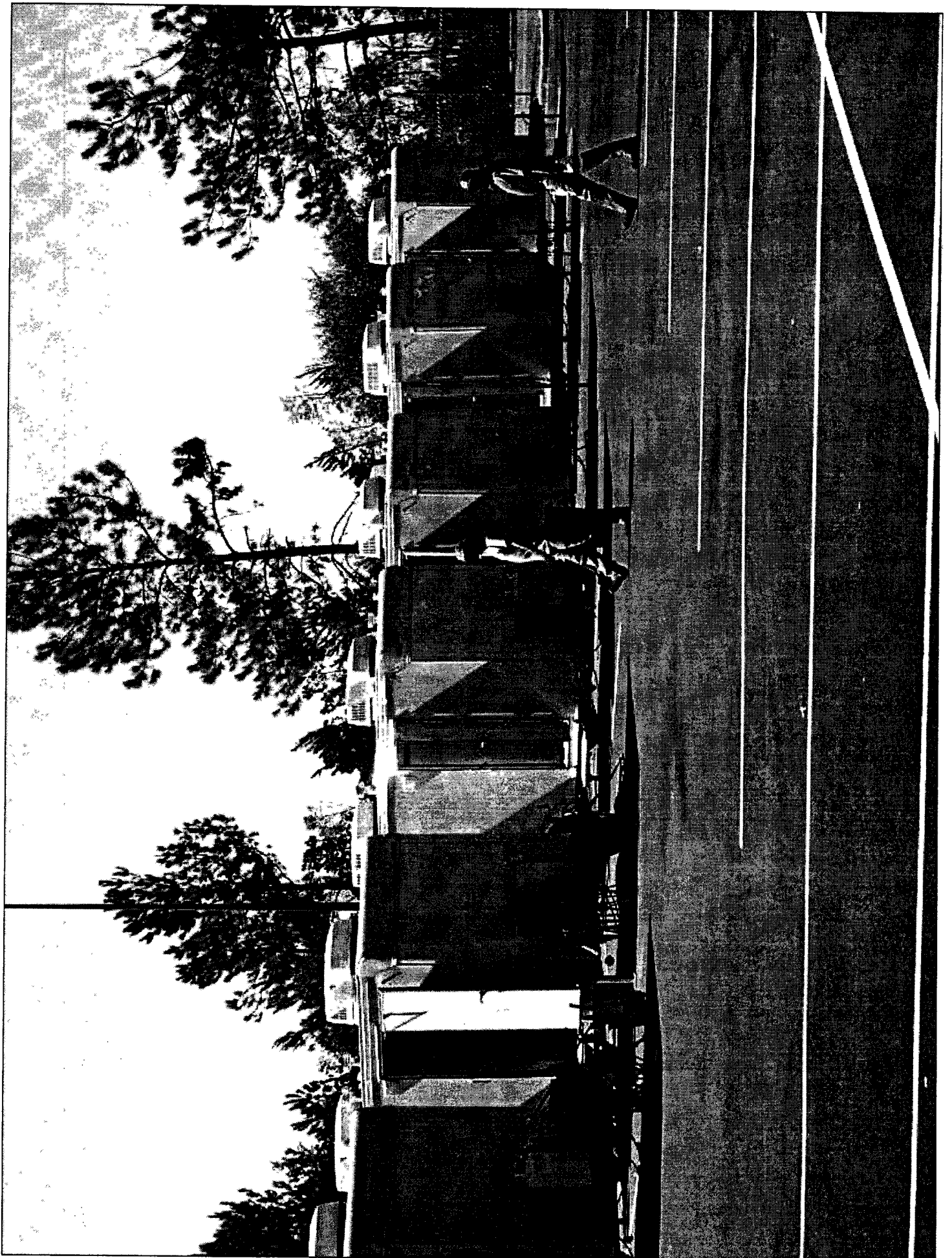


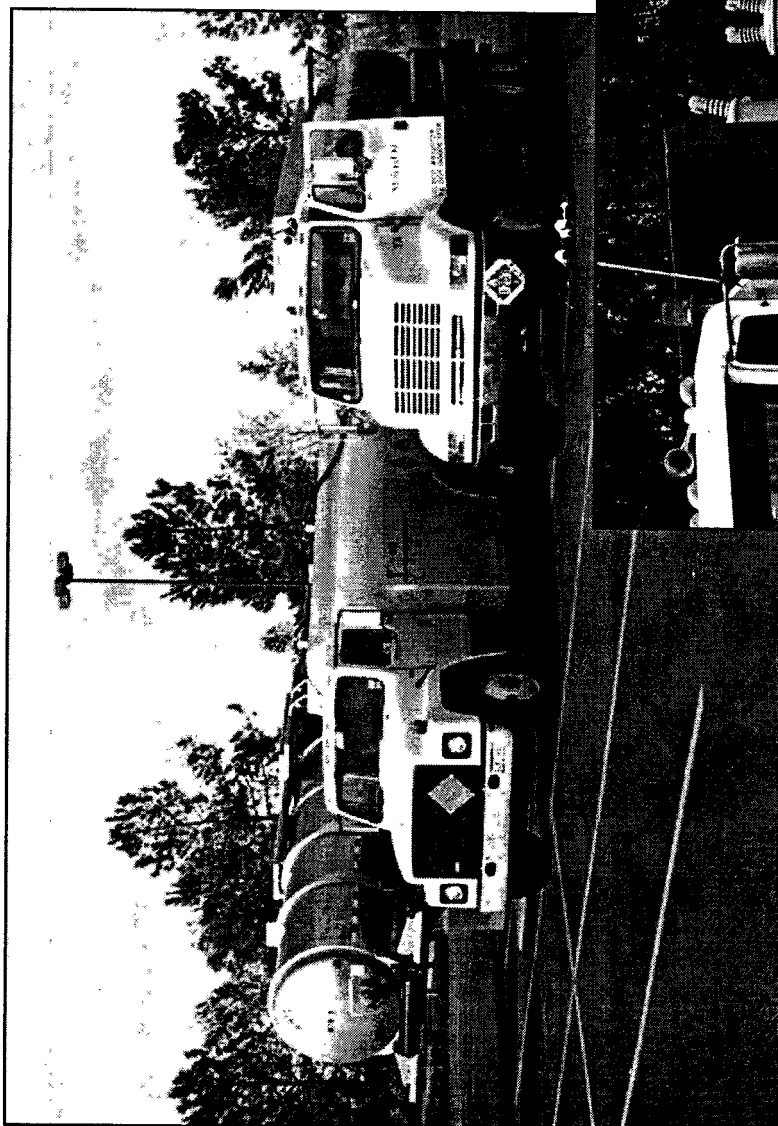
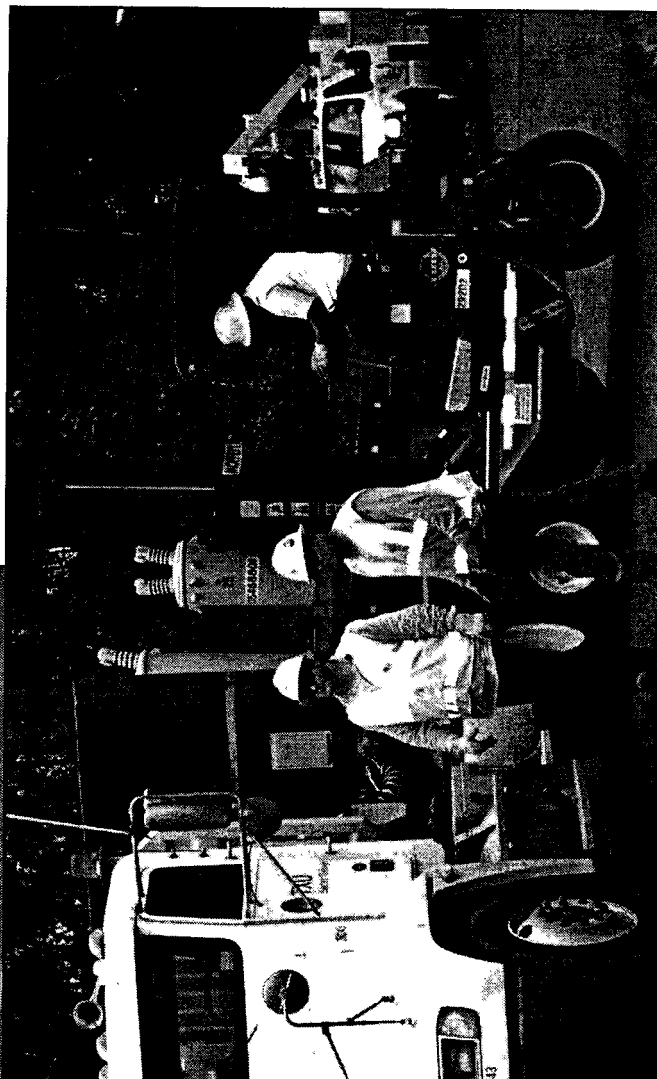
WFO-TV Channel 8

Logistics









Taking Care of Business



Taking Care of Business, At Home and Away

TXU Electric Delivery is making a major commitment to utilities affected by Hurricane Rita. While TXU Electric Delivery crews and contractors work to restore electric service in Louisiana, TXU Electric Delivery is focused on continuing to provide safe and reliable service in Texas. Emergency, outage calls and service to new customers will be handled promptly. Other non-critical services will be carefully rebound and may be rescheduled to a later date. We ask our customers to be patient while we're assisting others.

TXU Electric Delivery

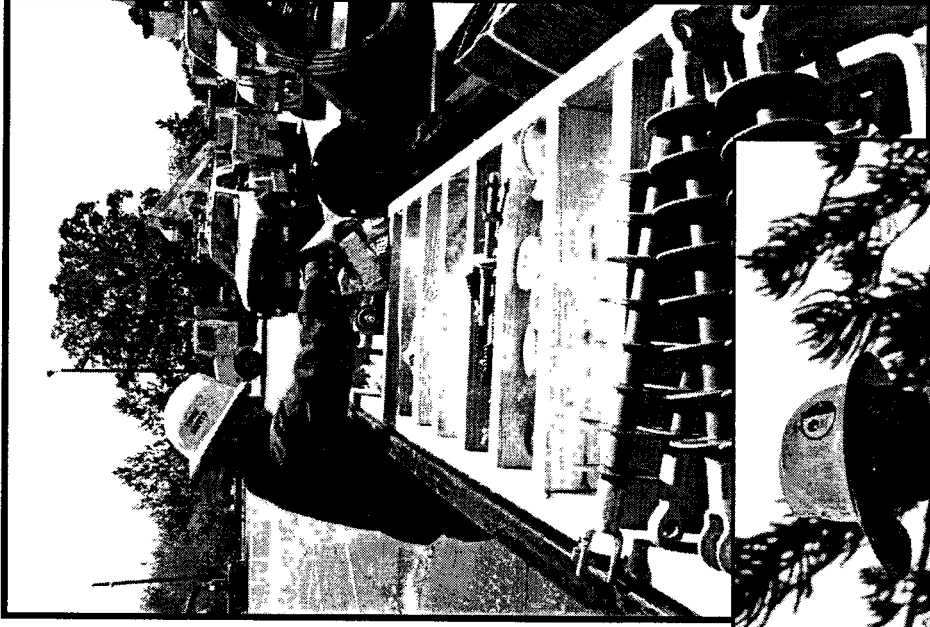
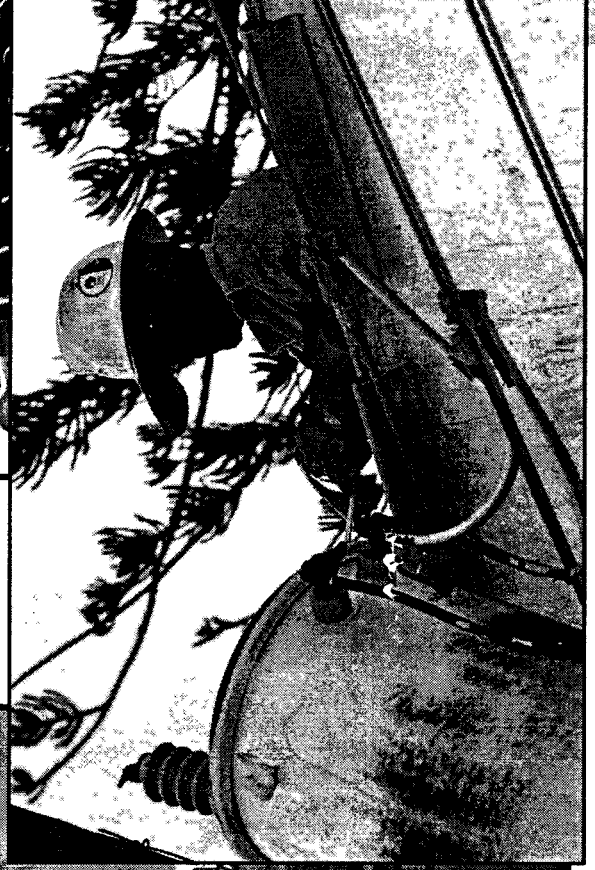
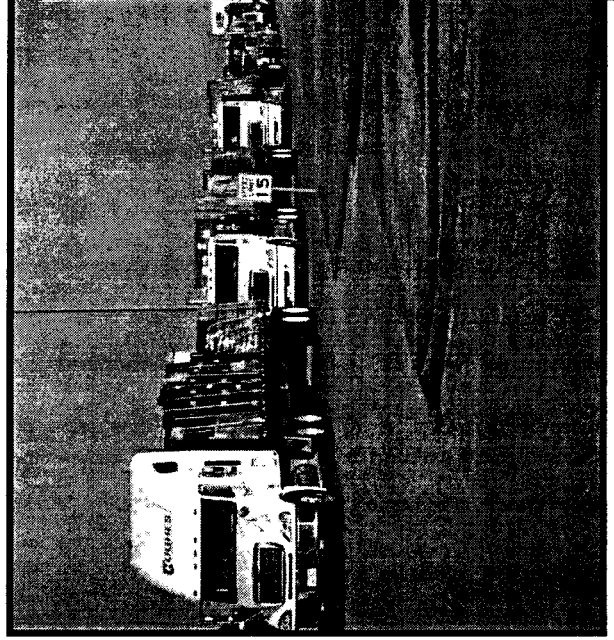
TXU Energy and TXU Services are the service arms of TXU Energy, a subsidiary of American Electric Power Company, Inc. (AEP). TXU Energy is a public utility company. TXU Energy is not a financial institution. TXU Energy is not a bank. TXU Energy is not a broker or dealer in securities. TXU Energy is not a lender. TXU Energy is not a real estate agent. TXU Energy is not a mortgage lender. TXU Energy is not a title insurance company. TXU Energy is not a notary public. TXU Energy is not a lawyer. TXU Energy is not a doctor. TXU Energy is not a nurse. TXU Energy is not a pharmacist. TXU Energy is not a veterinarian. TXU Energy is not a dentist. TXU Energy is not a chiropractor. TXU Energy is not a massage therapist. TXU Energy is not a yoga instructor. TXU Energy is not a personal trainer. TXU Energy is not a life coach. TXU Energy is not a career counselor. TXU Energy is not a business consultant. TXU Energy is not a management consultant. TXU Energy is not a marketing consultant. TXU Energy is not a sales consultant. TXU Energy is not a training consultant. TXU Energy is not a recruitment consultant. TXU Energy is not a HR consultant. TXU Energy is not a legal consultant. TXU Energy is not an accounting consultant. TXU Energy is not an insurance consultant. TXU Energy is not a financial consultant. TXU Energy is not a tax consultant. TXU Energy is not a business development consultant. TXU Energy is not a strategic planning consultant. TXU Energy is not a operations consultant. TXU Energy is not a process improvement consultant. TXU Energy is not a quality management consultant. TXU Energy is not a supply chain consultant. TXU Energy is not a logistics consultant. TXU Energy is not a transportation consultant. TXU Energy is not a warehousing consultant. TXU Energy is not a distribution consultant. TXU Energy is not a retail consultant. TXU Energy is not a food service consultant. TXU Energy is not a beverage service consultant. TXU Energy is not a hotel and resort consultant. TXU Energy is not a travel consultant. TXU Energy is not a cruise consultant. TXU Energy is not a vacation consultant. TXU Energy is not a wedding consultant. TXU Energy is not a event planning consultant. TXU Energy is not a corporate event consultant. TXU Energy is not a conference consultant. TXU Energy is not a trade show consultant. TXU Energy is not a exhibition consultant. TXU Energy is not a booth consultant. TXU Energy is not a display consultant. TXU Energy is not a signage consultant. TXU Energy is not a lighting consultant. TXU Energy is not a audio visual consultant. TXU Energy is not a video production consultant. TXU Energy is not a photography consultant. TXU Energy is not a graphic design consultant. TXU Energy is not a web design consultant. TXU Energy is not a software development consultant. TXU Energy is not a IT consultant. TXU Energy is not a network consultant. TXU Energy is not a security consultant. TXU Energy is not a compliance consultant. TXU Energy is not a risk management consultant. TXU Energy is not a insurance broker. TXU Energy is not a real estate broker. TXU Energy is not a mortgage broker. TXU Energy is not a car dealer. TXU Energy is not a boat dealer. TXU Energy is not a RV dealer. TXU Energy is not a home appliances dealer. TXU Energy is not a furniture dealer. TXU Energy is not a electronics dealer. TXU Energy is not a clothing dealer. TXU Energy is not a jewelry dealer. TXU Energy is not a watch dealer. TXU Energy is not a perfume dealer. TXU Energy is not a cosmetics dealer. TXU Energy is not a health and beauty products dealer. TXU Energy is not a pet supplies dealer. TXU Energy is not a garden supplies dealer. TXU Energy is not a home improvement dealer. TXU Energy is not a automotive parts dealer. TXU Energy is not a automotive accessories dealer. TXU Energy is not a pet supplies dealer. TXU Energy is not a garden supplies dealer. TXU Energy is not a home improvement dealer. TXU Energy is not a automotive parts dealer. TXU Energy is not a automotive accessories dealer.

- Approximately one week after Hurricane Rita arrives, all homes and businesses in the TXU Electric Delivery service area able to accept service are back on line.
- On Oct. 1, TXU Electric Delivery completed repairs and energized a 12-mile transmission line, restoring power to 6,500 electric cooperative customers.

W. J. Delveci

Scoreboard: Hurricane Rita

- 238,281 TXU ED customers restored.
- 2,602 TXU employees, contractors.
- 358 Poles replaced
- 505 cross arms broken or down
- 3,321 spans of wire replaced
- 333 transformers repaired



Best Practices / Lessons Learned

- **Maintain flexibility to adapt to changing storm conditions.**
- **Fuel, safety, fleet support, housing, food, water, materials and supplies are basic needs that require tremendous planning and coordination to assure maximum productivity of the restoration crews.**
- **Small management teams, including logistics, damage evaluators and corporate security should be deployed 1-2 days before the crews.**
- **Employ consistent messaging with regard to Safety.**

Best Practices / Lessons Learned (con't)

- **Employ nursing capabilities to support the crews.**
- **Maintain adequate supervisor ratios to ensure effective communications.**
- **Establish customer information centers at strategic locations.**
- **Employ innovation and leadership to minimize logistic concerns.**

Hurricane Katrina, Rita, Wilma: Milestones

- **Aug. 25** TXU Electric Delivery sends crews to Florida
- **Aug. 29** Hurricane Katrina makes landfall along Central Gulf Coast
- **Sept. 1** TXU Electric Delivery crews leave for Louisiana
- **Sept. 24** Hurricane Rita hits East Texas
- **Sept. 25** TXU Electric Delivery heads for East Texas
- **Sept. 27** Transmission begins work on Jasper-Newton line
- **Oct. 1** Jasper-Newton line energized
- **Oct. 2** TXU Electric Delivery restores Eastern Region
- **Oct. 7** TXU Electric Delivery crews to Beaumont area
- **Oct 13** TXU Electric Delivery crews return home
- **Oct. 24** Hurricane Wilma hits Florida coast
- **Oct. 27** TXU Electric Delivery crews fly to Ft. Myers
- **Nov. 10** Wilma Restoration Team flies home from Miami

Questions