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EMERGENCY OPERATIONS PLAN

WOOD COUNTY

ELECTRIC COOPERATIVE

Adopted December 2005
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NEED AND PURPOSE

- In every business there exists a need for speedy recovery from different types of disasters. Acts of God and man-made disasters have been known to cripple or destroy business functions and even entire organizations. Since the terror attacks that occurred on September 11, 2001, electric utility industry interest in a disaster recovery plan has significantly increased.
- Several types of disasters can occur that threaten our ability to efficiently provide service to our members. Disasters such as fires, tornados, and ice storms can result in total loss situations where tools and equipment, on-site data, hardware, software, facilities, and even personnel are lost. Severe weather, such as lightning and floods, can be damaging to sensitive electrical equipment and the ability to do business from a location. Sabotage can be either from external forces causing damage to structures, facilities, data through hacking or viruses, or from internal sources (personnel) damaging company resources.
- Additionally, the plan addresses pandemic preparedness and efforts to mitigate the risk of wildfires.
- The purpose of this Emergency Operations Plan (EOP) is to speed Wood County Electric Cooperative's (WCEC) recovery from a wide range of disasters. Though these disasters may have a low probability of occurring, they would nonetheless have a huge impact on our ability to manage business systems.

OBJECTIVE

The objective of this EOP is to provide WCEC with a process to improve the effectiveness and responsiveness of all aspects of cooperative business following various disasters.

EMERGENCY OPERATIONS PLAN

Wood County Electric Cooperative, Inc. (WCEC) maintains an Emergency Operations Plan in anticipation of natural disasters, a pandemic, or situations involving curtailments or major interruptions in electrical service. The plan establishes organizational and personnel assignments, describes emergency communication procedures, and lists emergency contacts.

Our plan has been revised based on the model developed by Texas Electric Cooperatives so that there would be significant uniformity from cooperative to cooperative.

This plan will be reviewed at least annually and continually updated by the Director of Human Resources at Wood County Electric Cooperative. WCEC will notify the PUC staff using the method and form prescribed by commission staff as described on its website and the appropriate TDEM District Coordinators by email of the location, date and time of its planned review. Such notice will be provided at least 30 days prior to WCEC's preparedness review of its Emergency Operations Plan.

The official copy will be maintained at the WCEC Headquarters (501 S. Main, Quitman, Texas 75783).

A critique of the plan and its effectiveness may be conducted following each major outage. The critique may generate necessary improvements to the plan and formulate solution strategies about noted weaknesses in the plan.

WCEC will adhere to FEMA guidelines in the event of an emergency or major outage when applicable, as not all outage/emergency situations will qualify for reimbursement from FEMA.

DEFINITION OF EMERGENCY LEVELS

Pre-Storm Watch

The situation is prior to the arrival of an anticipated storm. This is a precautionary situation that would follow a weather broadcast of severe nature. The Dispatcher will monitor the situation and advise the Director of Operations, if needed.

- Expected outage time – None
- Customers out of service – None
- Initiated by: Dispatcher

Level 1

An emergency/outage event where cooperative crews are able to restore service in less than 12 hours without calling for assistance. Personnel assemble as needed. The dispatcher and/or Director of Operations may require the assistance of phone operators to answer calls.

- Expected outage time – Up to 12 hours
- Small thunderstorm
- Initiated by Dispatcher

Level 2

An emergency/outage event where cooperative crews, along with usual contractors, are able to restore service in less than 48 hours without calling other coops for assistance.

- Expected outage time – 48 hours
- Substations or major circuits without power, large thunderstorm, or small tornado
- Initiated by Director of Operations

Level 3

An emergency/outage event where cooperative crews may request outside help to restore service. All cooperative employees may be called to report.

- Expected outage time – More than 48 hours
- System wide windstorm/thunderstorm, or ice storm
- Initiated by Director of Operations or Chief Operating Officer

CRITICAL LOAD CUSTOMERS

Annually, the critical care customers on our system will be sent a letter along with a PUC form for the member and their doctor to complete and return within a specified time frame. This process is scheduled to occur during the months of March and April of each year. If the letters are not returned within the specified time frame, they will be removed from WCEC's critical care list.

As new letters are received during the year, they will be added to the critical care registry. A complete review of the registry will be done between the months of March and April by the Key Accounts Manager and new letters and forms will be sent to each critical care customer to fill out and return as specified above.

There are five different critical care priority levels:

Priority 1 – Member with health problems recognized as either Chronic or Critical Care Residential Customer

Priority 3 – Water systems, Treatment plants, and Lift stations defined as Critical Load Public Safety Customer

Priority 5 – Fire, Police, and Sheriff Departments defined as Critical Load Public Safety Customer

Priority 7 – Nursing Homes defined as Critical Care Residential Customer

Priority 9 – Hospitals defined as Critical Load Public Safety Customer

The critical care list can be found in the G drive in a folder titled Critical Care Accounts.

The different priority levels are recognized by the dispatch system. When a critical customer has a power outage, the dispatch system makes an audible alarm (stating that there is an outage for a priority customer) for that account. Additionally, the member's information appears red with their respective priority level. All other accounts that are not assigned a priority level appear in black.

In the event of a major outage, the Key Accounts Manager will be responsible for communicating with critical load customers and providing information regarding the outage.

COMMUNICATIONS AND PUBLIC RELATIONS

1. Communications personnel's primary duty during emergency and disaster situations is to act as the media liaison and to update the public and customers through communication channels such as the phone system, website, postal service, and social media.
2. Communications will be responsible for developing and submitting state Emergency Event Reports gathered from current data supplied by engineering and dispatch. These will be submitted via electronic means by providing initial information (Counties Affected, Number of Customers in County, Number of Customers Affected, etc.). Once entered, information will be updated twice daily (generally 9:00am and 4:00pm). These will be sent to:

Primary Contact	Office	Cell	Email
Therese Harris	512-936-7378	512-799-4747	Therese.harris@puc.texas.gov
Secondary Contact			
Alicia Maloy	512-936-7387	309-678-1426	Alicia.maloy@puc.texas.gov
Tertiary Contact			
Reggie Tuvilla	512-936-7376	469-765-5086	Reggie.tuvilla@puc.texas.gov

3. If warranted, communications personnel will assist management in drafting letters to the cooperative's membership, detailing the extent of the disaster and its impact on both the membership and WCEC. Such letters could be sent to members in damaged areas and include vital data such as the projected length of the outage and, when available, phone numbers for service organizations such as Red Cross, local emergency shelters (churches, schools, etc.), and contact numbers for state emergency management and FEMA. Sample news releases and information sheets are ready to use should an emergency/major outage arise. These sample sheets are in **Appendix B**.
4. WCEC will always communicate honestly and openly with the cooperative membership and media. The CEO/General Manager will be designated to speak to the media. If the CEO is not available, the Director of Communications or another staff member will be the next contact person for media inquiries. All employees should refer all news media to the CEO/General Manager, the Director of Communications, or another staff member.
5. Press releases, when appropriate and practical, will be issued to local newspapers as often as their print schedules allow if the damage is significant. As appropriate, we will send disaster updates to Texas Electric Cooperatives, Inc., local radio and/or television stations, and other information dispensing resources that will keep our membership and general public informed about all progress being made in the power restoration effort. This can be done daily or several times a day as the situation changes and updates are relevant. We will also communicate with the PUC and Legislators as needed. Mailing weekly letters or post cards to members in affected areas will remain an option if electric outages limit access to radio/TV broadcasts. Contacts for radio stations, television stations, and newspapers are in **Appendix A**.

6. In addition to orchestrating responses, the Communications department will also monitor media reports (broadcasts/print/internet) as well as archive for future reference.
7. When deemed useful, and or appropriate, and the action is possible, updates will be posted to the website at www.wcec.org. The website also includes a real-time outage map that when connected will display all outages at a given time and the number of consumers affected. The system refreshes every 5 minutes with updated information.
8. Other electronic means of communications will also be used as practical, and when relevant and possible, including social media, e-newsletter, texting, and email.
9. WCEC will also consider posting daily updates at post offices, other municipal buildings, restaurants, and community centers if we are unable to communicate to members by phone, mail, or other electronic methods.
10. Recorded updates will also be posted as a preface to WCEC's toll-free high-volume outage reporting hotline 1-866-415-2951. This system is a supplement to WCEC's office telephone and offers virtually unlimited call volume. It allows members to hear messages, report an outage, and receive a call-back notification of restoration. It is also hosted outside of the geographic area, so in the event of disaster, it should remain operable.
11. During outages, WCEC's regular phone system (903-763-2203) will be answered by WCEC Dispatcher. Overflow calls will be answered by Cooperative Response Center (CRC) and any outage information collected by CRC will be sent to WCEC's outage system. If the outages are large in number and/or could be long in restoration, WCEC's management will call in WCEC employees to answer the phone. These employees will answer the regular office number (903-763-2203). WCEC will have up to 11 desks available for use to handle the call volume. CRC will continue to handle all overflow calls. WCEC personnel will receive regular situational updates to be able to offer information to callers. Contact information for CRC is in **Appendix A**.
12. Communications personnel may also assist the engineering/operations departments by documenting the extent of the storm or disaster using both still photographs and videos making sure to date and document the times and places the photos and videos were taken.
13. During conflict calls with members, the standard process is for a member service representative to attempt to resolve the conflict. If unsuccessful, the call will be transferred to the Member Services Supervisor. Further, the call can be elevated to the General Manager. If a complaint and/or issue cannot be resolved by management, WCEC has a Board Policy that provides for the formation of a Hearing Committee made up of three cooperative board members. Member issues shall be submitted in writing to the Cooperative when Board consideration is requested by the member. The Board or Hearing Committee shall provide a date and time for a

Member to address the Board or Hearing Committee regarding the Member issue within thirty (30) days of the Member issue being submitted to the Board.

Communications personnel will assist member services in conflict resolution and the complaint process through research, written materials, and act as a liaison when necessary. Communications is also responsible for compiling, under the direction of the General Manager, any response to the PUC and the member when a member complaint has been filed with the state.

CURTAILMENT PRIORITIES AND PROCEDURES

The cooperative has procedures in place regarding curtailment priorities, shedding load, rotating outages, and planned interruptions.

The cooperative has strategically placed frequency monitoring relays throughout the distribution system in such a manner as to avoid higher critical load customers. These relays are set to automatically open selected distribution circuits if the system frequency decays to 59.3, 59.0 and 58.7 Hz. Each of the three levels will shed a minimum of ten percent (10%) of the cooperative's system load in the Southwest Power Pool (SPP). The selected circuits are identified on our SCADA system, which also monitors the instantaneous system load.

In the event of a declared manual load shed or rolling blackout emergency, the circuits selected for opening will come from those listed in the Manual Load Shed Plan, located at G://CH/Load Shed/Manual Load Shed Plan.docx depending on the amount of load required to shed. If the emergency is longer than 45 minutes a new set of circuits will be opened to comply with the load shed requirement and the first set of circuits will be closed. This process will continue through all the circuits in the plan until the system load emergency has been canceled.

In the event a load shed circuit serves a critical load, the cooperative's outage management system will alert dispatch of these customers. If this is expected to be a prolonged event the Critical Load Customers will be notified.

PRIORITIES FOR RESTORATION OF SERVICE

In the event of a major outage event the cooperative has priorities for restoration of service. The first areas of concentration will be those that allow the most power to be restored to the most members as quickly as possible. In most cases, the cooperative has the ability to route transmission from an alternative direction to get power to a substation. Once transmission is restored, the cooperative will begin work at substations addressing issues on main circuits first and continue on to feeder lines and ultimately to single taps. Critical loads are identified in the Outage Management System so that appropriate communications can be made to the consumer in the event the outage is expected to be for an extended period.

PANDEMIC PREPAREDNESS PLAN

Objectives:

To prepare the cooperative for the possibility of a pandemic by:

- Educating employees about a possible pandemic and its potential impacts on the cooperative's business operations
- Implementing reasonable measures to mitigate the impact of a pandemic affecting the cooperative and its employees
- Promote employee wellness and minimize opportunities for employees to be exposed to a virus or disease while performing cooperative duties.

Background:

A pandemic is defined as an epidemic illness (a sudden outbreak) that becomes very widespread and affects a whole region, a continent, or the world, and can result in serious illness and/or death. For example, health care professionals predict with very high probability that an influenza (flu) pandemic will reoccur in the future but the timing and impact will depend on many factors that are difficult to predict.

Planning Assumptions:

The following pandemic planning assumptions are, in part, modeled after the Electricity Sector Influenza Pandemic Planning, Preparation and Response Reference Guide, developed by the North American Electric Reliability Council (NERC), but shall also apply to other pandemic possibilities:

1. The timing of the outbreak of a pandemic is uncertain and depends on many factors.
2. Once human to human transmission begins, a virus/disease can spread rapidly around the world within three to eight weeks.
3. Infection rate for the general population is expected to be in the range of 25 percent and these people would be very ill for up to a week.
4. Absentee rates for employees can be high for the duration of the pandemic due to illness and other factors such as care of family members. Absentee rates will not be uniform across an organization and will be caused by employee illness, as well as family care issues, inability to get to work, etc.
5. In cases of flu, persons who contract the virus are not expected to contract it a second time due to a buildup of immunity. However, if the virus mutates, recurrences for the same individual would be possible.
6. Personnel will need to be managed differently to conduct essential business processes and to minimize the spread of illness.
7. There could be a shortage of anti-viral medicines or vaccines.
8. There may be no medicines in the early stages and then limited quantities for select populations. Anti-viral medicines present a variety of difficult issues such as availability, effectiveness against specific virus strains, and dosage levels for pre-infection prevention as compared to post-infection treatment.

9. Many pandemics strike in at least two waves, each lasting six to eight weeks. The first wave usually peaks in three to four weeks. The second wave peaks around three to six months after the first and generally is stronger than the first. There may also be a third wave with characteristics similar to the second.
10. It will be important to provide accurate and timely information to employees, cooperative members and government entities before and during the pandemic.
11. Interdependencies with other segments of the electricity sector (generators, transmission operators, distribution providers) and other critical infrastructures (communications, nuclear, natural gas, petroleum, transportation, emergency services, etc.) as well as contractors and suppliers can be severely tested during a pandemic.
12. Certain positions are essential to providing electric service such as dispatch, SCADA operations, and payroll processing among others. To ensure the continuation of electric service, employees are cross trained in these essential functions.

Preparation and Response Efforts

Flu Shots

Annually, a flu shot is provided by the cooperative to all employees who choose to accept. All employees will be encouraged to accept flu shots as studies show that evidence of immunity to one strain of flu may prove beneficial in combating or lessening the symptoms of other unknown strains.

Employee Education

Efforts will be made on an annual basis to educate employees about influenza, both seasonal and pandemic, as well as other pathogens, and the steps the cooperative is taking to prepare against them. This may be done during a regularly scheduled safety meeting followed by an additional meeting to ensure that all employees are afforded the opportunity to attend.

Transmission Prevention Controls

The cooperative recognizes that pandemic illnesses can be contracted through direct contact of secretions, indirect contact from hand touching, from contact with anything with the virus residing on it, and possibly as an airborne pathogen. Viruses can live on a hard surface up to 48 hours.

Upon the CDC's announcement that a pandemic or potential pandemic for our region has been recognized, the cooperative will implement specific prevention control practices.

Precautions will include an emphasis to employees on personal hygiene, such as frequent hand washing and antibacterial use, and possible use of masks and gloves, depending on severity.

Workers will also be asked to routinely disinfect work tools in their area of responsibility

such as telephones, vehicle interiors, and computer equipment.

Symptomatic employees will be asked to self-identify and to voluntarily remove themselves from the working environment during illness.

Additional precautions will be prescribed to housekeeping to include the wider use of germicides, and more thorough and pro-active disinfectant cleaning practices on public surfaces such as door handles and kitchen and bathroom areas.

In the severest of outbreaks, employees may be asked to limit their contact with the public or take extra preventative measures when making contact, to limit exposure.

Policies

Temporary superseding policies affecting paid time off, extended illness, and business travel may need to be enacted in the event of an outbreak. Management will be responsible for enacting such measures and enforcing them.

Business Continuity

In the event of a pandemic, critical business processes must be identified by management and healthy employees may be temporarily re-assigned to perform these job functions. Management should expect to be able to continue to perform critical processes with a possibility of 40 to 50 percent employee absentee rate. Offsite work locations may be considered and assigned by management as deemed appropriate.

Post-Pandemic Evaluation

Following the pandemic, all related procedures and policies may be examined for effectiveness and, if needed, modified to include lessons learned for future events.

WILDFIRE MITIGATION PLAN

An effective right-of-way management program is perhaps the best mitigation effort the cooperative can utilize to minimize the risk of causing wildfires from electrical contact. WCEC consistently budgets to maintain an effective right-of-way management program. WCEC contracts for mowing of 179 miles of transmission line right-of-way annually for both itself and ETEC. Approximately 15% of the distribution line right-of-way is mowed annually. About 14% of distribution right-of-way is trimmed annually to maintain a 30-foot clearance ground up. WCEC also applies herbicides regularly to all substations and metering points to control vegetation growing near equipment which may cause fires. WCEC's goal is to maintain a 6 to 8-year vegetation management cycle. Due to the heavy vegetation and forested area of northeast Texas that the cooperative serves, this schedule is aggressive to pursue and has shown to be effective in minimizing the risk of wildfires in the recent drought-ridden years.

The cooperative has adopted construction standards to install animal guards around energized equipment and using compression connections in lieu of hot line clamps to improve quality of service and at the same time mitigate threats of wildfires.

IDENTIFICATION OF POTENTIAL ADVERSE WEATHER CONDITIONS

The cooperative subscribes to a weather monitoring system provided by Schneider Electric that is continuously displayed on a monitor in the 7 day/24-hour dispatch center. Local television service is available to provide weather updates to the dispatcher. The cooperative also has a weather station installed at the headquarters to record temperature, wind speed and direction, rainfall, solar and ultraviolet radiation exposure. As adverse weather conditions arise, the dispatcher and Director of Operations make plans to alert employees and contractors of potential need to respond to work. Wood County has an emergency alert system in place to issue alerts to citizens.

The Member Services Supervisor monitors the national weather service reports to avoid disconnecting a member for nonpayment of bills during extreme hot or cold weather conditions.

INVENTORY OF PRE-ARRANGED SUPPLIES FOR EMERGENCIES

1. All material used on the electrical system is supplied by Texas Electric Cooperative (TEC) warehouse located on the WCEC headquarter premises. They have material in stock here and they can pull material from other warehouses they operate if needed. TEC ensures WCEC of their ability to supply material in contingency situations.
2. Material issued during a storm or emergency situation is initially tracked by TEC. TEC will issue invoices to WCEC and this information is then used to update physical plant and can be used to provide information to FEMA or other agencies as required.
3. Generally, in storm situations, we put all materials used that are associated with record units (poles, cross arms, etc.) to a work-order by county or a special account. Every effort is made to identify locations where poles and/or pole top units are replaced and staking sheets are drawn to reflect the work performed.
4. Copies of all information are to be kept so they can be made available to any entity that may require the information.

In the event of a disaster involving the loss of the warehouse and/or pole yard, TEC would be able to relocate material from other warehouses to a local area to be distributed to the construction crews as necessary.

If this is not possible, we could use the Quitman substation location for a temporary warehousing location. It is secured by fencing and has space for material to be stored. Other substation sites throughout our service area could be used as temporary staging points and for temporary warehousing, if the need arose. Other alternative sites could be explored as well, based on availability and suitability.

Forklifts and other material handling equipment can be rented or leased from existing WCEC vendors with this type of equipment. WCEC maintains business relationships with – and purchases material from – multiple vendors and suppliers. This gives us a substantial pool to call upon in the event of an emergency. (**Appendix A**)

Fuel for vehicles is stored in underground storage tanks at WCEC headquarters. If the fuel pumps are destroyed in a disaster, most likely the tanks will survive. The fuel dispensing system has a standby generator. In addition, the automotive shop has developed a non-electric method of pumping the fuel from the tanks in an emergency. If the fuel tanks were not usable, we could next turn to purchasing fuel at retail consumer outlets. Designated cooperative employees have credit cards, and this alternative should be sufficient until repairs can be made of cooperative facilities.

EMPLOYEE RESPONSIBILITIES DURING SEVERE WEATHER EVENTS

The following is a list that designates specific duties and responsibilities to certain employees during an emergency situation or major outage in order to respond as efficiently and quickly as possible.

Dispatch – Enters consumer reported outages into an Outage Management System (OMS) and directs crews to investigate and correct problems. If the number of outages increases so that more than three (3) crews are needed, the Director of Operations is to be notified. The Director of Operations will in turn notify the CEO/General Manager. Dispatch aids in the repair of outages by remotely operating certain electronic devices located in the various substations via a Supervisory Control and Data Acquisition (SCADA) system.

COO and Director of Operations – In the event of major outages, the COO and the Director of Operations assume the dispatch duties, as well as assess damages and number of outages, coordinate the various crews, and assess the need for contract crews. Provide Texas Electric Cooperative (TEC) material warehouse with updates on projected material needed to repair the electrical system. Communicate the progress of restoration to the CEO/General Manager and Director of Communications.

Member Services Supervisor– Coordinate and staff call center, if necessary.

System Engineer and Project Engineer – Ensure the functionality of the OMS, SCADA, and Radio system and assist with dispatching duties.

CFO and IT Specialist – Maintain the computer network and ensure proper working order of the phone systems.

Executive Assistant and Director of Human Resources – Secure temporary housing and meals as necessary, safeguard sensitive personnel records.

Safety Coordinator – Ensure safety of crews and field personnel.

CEO and Director of Communications – Communicate with the Board, media, members, public, PUC, and Legislators.

Automotive Shop Foreman and Director of Operations – Assignment, maintenance/repair, and fuel for vehicles.

CFO and Accounting Staff – All accounting functions, including billing, payroll, recordkeeping, and following FEMA guidelines.

System Engineer and Field Service Representatives – Documentation of damaged areas including pictures, locations, and actual damage that occurred.

Key Accounts Manager – Update key accounts on status of situation, generate detailed outage reports, and deliver parts into field if needed. Notify Critical Care Customers of extent and expected duration of outage.

Other Engineering Personnel – Direct contractor and mutual aid cooperative personnel as required. Document/photograph damage and prepare staking sheets. Assist the COO and Director of Operations as needed.

EMPLOYEE RESPONSIBILITIES DURING SEVERE WEATHER EVENTS

COO/Director of Operations

- Ensure safety of personnel.
- Responsible for determining proper course of action to restore transmission and distribution systems to operating condition.
- Responsible for determining the priority for restoration.
- Ensures all operating personnel are functioning as prescribed.
- Secures outside contract assistance if necessary.
- Determine and execute relief schedules during extended service restoration.
- Provide central communication and status information updates to the CEO/General Manager and Director of Communications.
- Set priorities for switching, patrolling and restoration.
- Control and direct all instructions for switching and patrolling.
- Primary contact with AEP Transmission Dispatch.

Engineering/Operations/Field Crews

- Coordination and direction for the operating activities required for the restoration of the transmission and distribution systems during the entire period of any and all emergencies.
- Staff the facilities at the Operations Center for the required operational restoration functions.
- Determine problems and a course of action to follow.
- Determine extent of service interruptions by member count and by area.
- Log all events during the outage.
- Determine staffing requirements and call out appropriate personnel.
- Determine the need for outside contractor assistance.
- Repair, sectionalize, or restore all damaged transmission and distribution systems to acceptable operating condition during the emergency/outage.
- Provide adequate personnel and equipment to repair or sectionalize damaged equipment.
- Provide personnel for patrolling circuits.
- Assist in the determination of severity and extent of damage to the transmission and distribution systems.
- Coordinate material requirements with Engineering to TEC warehouse staff.
- Periodically review and determine the best utilization of equipment and personnel.
- Document damage through taking photographs – BE SURE TO NOTE THE EXACT LOCATION OF THE DAMAGE FOR FEMA PURPOSES.
- Assignment/Maintenance and repair of vehicles.

Engineering Personnel

- Sort outage reports and determine location and possible causes of the outages.
- Determine location of protective devices and switches involved for the restoration of power and recommend a course of action.
- Identify each problem area on the system map.
- Track the location of personnel in the field.

Line Foremen

- Coordinate, in the field, the execution of the power restoration plan by maximizing the available crews, equipment, and material assigned by the Director of Operations.
- Confer with the Director of Operations to establish a crew rotation plan when restoration of the system is exceeding 16 hours.
- Meet daily with the COO/Director of Operations to assist in the development of the restoration plan for the following day if necessary.

Automotive Shop Foreman

- Ensure fuel supply is adequate.
- Ensure transportation equipment is functional.

Safety Coordinator

- Ensure safety of crews and field personnel.

IT Specialist

- Ensure phone system is in proper working order.
- Ensure computer network is functional.
- Responsible for maintaining local workstations and phones in the Member Service area so that up to 11 stations are ready to be used during large outages.

Executive Assistant

- Purchase office equipment and supplies as necessary.

CFO/Accounting Staff

- Responsible for non-interruption of accounting functions, including payroll, timesheets, and receipt tracking.
- Maintenance of accounting records.
- Contact with banking institutions and insurance carriers.

Member Services Supervisor

- Schedule personnel for answering member outage calls and verifying power restoration to members with a goal of having up to 11 stations active during large outages.
- Assist with the prioritizing of outage calls regarding special needs or critical loads.
- Provide members with additional information with respect to anticipated outage time and the extent of the damage.

Dispatchers

- Coordinate and dispatch all switching and patrol operations between the field and the Director of Operations.
- Monitor SCADA and Outage Management Systems.
- Maintain a list of employees' phone numbers and addresses. Call out personnel upon the request of the COO, Director of Operations, or General Manager.
- Track working time on all service and construction crews.

Member Service Representatives

- Answer member outage calls courteously, calmly, and professionally.
- Collect complete information about outages. Map numbers are critical.
- Log outages in Calls Manager.

Executive Assistant and Director of Human Resources

- Secure temporary housing and meals as necessary.
- Safeguard sensitive employee records.

CFO/IT Specialist

- Maintain computer systems including network and servers.

Facilitators

- Includes any and/or all remaining employees of the cooperative. Their duties will be assigned by the Manager (on duty). Their duties will vary from day-to-day and will address any special needs of the membership, cooperative, or the workforce.

Following is a list of duties and activities that facilitators may do:

- May be directed to determine the extent of damage by field inspection.
- May provide guidance to damage areas and accumulate material lists.
- May coordinate and deliver materials and meals to Construction Crews.
- May guide out-of-town crews to the damaged areas.
- May provide additional support to critical or “key” accounts.
- May help transport employees to and from homes or from one crew location to another.

Director of Communications

- Coordinate news releases and public service announcements with the General Manager. Establish and maintain information flow to the membership and the employee service group.
- Prepare news releases, public service announcements, and other pertinent information as necessary for general information, instructions, safety, and well-being of the membership.
- Issue updated information on a timely basis.
- Report appropriate information to the PUC and legislators on a timely basis and as necessary.
- Develop recorded messages, as appropriate, for the high-volume outage hot line.

ENGINEERING AND OPERATIONS

1. All construction will meet NESC and RUS requirements. WCEC's replacement standard for distribution poles is 40-5. Alternative sizes will be determined by specific location requirements. Standard conductors are #4, 1/0, 4/0, 336, and 477 ACSR. Standard conductor for transmission is 795 ACSR. Conductor replacement and upgrade will be determined by the guidelines of RUS Bulletin 1724D-106 and RUS advisories. Multiple spans of damaged copper conductor may be replaced with ACSR. If feasible, any cross-country line section may be moved to public road right-of-way for future reduced operation and maintenance considerations.
2. The Outage Management System tracks the date and time the first outage occurred due to the disaster and the date and time the last consumer's electricity is restored.
3. The Engineering/Operations department may utilize contract crews should the need arise. See Appendix A for contact information on contract crews. Neighboring cooperatives may also be utilized as needed and, if applicable, reimbursed through mutual aid agreements which are already in place.
4. WCEC will prepare staking sheets as soon as possible for work to be done with the intention of making sure that all permanent work has a staking sheet documenting the completed work. The labor for making the staking sheets will be included in the work order and is FEMA reimbursable (Category F).
5. Damage surveys: Not all cooperative personnel will be sent into the field to repair damage. WCEC will do the following:
 - a. In conjunction with several crews being sent out to repair existing outages, some experienced field personnel will be sent to conduct surveys of areas in which damage is suspected. This will aid the COO and Director of Operations in determining the type of crew needed to repair the electric system.
 - b. Damage reports from survey personnel should list the location, number of poles to replace, right-of-way work if needed, size wire, pole top assemblies, and other equipment to be replaced. Where damage is severe, field assessors will need to take pictures of the area and actual damage. Along with the picture, it is imperative we have the exact location to provide to FEMA.
 - c. We will collect all reports during the survey at the dispatch center or Emergency Operations Center and arrange the damaged locations by substation and map number. This will allow us to prioritize situations that need immediate attention and work on problems as we come to them. This will also help to document the scope and location of the damage.
 - d. If necessary, survey teams may use cell phones to report damage; engineering/operations personnel or a member service representative will be designated to log these reports.

- e. The goal is to rapidly drive through the damage area(s) to determine the extent and locations of damage. The information gathered will then be used to determine crew and material requirements. The earlier we assess damage; the earlier proper staking sheets can be developed for known damage locations.
- 6. Beginning repairs: We will concentrate on critical loads first and the areas that will allow us to get power restored to the most members with the least amount of work. The priority will be the transmission system to ensure power to each substation. We then begin work at the substations and work down along the main feeder lines. If damage is extensive in an area, field service representatives may need to be sent ahead of repair crews in order to draw staking sheets and set stakes. We will identify in advance all feeder lines and critical loads.
- 7. Some lines can be repaired with little or no staking; others will have to be staked as if they are new construction. In the case of strong tornadoes, the pole line may be completely obliterated, with no poles left for reference points. In these cases, the line may have to be completely re-staked prior to reconstruction.
- 8. Ice storms may break poles, but type of framing and original pole locations will still be known. Repair crews can reset new poles in these instances without staking sheets or stakes, unless the damage involves Codes and Standards changes, which may necessitate re-staking due to changes in ruling spans being made for proper clearance purposes.
- 9. Quick staking sheet drawings listing pole framing requirements are very helpful for repair crews; but in ice storms, with a visible pole line in place, it may not be necessary for staking technicians to 'wheel off' spans or set stakes. Whether damage is caused by an ice storm or a tornado, staking teams will have to coordinate with repair crews, and vice-versa.
- 10. Inspect and document the repairs: Once repairs are underway, engineering personnel will be used to inspect completed repair locations. If necessary, we will consider using consultants or additional engineering help from neighboring co-ops. Engineering teams will look for all poles and construction units that were set or replaced during the disaster. Some repairs may have been made without benefit of written records; the purpose of the engineering follow-up inspection is to further document repair locations and materials used.
- 11. The second purpose of the inspection is similar to work order inspections. List the material units used at each damaged pole location, noting any cleanup or corrections that may be required in order to bring the line into compliance with current co-op, RUS, and NESC Codes and Standards.
- 12. The third purpose of the inspection is to have qualified personnel check surrounding areas for damaged lines possibly overlooked during the initial fast survey. Some lines may serve idle or seasonal services and should be closely evaluated for rebuilding or retirement.

13. Inspection notes must be detailed and listed by map location number. Documentation of all work performed during the disaster is a major task but is absolutely critical to qualify for and receive FEMA reimbursement. These records will be used to ensure the system is returned to current Codes and Standards, and to help document material and labor costs associated with all reconstruction efforts.
14. Contractors unfamiliar with our service areas will require supervision and instruction by WCEC employees. Trained and experienced employees will be used to supervise these contractor crews.
15. If predicted storms appear to be extremely destructive in nature (forecasted ice storms, hurricanes, or tornado outbreaks), a work order for each affected county will be created in advance to accumulate all time and material charges.
16. If possible and if needed, in-house contractors and any of their extra crews will be used before calling in or bidding other contract crews.
17. All receipts should be kept during the event, in case the storm or event is later declared a federal disaster.
18. Work Orders: One work order per county will be created. Counties will be designated with map location numbers noted on all timesheets, staking sheets, and material sheets.
19. Designated employees will be utilized, based on their experience and level of training, to deliver food and/or materials to crews in the field if necessary.
20. As soon as possible during the disaster, designated personnel will be utilized to take both still pictures and videos of the damage. This will serve two purposes: 1) It makes a permanent record of the amount of ice that was on the line or the level of devastation caused by a tornado, thus making damage repair estimates more realistic; and 2) Photos and videos can be used to show FEMA and/or state emergency management personnel conditions that caused the damage to the cooperative's system.
21. Ensure the safety of personnel and that safety procedures are followed.

OFFICE AND OFFICE EQUIPMENT

1. If we are unable to operate out of our main office, our most favorable option would be to move Dispatch and Member Services to the Automotive Shop.

Our second option is temporary office trailers that would be equipped with everything we need to continue operations. Contact numbers for this type of service is in **Appendix A**.

2. If we need to obtain additional computer hardware, our first contact will be our IT Specialist. We will rely on IT Specialist to provide as much as possible but will also exhaust all other options such as purchasing what we need locally. We will engage third party vendors and consultants as needed.
3. Ables Land, Sierra Packaging, and Document Solutions will be our contacts for office supplies and equipment, printer materials, paper products, kitchen supplies, and copiers. All contact information is listed in **Appendix A**.
4. In the event of an emergency/major outage in which we are able to continue to operate out of our main office, a 100-kW generator is in place to supply adequate power to our main office building and the computer server room. A 25kW generator is in place to supply power to the fuel pumps. We also have three portable generators available for other necessities such as radio systems, or whatever the need may be at the time. The generators that are available are a Honda 1.5 kW on a skid, a Honda 5.5 kW on wheels, and a Honda 6.5 kW on wheels.

ACCOUNTING

In the event of an emergency, the following accounting functions are important to the continuity of service.

- Accounts payable
- Accounts receivable
- Banking
- Payroll
- Availability of short-term cash
- Records and recordkeeping
- Security

The following accounting functions are necessary for the smooth operation of the business during normal operating conditions and/or emergency conditions:

- Maintenance of accounting records.
- Safeguarding of accounting records.
- Non-interruption of accounting functions, including payroll timesheets and receipt tracking.
- Establishment of lines of credit with current / new vendors, and CFC.
- Contact with banking institutions, insurance carriers and vendors.

In relation to accounting issues, the CFO, in conjunction with the CEO and staff, will coordinate all mitigation efforts.

Primary focus in all emergencies will be the availability of funds. Currently financing is provided by both RUS and CFC. In most emergency situations, CFC will be the primary means of funding. Contact information is as follows:

Line of Credit - \$10,000,000

NRUCFC
2201 Cooperative Way
Herndon VA 20171-3025
703-709-6700
www.nrucfc.coop

Rural Utilities Services
Dennis Anderson - GFR
8 Gloria Drive
Greenbrier, AR 72058
501-539-068

Currently all bank accounts are located at BTH Bank, Quitman, Texas. Access to all accounts can be made by phone or by web. Primary contact information:

BTH Bank
PO Box 1675
Quitman, TX 75783
903-763-2264
Bthbank.com

Insurance policies are issued by Federated Rural Insurance Exchange. Limits of coverage can be found in the policy binder in the CFO's office. Contact information is as follows:

Bryant Higginbotham – Account Executive
7725 Renner Rd., Shawnee, KS. 66217
PO Box 15147
Lenexa KS 66285-5147
913-541-2981
913-541-2881 fax office
bryant.higginbotham@federatedrural.com
www.federatedrural.com

Currently all backups are stored on a server housed onsite in our secured server room. Backups occur hourly. Additionally, we replicate all backup jobs off site to a secured data facility in Austin, Texas. Replication also occurs hourly to our offsite location. In the event of a server failure, we are able to virtually recreate data or complete servers both at our primary facility and at our offsite backup location. Backups include all server related billing, accounting, and capital credit backups. Our billing vendor Southeastern Data Cooperative also performs independent daily backups that are stored on their network. They have the ability to host this system and allow us remote access after our system has been inoperable for 24 hours.

SEDC
100 Ashford Center North
Suite 500
Atlanta, GA 30338
770-414-8400
www.sedata.com

CalTech
Priority One Ticket – 325-223-6100

CFO's address book also contains all this contact information. Contact information is backed up daily through the network backups. At the end of each day a backup is also done on a local machine and a handheld device.

1. An operational accounting system will ensure that all billing to customers and payments to vendors and employees are met. If the system is not operational, priority will go to the payment of employees. Next priority will be to pay contract labor helping in the restoration efforts and to vendors supplying materials used in the restoration efforts.
2. In the event the payroll system is down, time will be collected using written timesheets as opposed to electronic timesheets. At the minimum, the timesheets will include hours and county worked.
3. There are several employees that have company credit cards. Lines of credit are limited on all cards individually. The current line of credit on all cooperative issued cards is \$150,000. Individual limits can be increased as necessary. Increases can be made online and effective immediately. Credit cards will be used when at all possible to purchase food and fuel. Any changes can be directed through CFC or US Bank. Contact information for US Bank is as follows:

Jennifer Kartes
612-344-6019
Jennifer.kartes@usbank.com
<https://access.usbank.com>

4. When there are short or extended emergencies, the accounting for all costs will comply with FEMA procedures. By doing this there will be no question as to which costs relate to which counties and to what categories. Accounting procedures can be found in attachments to this document provided by FEMA.
5. In the event of long-term recovery efforts, accounting will continue to follow FEMA guidelines.
6. Close contact with our banks and lenders will help us monitor the need for future loans or increases to our line of credit.
7. Current insurance coverage will provide limited business interruption insurance due to lost sales of electricity.

HUMAN RESOURCES

Secure temporary housing in hotels throughout the area. If necessary, temporary housing may be set-up through utilizing tents, portable toilets, showers, and washstands. Contact numbers for all of this is listed in **Appendix A**.

Coordinate breakfast. During an extended outage the goal is to gather all employees and contractors for breakfast before dawn on WCEC premises, if possible, in order to go over any updates, coordination efforts, and safety messages.

Make arrangements for meals at local restaurants in damaged areas. Make sure to give the restaurant the approximate number of people that will be eating and the time they should expect them to arrive. Also, make arrangements for payment.

Secure laundry services as needed.

Contract off-duty law enforcement officers to provide security for safety of employees at headquarters and elsewhere as needed.

HURRICANE PLAN

WCEC is not located within a hurricane evacuation zone as defined by the Texas Division of Emergency Management. Therefore, the cooperative does not maintain a specific plan for hurricanes that includes evacuation and re-entry procedures.

No employees or management personnel have received Federal Emergency Management Agency (FEMA) National Incident Management System (NIMS) training. The cooperative's staff have completed FEMA MGT 345 Disaster Management for Electric Power Systems training through the Texas A&M Engineering Extension Service (TEEX).

WCEC is an electric distribution cooperative that does not own or maintain any generation facilities.



EMERGENCY OPERATIONS PLAN:

Appendix A – Critical Contacts

Critical Contacts – Engineering, Transmission, Radio

Name / Contact	Assists With	Phone	After Hours	Fax and/or E-mail
Nolan Battery Co.	Battery in Control House	318-688-3180	318-465-8538 cell	318-688-3181
Schweitzer Engineering/Dyllan Sledge-CSR	Relays	509-334-5499		Dyllan_sledge@selinc.com
Schweitzer Engineering/Ariana Hargrave-PE	Relays	509-334-5712		ariana@selinc.com
Power Testing and Energization, Inc. Jerry Putman	Relays & equipment failure at substations	903-399-0952	Jerry Cell – 903-399-0952	Jerry.Putman@powerte.com
Power Engineers/ Sam Martin	Engineer Consulting	817-882-1900	817-271-3022	817-882-1999 Sam.Martin@powereng.com
ValQuest/Toby Landes	SCADA	972-784-8703	469-323-9887 cell	toby@valquest.com toby@marpe.org
Milsoft Dispatch & IVR	Milsoft Support	800-344-5647	800-344-5647	
AEP SWEPCO/ Michael Tyler	Main Contact for AEP	903-728-5490	903-556-4802 cell	
AEP Transmission Dispatch/Terry Beard	AEP Support	318-673-2795 318-673-3912	318-347-0669	tbbeard@aep.com
AEP Distribution Dispatch/Danny "Bubba" Griffin	AEP Support	318-221-8406, 7, 8 318-673-3912/2795 888-793-7261	903-576-0669	DRGriffin@aep.com
Huffman Communications/ David Huffman	Microwave/Radio System	903-872-8306	903-879-0030	David@huffcom.com
Southland Response/ Richard Lenius	Environmental	903-234-1415	936-165-4460	

Critical Contacts – Contract Crews and Tree Trimming

Name / Contact	Assists With	Phone	After Hours Number	Fax and/or E-mail
Northeast Texas Power/David Petty	Contract Crew	903-217-2221(c) 903-994-4200		
Harris Line Service	Tree Trimming	903-738-4221		

Critical Contacts – Heavy Equipment

Name / Contact	Assists With	Phone	After Hours Number	Fax and/or E-mail
TEREX	Heavy Equipment; Bucket trucks, Digger trucks, Off road buggy digger, Bucket Buggy	817-698-8005		
Joyce Crane	Cranes	903-757-3061		903-757-3099
Sunbelt Equipment/ John Fry	Swamp Buggies, All- Terrain Vehicles	1-800-524- 2591	979-690-9509	979-690-7360
Pennington Construction	Low Boy Trailers	903-342-3333		
Barnett Marine, Inc.	Rendrag Barges	504-394-6055		504-394-1557

Critical Contacts – Telephone System, Network Problems, SEDC, E-mail, Website

Name / Contact	Assists With	Phone	After Hours Number	Fax and/or E-mail
Peoples Communication	Telephone System, WCEC Internet Service Provider, Repair Service	903-763-4941	800-333-9779	ptcdispatch@gopeoples.net
CalTech//Jeremy Pogue	Network Problems	325-947-5570	325-947-5570	Jeremy.pogue@caltech.com
SEDC	SEDC Software Support	770-414-4357 770-414-8400		www.sedata.com
Texas Cell Net/Brett Lafayette	Internet Service Provider	903-567-1824		brett@texascellnet.com (best way to contact)
Suddenlink Communications	Backup Internet Service Provider	800-490-9604	800-490-9604	Acct #100001-8611-709722401
Cooperative Response Center/Laura Beavers or Lynn Earl	Overflow outage calls	877-272-2407		serviceexcellence@crc.coop

Critical Contacts – Accounting

Name / Contact	Assists With	Phone	Address	Fax and/or E-mail
NRUCFC/Jeff Kilpatrick	Funding	512-608-4342	2201 Cooperative Way Herndon, VA 20171-3025	jeff.kilpatrick@nrucfc.coop www.nrucfc.coop
Rural Utilities Service/Dennis Anderson	Funding	501-539-0688	P.O Box 691 Greenbrier, AR 72058	Dennis.Anderson2@wdc.usda.gov
BTH Bank	Bank Accounts	903-763-2264	P.O. Box 1675 Quitman, TX 75783	www.bthbank.com
Federated Rural Insurance Exchange/Bryant Higginbotham	All Insurance Policies	913-541-2981	P.O. Box 15147 Lenexa, KS 66285	913-541-2881 bryant.higginbotham@federatedrural.com www.federatedrural.com
SEDC	Billing Software	770-414-8400	2100 East Exchange Pl. Suite 300 Tucker, GA 30084	www.sedata.com
CoBank/	Funding	512-465-0796 (W) 512-636-4767 (C)	P O Box 5110 Denver, CO 80217	

Critical Contacts – Office Equipment and Supply

Name / Contact	Assists With	Phone	Address	Fax and/or E-mail
Ables-Land, Inc. /Sandy Brown	Office supplies, equipment and printing materials	903-593-8407	420 S. Fannin Tyler TX 75702	903-593-8546 sandy@ablesland.com www.ablesland.com
Sierra Packaging/ George Bryant	Paper products and kitchen supplies	903-360-4029	14174 Hwy. 31 W Tyler, TX 75709	
Document Solutions (Xerox Distributor)/ Janet Loflin	Copiers	903-675-3464 Supplies: 800-599- 2198 Service: 800-822- 2979	1540 Rice Rd. Suite 100 Tyler, TX 75703	
Mobile Modular Management	Temporary Office	800-944-3442	4445 E. Sam Houston Pkwy. S Pasadena, Texas 77505	281-487-1289 hninfo@mobilemodularrents.com
Nortex Modular Space	Temporary Office	972-492-4040	555 Jubilee Lane Lewisville, TX 75056	972-317-4271 www.nortexmodular.com
BSE Rents	Temporary Office	661-834-2700	6319 District Blvd Bakersfield, CA 93313	661-834-0678 www.bserents.com

NEWSPAPERS			
NAME	PHONE	E-MAIL	Editors Name
Wood County Monitor	903-763-4522 903-569-2442	news@woodcountymonitor.com @woodcountymonitor.com	Hank Murphy Zac Wellerman
Big Sandy/Hawkins Journal	903-636-4351	bshjournal@aol.com	
Grand Saline Sun	903-962-4275	br@grandsalinesun.net	Bert Fite
Lindale News & Times	903-882-8880	news@lindalenews-times.com	Terry Cannon
Mt. Vernon Optic Herald	903-537-2228	optic@mt-vernon.com	Lillie Bush-Reeves
Winnsboro News	903-816-3303 903-343-5247	winnsboronews@suddenlinkmail.com Wnewseditor@outlook.com	Chana Gail Willis
Van Zandt News	903-567-4000	britne@vanzandtnews.com	Britne Hammons
Tyler Paper	903-597-8111	news@tylerpaper.com	Allison Pollan
Sulphur Springs	903-885-8663	faithhuffman@ssnewstelegram.com	Faith Huffman

BROADCAST				
NAME	ADDRESS	NEWSROOM PHONE	URL	E-MAIL
KETK 56 (NBC)	4300 Richmond Road Tyler, TX 75703	903-581-5656	www.easttexasmatters.com	newsroom-ketk@nexstar.tv
KLTV 7 (ABC)	105 W. Ferguson Tyler, Texas 75702	903-510-7777	www.kltv.com	news@kltv.com kboles@kltv.com
KYTX 19 (CBS)	2211 ESE Loop 323 Tyler, TX 75701	903-581-2211	www.cbs19.tv	news@cbs19.tv
99.9 KMOO	2065 US-69 Mineola, TX	903-569-3823 903-569-1999	www.kmoo.com	tonya@kmoo.com

RADIO STATIONS			
Call Letters	URL	Phone	E-Mail
KMOO 99.9	www.kmoo.com	569-3823	news@kmoo.com
KKUS 104.1	www.theranch.fm	581-9966 714-4055	dru.laborde@alphmediausa.com
KWNS 103.1		342-3501	
KSCN 96.9 95.9	http://www.easttexasradio.com/starcountry/index.php	885-1546 572-8726	Star959@easttexasradio.com nscooper@easttxradio.com davekirkpatrick@easttexasradio.com
KNUE 101.5, KISX 107.3 KTYL 93.1	www.knue.com	581-0606	LuckyLarry@townsquaremedia.com
KOOI 106.5	www.kooi.com	581-9966	

Critical Contacts – Communications and Public Relations - Legislators

To be used only if authorized by the General Manager

Name	Office Held	Phone	Address
John Cornyn	US Senator	202-224-2934 D.C. 903-593-0902 Tyler	East Texas Office Regions Bank Bldg. 100 E Ferguson Suite 1004 Tyler, TX 75702
Ted Cruz	US Senator	(202) 224-5922 D.C. (903) 593-5130 Tyler	305 S. Broadway Suite 501 Tyler, TX 75702
Louis Gohmert	US Congressman	202-225-3035 D.C. 903-561-6349 Tyler	Tyler Office 1121 ESE Loop 323, Suite 206 Tyler, Texas 75701
John Ratcliffe	US Congressman	(202) 225-6673 D.C. (972) 771-0100 Rockwall	6531 Horizon Road Suite A Rockwall, TX 75032
Lance Gooden	US Congressman	202-225-3484 D.C. 214-765-6789 Mesquite	Mesquite Office 18601 LBJ Freeway Suite 725 Mesquite, TX 75150
Bryan Hughes	TX Senator	512-463-0101 Austin 903-581-1776 Tyler	Tyler Office 100 Independence Place, Ste. 301 Tyler, TX 75703
Bob Hall	TX Senator	(972) 722-3131 Rockwall	6537 Horizon Road, Suite B-1 Rockwall, Texas 75032
Dan Flynn	TX Representative	512-463-0880 Austin 903-567-0921 Canton	P.O. Box 999 Canton, Texas 75103
Gary Van Deaver	TX Representative	(512) 463-0692 Austin	PO Box 2910 Austin, TX 78768- 2910
Cole Hefner	TX Representative	512-463-0271 Austin	Mt. Pleasant Office 115 West First Mt. Pleasant, TX 75455
Jay Dean	TX Representative	512-463-0750 Austin 903-918-2393 Longview	Longview Location 101 E. Methvin Ste. 103 Longview, TX 75601

**Fire Department, Sheriff, Hospitals
(All 903 Area Code)**

Fire Departments

Alba/Golden	903-765-2345
Ben Wheeler	903-833-5505
Big Sandy	903-636-5464
Canton	903-567-6477
Como	903-488-3231
Fruitvale	903-896-1109
Gilmer	903-843-2222
Grand Saline	962-422/3727
Hainesville	903-967-3311
Hawkins	930-769-2801
Holly Lake	903-769-4341
Holly Lake Security	903-769-2164
Lindale	903-882-3443
Lindale Station #2	903-882-5996
Mt. Pleasant	903-575-4144
Mineola	903-569-6237
Pickton	903-866-2611
Pine Mills	903-769-2801
Pittsburg	903-856-3311
Quitman	903-763-2222
Red Springs	858-2411 or 12
Sulphur Springs	903-885-7546
Van	903-963-7744

Winfield	903-524-2705
Winnsboro	903-342-3620
Yantis	903-383-7811

Sheriff's Departments

Camp Cty.	903-856-6651
Franklin Cty.	903-537-4539
Hopkins Cty.	903-438-4040
Rains Cty.	903-473-3181
Smith Cty.	903-590-2600
Titus Cty.	903-572-6641
Upshur Cty.	903-843-2541
Van Zandt Cty.	903-567-4133
Wood Cty.	903-763-2201

Hospitals

Mt. Pleasant -	903-577-6000
Titus Regional	
Pittsburg - ETMC	903-946-5000
Quitman - ETMC	903-763-6300
Tyler - ETMC	903-597-0351
Tyler - Christus TMF	903-593-8441
Sulphur Springs -	
Christus TMF	903-885-7671
Winnsboro -	903-342-5227
Christus TMF	

Crisis Centers

East Texas Crisis Center
 2401 Old Noonday Road
 Tyler, Texas
 903-509-2283 – Smith County
 903-675-2137 – Outreach Operations
 Henderson, Van Zandt, Rain
 and Wood counties

CRITICAL CONTACTS – TEC and PUC

Name / Contact	Assists With	Phone	After Hours Number	Fax and/or E-mail
TEC/Mike Williams (CEO)	Statewide Help	512-486-6203	512-328-9725	512-486-6206 mwilliams@texas-ec.org
Martin Bevins	TEC – Communications & Member Services	512-486-6249		mbevins@texas-ec.org
TEC/Eric Craven	Government Relations	512-486-6222		ecraven@texas-ec.org
Johnny Andrews	Utility Supply	512-868-8610 ext. 330		jandrews@texas-ec.org www.tecutility.com
Therese Harris	PUC	512-936-7378	512-799-4747	Therese.harris@puc.texas.gov

EMERGENCY CONTACT LISTING

G&T's, Distribution Co-op's, Consultants and Attorney's

Electric G&T Systems

East Texas Electric Cooperative, Inc.

Manager: **Ryan Thomas**
2905 Westward Drive
P.O. Box 631623
Nacogdoches, TX 75963-1623
(936) 560-9532
(936) 560-9215 FAX
(936) 645-5501 Cell
ryant@gtpower.com

Northeast Texas Electric Cooperative, Inc.

General Manager: **Richard M. Tyler**
1127 Judson Road, Suite 249
Longview, TX 75601-5153
(903) 757-3282
(903) 757-3297 FAX
(903) 399-6707 -- Cell
ricktyler@ntec.cc

10 Distribution Cooperatives

Bowie-Cass Electric Cooperative, Inc.

Manager: **Mark Boyd**
Corner of Hwy 8 and 77
P.O. Box 47
Douglassville, TX 75560-0047
(903) 846-2311 Ext. 242
(903) 846-2406 FAX
(903) 748-2338--Cell
(903) 796-9579 -- Home
mark@bcec.com
Todd Corbin, Chief Engineer
(903) 846-2311 ext.227
(903) 796-7778 -- Home
(903) 826-5080 - Cell

Deep East Texas Electric Cooperative, Inc.

General Manager: **Bryan Wood**
US Hwy 21 East
P.O. Box 736
San Augustine, TX 75972
(936) 229-4000
(936) 275-6804 FAX
(936) 596-9617 - Cell
bryanw@deepeast.com
Kelly Parker, Director of Operations
(936) 596-5346 --Cell
(936) 591-8575 -- Home
Edwin Henley, System Reliability Supervisor
(936) 275-7624 -- Cell
(936) 275-9047 -- Home

Cherokee Country Electric Cooperative Assoc.

Manager: **Greg Jones**
29880 US Hwy 69 North
P.O. Box 257
Rusk, TX 75785
(903) 683-2248 -- Office
(903) 683-5206 -- Private
(903) 683-5012 FAX
(903) 530-7790 --Cell
(903) 894-8612 -- Home
gregj@cceca.net
Bart Bauer
(903) 625-0514- Cell

Upshur-Rural Electric Cooperative, Inc.

General Manager: **Robert A. Walker**

1200 West Tyler Street

P.O. Box 70

Gilmer, TX 75644

(903) 843-2536

(903) 680-2105 FAX

(903) 843-3655 – Direct Number

(903) 841-8185 – Cell

rwalker@urecc.com

Chris Young

(903) 841-1533 - Cell

Jeff Gee

(903) 680-0237

(903) 790-0264 – Cell

Wood County Electric Cooperative, Inc.

General Manager: **Debbie Robinson**

501 South Main Street

P.O. Box 1827

Quitman, TX 75783

(903) 763-6502

(903) 763-5693 FAX

(903) 570-4651 -- Cell

(903) 638-8201 – Home

debbie.robinson@wcec.org

C H Campbell

(903)-714-1446 -- Cell

(903)-763-5121 -- FAX

ccampbell@wcec.org

Consultants

GDS Associates, Austin

919 Congress

Suite 800

Austin, TX 78701

(512) 494-0369

(512) 494-0205 FAX

Jim Daniel

(512) 422-8256 Cell

(512) 327-3253 Home

jim.daniel@gdsassociates.com

GDS Associates, Inc., Atlanta

1850 Parkway Place, Suite 720

Marietta, GA 30067

(770) 425-8100

(770) 426-0303 FAX

David Brian

(678) 938-4908 – Cell

(770) 740-9978 -- Home

davidb@gdsassociates.com

Power Engineers, Inc.

4100 International Plaza

Suite 320

Fort Worth TX 76109

(817) 882-1900

(817) 249-1674 FAX

Brian Tomlinson

(817) 372-1882 – Cell

brian.tomlinson@powereng.com

Sam Martin

(817) 271-3022 – Cell

sam.martin@powereng.com

Board of Directors

Pat Lindley

903-537-4180 – Home

903-717-0332 – Cell

plindley@bowie-cass.com

Kenneth Langley

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EMERGENCY OPERATIONS PLAN:

Appendix B – Press Releases and Emergency Bulletins

Emergency Bulletin

WOOD COUNTY
ELECTRIC COOPERATIVE

Issue Date: XX/XX/20XX

Time Issued: 9:00 am

Area Affected:

WCEC serves over 37,400 electric meters in parts of 9 East Texas Counties:
Camp, Franklin, Hopkins, Rains, Smith, Titus, Upshur, Van Zandt, and Wood.

Emergency Appeal to Conserve Electricity

Wood County Electric Cooperative is asking members to avoid the unnecessary use of electricity. Members should limit the use of air-conditioning until further notice. Members should also avoid using electrical appliances as well as excess lighting.

AEP/Southwestern Electric Power (SWEPCO), a major provider to WCEC, has made this emergency appeal due to above average temperatures. The combined conservation efforts of our members can help ease this emergency situation and avoid rolling blackouts.

Steps to take: Turn your air-conditioning thermostat to 80 degrees, turn off unnecessary lights, close drapes, use fans to cool, and avoid using your clothes washer and dryer or dishwasher until after 9 p.m.

By curtailing high demand, WCEC should be able to continue providing uninterrupted service to all members.

We thank all members for their consideration of this request. We will continue to send these updates as the situation is in effect.

WCEC Contact:

Paige Eaton, Director of Communications
Wood County Electric Cooperative

Phone: 903-763-6560

Email: paige.eaton@wcec.org

IMPORTANT NOTE

Members of the media and the public can view a real-time outage map at: **WCEC.org** under the **OUTAGE CENTER** tab.

Emergency Bulletin

WOOD COUNTY
ELECTRIC COOPERATIVE

Issue Date: XX/XX/20XX

Time Issued: 9:00 am

Area Affected:

WCEC serves over 35,700 electric meters in parts of 9 East Texas Counties:
Camp, Franklin, Hopkins, Rains, Smith, Titus, Upshur, Van Zandt, and Wood.

End of Emergency Appeal to Conserve Electricity

Debbie Robinson, WCEC CEO/General Manager, said, "We'd like to thank all of our members for their cooperation during this emergency situation. Their diligence and cooperation allowed uninterrupted service. By managing this and working together, we were able to avert rolling outages."

WCEC members can now resume normal use of electricity.

WCEC Contact:

Paige Eaton, Director of Communications
Wood County Electric Cooperative

Phone: 903-763-6560

Email: paige.eaton@wcec.org

IMPORTANT NOTE

Members of the media and the public can view a real-time outage map at: **WCEC.org** under the **OUTAGE CENTER** tab.

Emergency Bulletin

WOOD COUNTY
ELECTRIC COOPERATIVE

Issue Date: XX/XX/20XX

Time Issued: 9:00 am

Area Affected:

WCEC serves over 35,700 electric meters in parts of 9 East Texas Counties:
Camp, Franklin, Hopkins, Rains, Smith, Titus, Upshur, Van Zandt, and Wood.

WCEC Continues Controlled Outages

WCEC continues controlled outages for parts of its service area as part of an emergency procedure to prevent a major “blackout”.

AEP/Southwestern Electric Power, (SWEPCO) major provider to WCEC, requested this action because of today’s above average temperatures. SWEPCO has requested its large industrial and commercial customers to reduce their non-critical use. Also, SWEPCO has initiated controlled outages throughout its service territory.

This practice is known as “rolling brownouts”. WCEC will continue to rotate the areas affected by the controlled outages. Location will be without service for approximately thirty minutes at a time.

This should not affect critical public health and safety

If you are concerned about anyone that has a critical need, consider moving to another location until power is restored.

Those members with electricity should avoid unnecessary use of air-conditioners and other electrical appliances during this emergency situation.

We thank all members for their patience. We will continue to send these updates as the situation is in effect.

WCEC Contact:

Paige Eaton, Director of Communications
Wood County Electric Cooperative

Phone: 903-763-6560

Email: paige.eaton@wcec.org

IMPORTANT NOTE

Members of the media and the public can view a real-time outage map at: **WCEC.org** under the **OUTAGE CENTER** tab.

Power Outage Information Report

WOOD COUNTY
ELECTRIC COOPERATIVE

Issue Date: XX/XX/20XX

Time Issued: 9:00 am

WCEC Service Territory

WCEC serves over 35,700 electric meters in parts of 9 East Texas Counties:
Camp, Franklin, Hopkins, Rains, Smith, Titus, Upshur, Van Zandt, and Wood.

Approximate Outage Time: _____

Crew Dispatch Time: _____

Number of Meters Affected: _____

Counties Affected: _____

Communities Affected: _____

***Anticipated Restoration
Time:*** _____

Cause of outages, if known:

WCEC Contact:

Paige Eaton, Director of Communications
Wood County Electric Cooperative

Phone: 903-763-6560

Email: paige.eaton@wcec.org

IMPORTANT NOTE

Members of the media and the public can view a real-time outage map at: **WCEC.org** under the **OUTAGE CENTER** tab.

WCEC WORKING TO REPAIR STORM DAMAGE

(DATELINE)—Crews from Wood County Electric Cooperative are responding to outages caused by an ice storm that swept (LOCATION) (DATE). The hardest hit areas were (XXX). In many instances, weakened trees and tree limbs fell on distribution lines. In other instances, the weight of the ice itself made lines sag or touch the ground.

Service has been restored to (XXX) residences and businesses and approximately (XXX) meters are still without power. Repairs are expected to be completed by (XXX).

WCEC crews and subcontractors will continue to work until all power has been restored.

For more storm information follow us on Facebook or go to www.wcec.org to view a real time outage map.

WCEC POWER RESTORATION EFFORTS

Dateline - This is an update as of 11:00 am Monday for Wood County Electric Cooperative's service territory. WCEC currently has outages affecting 570 electric meters. Outages are spread across the system and crews are working to restore power as quickly as possible. These numbers will change frequently throughout the day based on the dynamic weather situation. Current meters out by county include:

Wood County - 42
Hopkins County - 56
Titus County - 1
Smith County - 422
Van Zandt County - 48
Hopkins - 0
Camp - 0
Upshur - 0
Rains - 0

To report an outage call the toll free hotline: 1-866-415-2951

For up-to-the-minute data, a real time outage map is available at **wcec.org**. Select the current outages tab. For specific data by region, click each balloon to see the number of meters impacted by each outage.