



## Filing Receipt

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## Executive Summary

This Executive Summary provides an overview of Big Country Electric Cooperative's ("Cooperative's") process for maintaining all aspects of Cooperative's business following various disasters in compliance with 16 Tex. Admin. Code § 25.53, Public Utility Commission of Texas' ("PUCT") substantive rule regarding Electric Service Emergency Operations Plan ("Rule").

Table 1 provides an overview of the contents and policies included in Cooperatives Emergency Operations Plan ("Plan").

*Table 1 Overview of Contents and Policies included in Plan*

Policy	Section	Page
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APPROVAL AND IMPLEMENTATION	I.	12
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PHYSICAL SECURITY INCIDENT ANNEX	VI.G	51

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Table 2 provides an overview of the Plan's compliance with the Rule.

*Table 2 Reference Table*

CITATION	DESCRIPTION OF REQUIREMENT	APPLICABILITY	EOP SECTION	EOP PAGE #
25.53(d)(1)(A-E)	APPROVAL AND IMPLEMENTATION SECTION	YES	I.	12-14
25.53(d)(2)(A)	COMMUNICATION PLAN FOR ENTITIES WITH TRANSMISSION OR DISTRIBUTION SERVICE	YES	III.	18-19
25.53(d)(2)(B-D)	COMMUNICATION PLAN FOR GENERATORS, REP AND ERCOT	NO		
25.53(d)(3)	PLAN TO MAINTAIN PRE-IDENTIFIED SUPPLIES FOR EMERGENCY RESPONSE	YES	IV., Appendices C and D.	17-22, 68-71
25.53(d)(4)	PLAN THAT ADDRESSES STAFFING DURING EMERGENCY RESPONSE	YES	IV.	17-22
25.53(d)(5)	A PLAN THAT ADDRESSES HOW AN ENTITY IDENTIFIES WEATHER-RELATED HAZARDS. INCLUDING TORNADOES, HURRICANES, EXTREME COLD WEATHER, EXTREME HOT WEATHER, DROUGHT, AND FLOODING, AND THE PROCESS THE ENTITY FOLLOWS TO ACTIVATE THE EOP	YES	V.	22-23
25.53(e)(1)(A)(i-ii)	WEATHER EMERGENCY ANNEX	YES	VI.A.	24
25.53(e)(1)(B)(i-iii)	LOAD SHED ANNEX	YES	VI.B.	26-31
25.53(e)(1)(C)	A PANDEMIC AND EPIDEMIC ANNEX	YES	VI.C.	31-39
25.53(e)(1)(D)	A WILDFIRE ANNEX	YES	VI.D.	40
25.53(e)(1)(E)	A HURRICANE ANNEX THAT INCLUDES EVACUATION AND RE-ENTRY PROCEDURES FACILITIES ARE LOCATED WITHIN A HURRICANE EVACUATION ZONE, AS DEFINED BY THE TEXAS DIVISION OF EMERGENCY MANAGEMENT (IDEM);	NO	VI.E.	41

25.53(e)(1)(F)	CYBERSECURITY ANNEX	YES	VI.F	42
25.53(e)(1)(G)	PHYSICAL SECURITY INCIDENT ANNEX	YES	VI.G	43
25.53(e)(1)(H)	A TRANSMISSION AND DISTRIBUTION UTILITY THAT LEASES OR OPERATES FACILITIES UNDER PURA §39.918(B)(1) OR PROCURES, OWNS, AND OPERATES FACILITIES UNDER PURA §39.918(B)(2) MUST INCLUDE AN ANNEX THAT DETAILS ITS PLAN FOR THE USE OF THOSE FACILITIES; AND	NO	VI.H.	44
25.53(e)(1)(I)	ANY ADDITIONAL ANNEXES AS NEEDED OR APPROPRIATE TO THE ENTITY'S PARTICULAR CIRCUMSTANCES	NO	VI.I	45
25.53(e)(2)(A-H)	REQUIREMENTS FOR GENERATORS	NO	VII.	46
25.53(e)(3)(A-E)	REQUIREMENTS FOR REPS	NO	VIII	47
25.53(e)(4)(A-F)	REQUIREMENTS FOR ERCOT	NO	IX	48

*[Remainder of Page Intentionally Left Blank]*

Table 3. lists the titles and names of employees receiving access to and training on this Plan, including the date of access to or training.

*Table 3 Record of Distribution*

NAME	TITLE	DATE OF ACCESS OR TRAINING
Mark McClain	General Manager/CEO	April 21, 2022
Will Duniven	Vice President of Operations	April 21, 2022
John VanMater	Vice President of Engineering	December 25, 2022
Latrice Baucom	Vice President of Finance and Accounting	April 21, 2022
Linda Key	Vice President of Office Services	April 21, 2022
Sarah McLen	Key Accounts Executive	April 21, 2022
Sarah Johnson	Executive and Administrative Assistant	April 21, 2022
Will Duniven	Human Resources Administrator	April 21, 2022
Robert Pippin	Safety and Training Manager	April 21, 2022
Cary McClintock	District Manager	April 21, 2022
Mike Snead	District Manager	April 21, 2022

Table 4. lists the primary and backup emergency contacts for individuals who can address urgent requests and questions from the PUCT during an emergency.

*Table 4 Emergency Contacts*

Name	Title and Email Address	Phone Numbers	Responsibility	Contact Order
Mark McClain	General Manager/CEO [REDACTED]	[REDACTED]	Principle administrator of the plan. Must review and approve all changes.	1
Will Duniven	Vice President of Operations [REDACTED]	[REDACTED] C	Responsible for plan implementation.	2
John VanMater	Vice President of Engineering [REDACTED]	[REDACTED]	Responsible for plan implementation.	3
Latrice Baucom	Vice President of Finance and Accounting [REDACTED]	[REDACTED] C	Responsible for plan implementation.	4
Linda Key	Vice President of Office Services [REDACTED]	[REDACTED] C	Responsible for plan implementation.	5
Sarah McLen	Key Accounts Executive [REDACTED]	[REDACTED] C	May recommend changes and edit if designated by GM/CEO.	6

Sarah Johnson	Executive and Administrative Assistant [REDACTED]	[REDACTED] O	May recommend changes and edit if designated by GM/CEO.	7
Amanda Weaver	Human Resources Administrator [REDACTED]	[REDACTED]	May recommend changes and edit if designated by GM/CEO.	8
Robert Pippin	Safety and Risk Management Coordinator [REDACTED]	[REDACTED]	Plan principle, responsible for coordination of annual emergency drill and Plan review. May recommend changes and edit if designated by GM/CEO.	9
Cary McClintock	District Manager [REDACTED]	[REDACTED]	Assistant responsibility for coordination of annual emergency drill and Plan review. May recommend changes and edit if designated by GM/CEO.	10
Mike Snead	District Manager [REDACTED]	[REDACTED]	Assistant responsibility for coordination of annual emergency drill and Plan review. May recommend changes and edit if designated by GM/CEO.	11

## AFFIDAVIT

STATE OF TEXAS       §

COUNTY OF Fisher   §

BEFORE ME, the undersigned authority, on this day personally appeared, and who, after being duly sworn, stated on his or her oath that he or she is entitled to make this Affidavit, and that the statements contained below are based on personal knowledge and are true and correct.

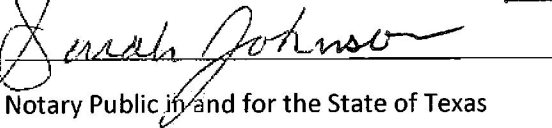
I, Will Dunn, swear or affirm the following on behalf of Big Country Electric Cooperative ("Cooperative"), an electric cooperative operating in the State of Texas:

- a. Relevant operating personnel are familiar with and have received training on the applicable contents and execution of the Emergency Operations Plan ("EOP"), and such personnel are instructed to follow the applicable portions of the EOP except to the extent deviations are appropriate as a result of specific circumstances during the course of an emergency;
- b. The EOP will be reviewed and approved by the appropriate executives May 18, 2023 and will be reviewed by all employees on August 30, 2023.
- c. Drills will be conducted on May 18, 2023.
- d. Drills have been conducted to the extent required by 16 TAC § 25.53(f).
- e. The EOP or an appropriate summary has been distributed to local jurisdictions as needed;
- f. Cooperative maintains a business continuity plan that addresses returning to normal operations after disruptions caused by an incident; and
- g. Cooperative's emergency management personnel who are designated to interact with local, state, and federal emergency management officials during emergency events have received the latest IS-100, IS-200, IS-700, and IS-800 National Incident Management System Training.



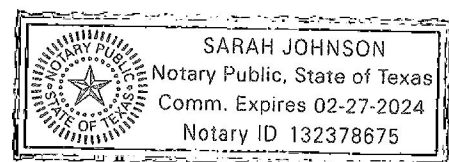
(Signature of Officer of the Cooperative)

Sworn to and subscribed before me on this 14<sup>th</sup> day of March, 2023



Notary Public in and for the State of Texas

Notary Seal



**Emergency Operations Plan**  
**of**



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APPENDIX I. MEDICAL PRIORITY AND CRITICAL LOADS LISTS

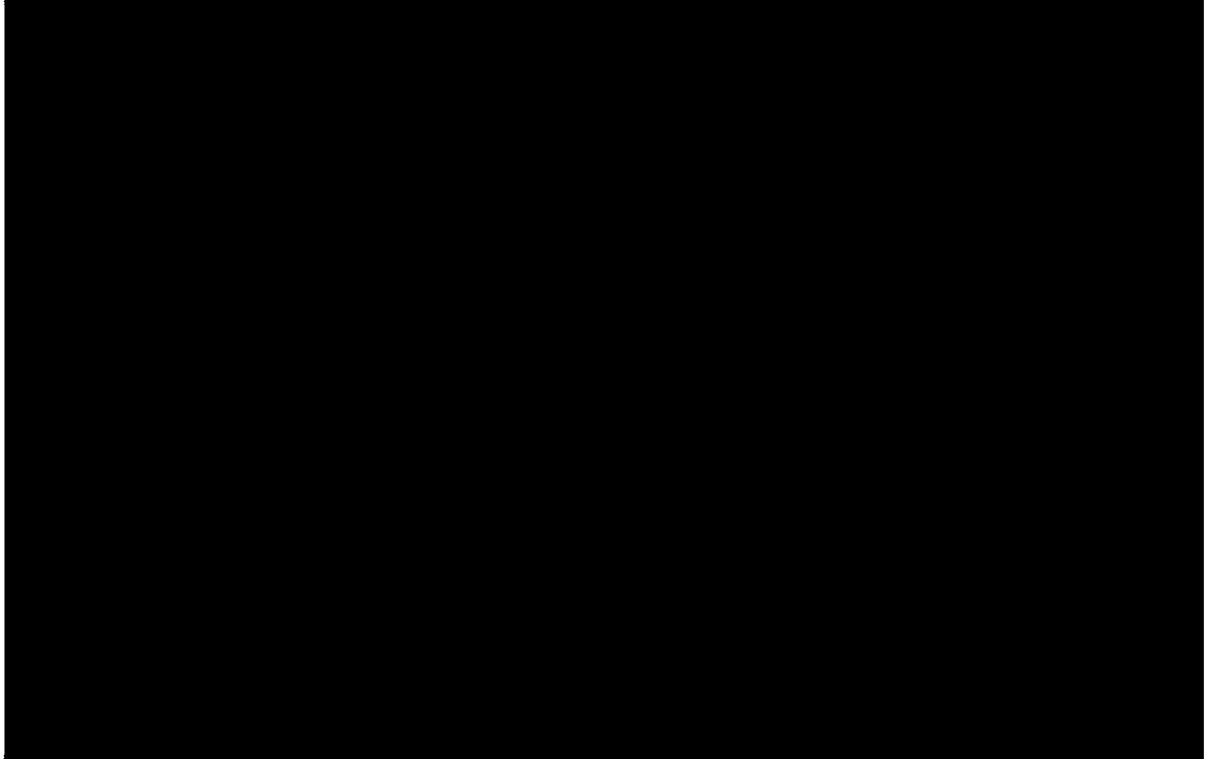
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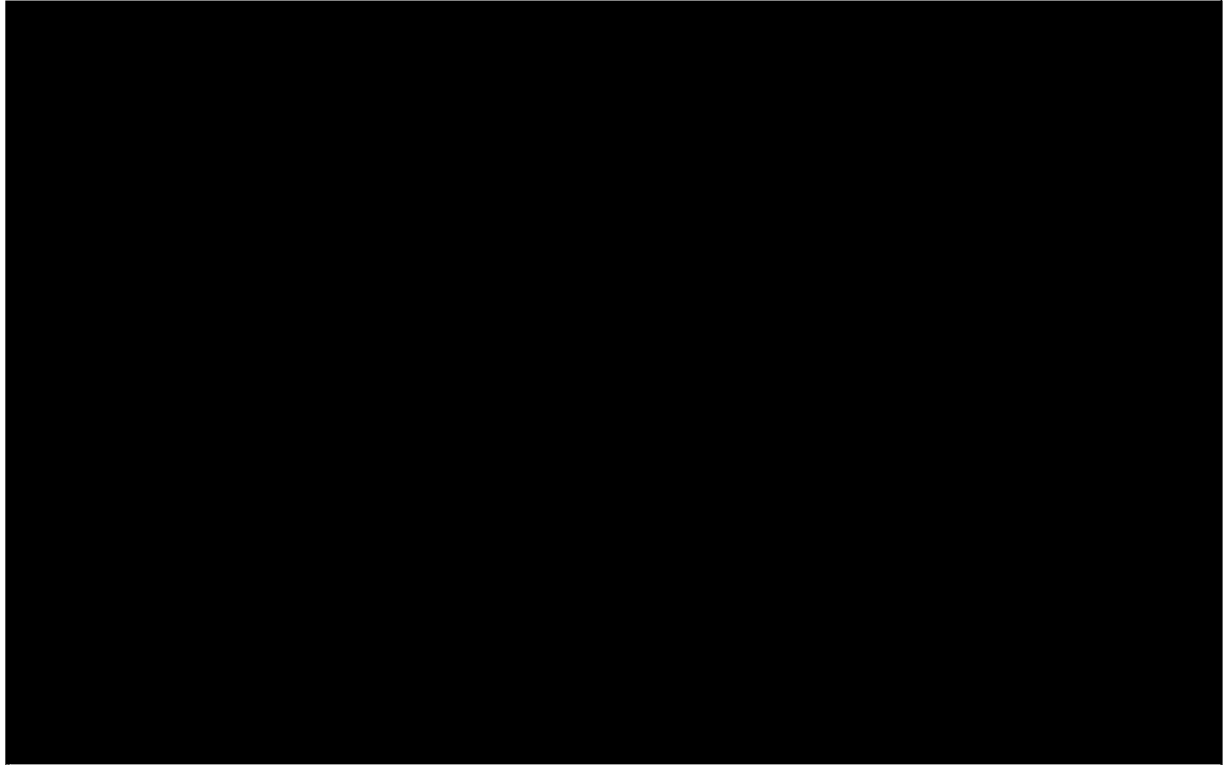
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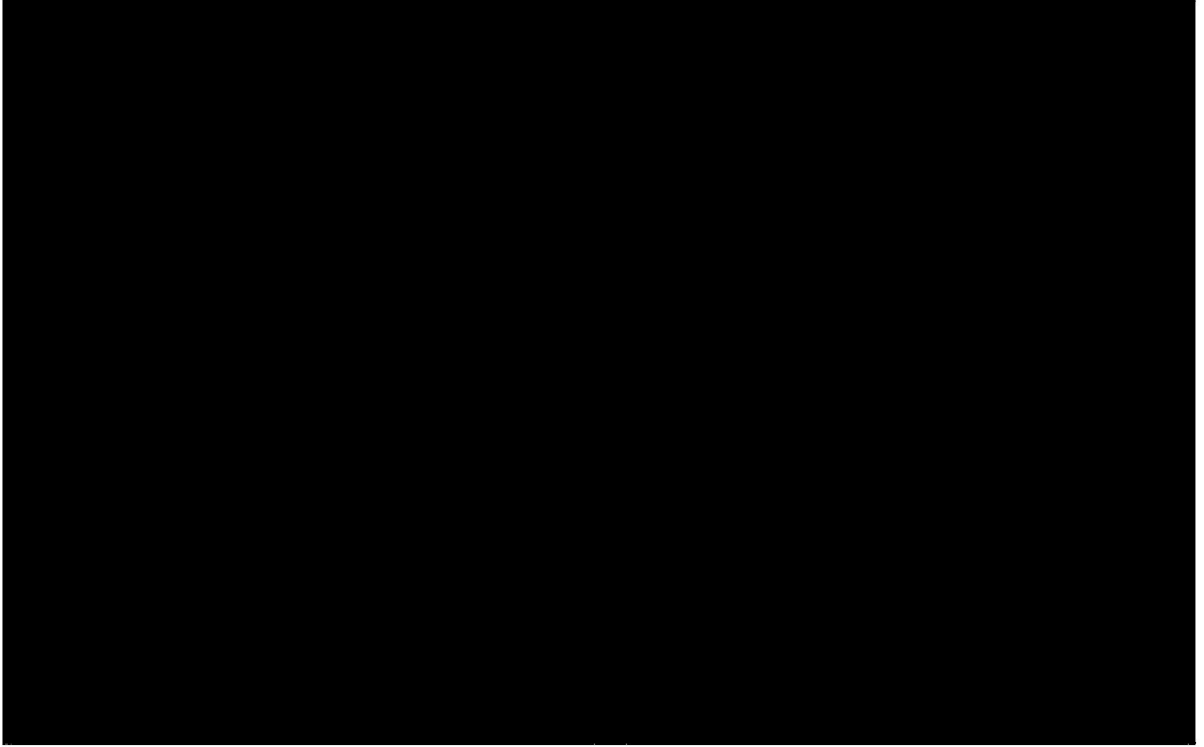
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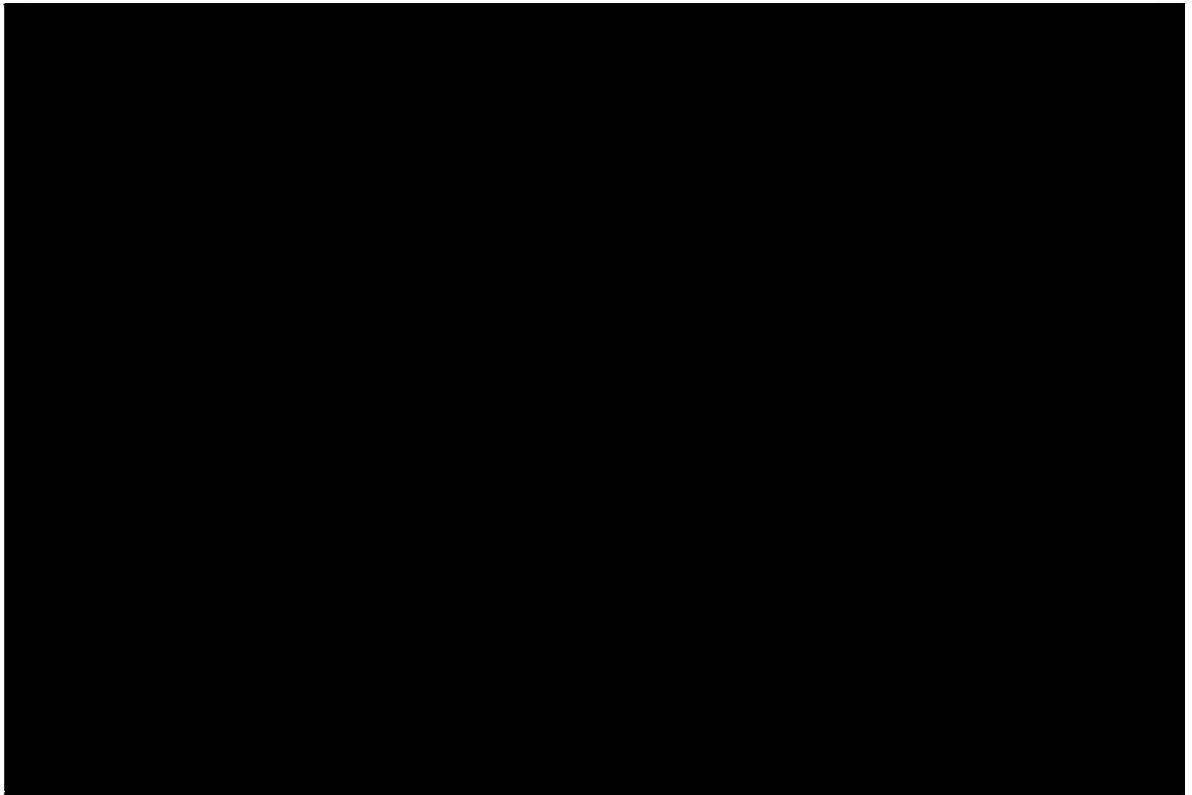
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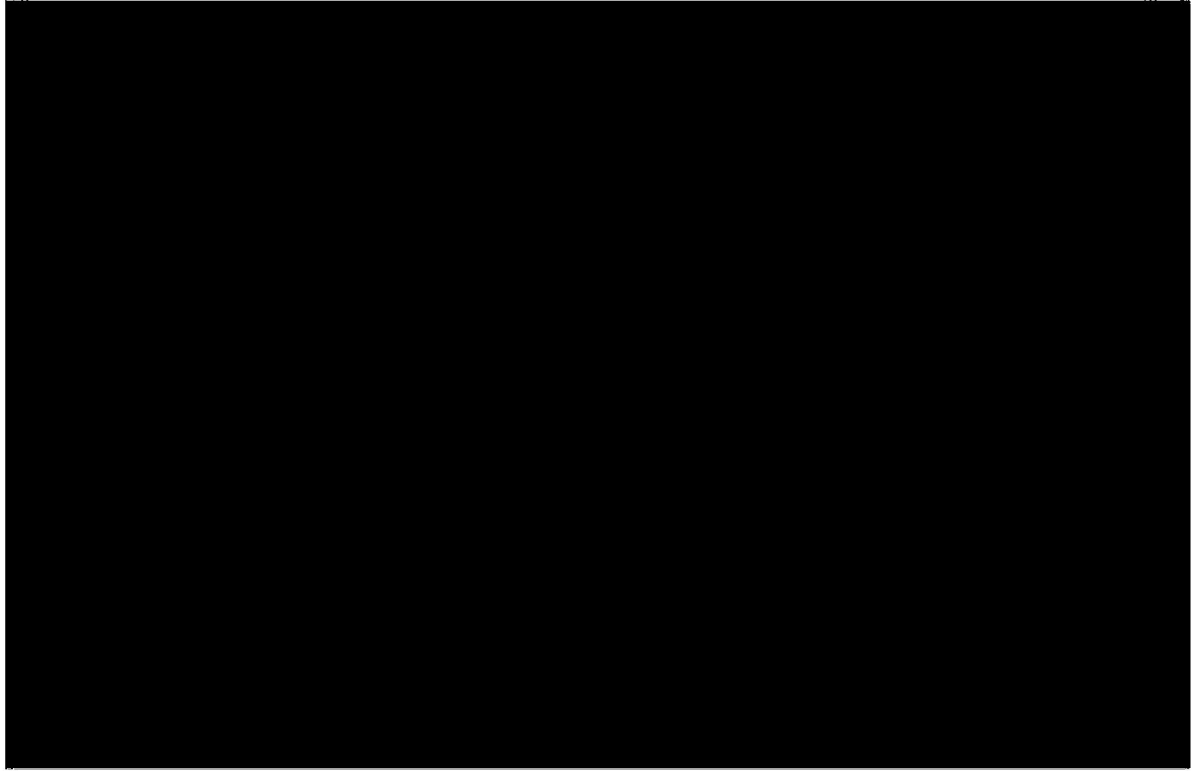
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APPENDIX J. COOPERATIVE EMPLOYEE CONTACTS FOR PUCT, ERCOT ..... 88

## AFFIDAVIT

STATE OF TEXAS       §

COUNTY OF Fisher   §

BEFORE ME, the undersigned authority, on this day personally appeared, and who, after being duly sworn, stated on his or her oath that he or she is entitled to make this Affidavit, and that the statements contained below are based on personal knowledge and are true and correct.

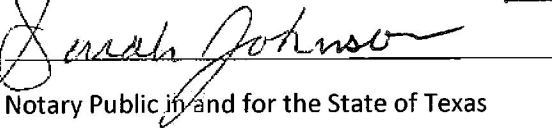
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- c. Drills will be conducted on May 18, 2023.
- d. Drills have been conducted to the extent required by 16 TAC § 25.53(f).
- e. The EOP or an appropriate summary has been distributed to local jurisdictions as needed;
- f. Cooperative maintains a business continuity plan that addresses returning to normal operations after disruptions caused by an incident; and
- g. Cooperative's emergency management personnel who are designated to interact with local, state, and federal emergency management officials during emergency events have received the latest IS-100, IS-200, IS-700, and IS-800 National Incident Management System Training.



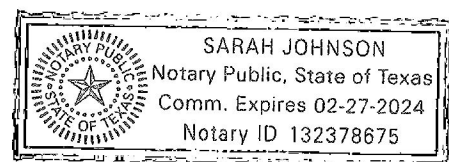
(Signature of Officer of the Cooperative)

Sworn to and subscribed before me on this 14<sup>th</sup> day of March, 2023



Notary Public in and for the State of Texas

Notary Seal



# I. APPROVAL AND IMPLEMENTATION

## A. INTRODUCTION

Big Country Electric Cooperative (“Cooperative”) maintains this Emergency Operations Plan (“Plan”) for use during emergencies, natural disasters or situations involving curtailments or major interruptions in electrical service in compliance with 16 Texas Administrative Code § 25.53 - Electric Service Emergency Operations Plan (“Rule”).

This Plan will be reviewed, and an annual drill performed at least once annually if it has not been implemented in response to an actual event within that year. Following any implementation or annual review, Cooperative shall assess the effectiveness of the Plan and modify it as needed. The official copy will be maintained at Cooperative’s headquarters located at 1010 W. South 1<sup>st</sup> Street, Roby, TX 79543, and a list of modifications is included in Part I.C. below. Shortened format quick references will be made available to each BCEC employee in hard copy at least annually in conjunction with plan review and emergency drill(s). The full-length document, inclusive of annexes and appendices, is available at all times to all BCEC employees on the Employee Portal.

## B. INDIVIDUALS RESPONSIBLE FOR PLAN AND COMMISSION CONTACTS

The individuals listed in Table 1 are responsible for maintaining and implementing the Plan and, if designated, have authority to change the Plan. These individuals are also able to immediately address urgent requests and questions from the Public Utilities Commission of Texas during an emergency. Please refer to Annex I for contact information.

*Table 1 Individuals Responsible for Plan*

Name	Title	Responsibility	Authority to Change
Mark McClain	General Manager/CEO	Principle administrator of the plan. Must review and approve all changes.	Yes
Will Duniven	Vice President of Operations	Responsible for plan implementation.	Yes
John VanMater	Vice President of Engineering	Responsible for plan implementation.	Yes
Latrice Baucom	Vice President of Finance and Accounting	Responsible for plan implementation.	Yes
Linda Key	Vice President of Office Services	Responsible for plan implementation.	Yes
Sarah McLen	Key Accounts Executive	May recommend changes and edit if designated by GM/CEO.	Yes

Sarah Johnson	Executive and Administrative Assistant	May recommend changes and edit if designated by GM/CEO.	Yes
Amanda Weaver	Human Resources Administrator	May recommend changes and edit if designated by GM/CEO.	Yes
Robert Pippin	Safety and Training Manager	Plan principle, responsible for coordination of annual emergency drill and Plan review. May recommend changes and edit if designated by GM/CEO.	Yes
Cary McClintock	District Manager	Assistant responsibility for coordination of annual emergency drill and Plan review. May recommend changes and edit if designated by GM/CEO.	Yes
Mike Snead	District Manager	Assistant responsibility for coordination of annual emergency drill and Plan review. May recommend changes and edit if designated by GM/CEO.	Yes

### **C. REVISION AND SUMMARY**

This Plan, dated as of March 13 2023, supersedes all previous versions of the Plan. Please refer to Table 2 for records of revision.

*Table 2 Records of Revision*

<b>Revision Date</b>	<b>Section</b>	<b>Summary of Change</b>	<b>Inserted by (name and signature)</b>
April 12, 2022	Various	Overall Plan Update, New Project	Sarah McLen
April 22, 2022	Individuals Responsible for Plan and Commission Contacts	Updated VP of Engineering	Robert Pippin

January 30, 2023	Various	Updated employee title's, contact information, updated logo, and Organizational Chart	Robert Pippin
March 6, 2023	School Contacts	Update Contacts	Robert Pippin
March 13, 2023	Affidavit update	Annual update	Robert Pippin
March 13, 2023	Updated dates	Updated EOP Annual Review, Drill, and Distribution Dates	Robert Pippin

#### **D. EMERGENCY OPERATIONS PLAN (EOP) ANNUAL REVIEW AND DISTRIBUTION LOG**

*Table 3 Records of Plan Review*

<b>Review Date</b>	<b>Comments</b>	<b>Inserted by (name and signature)</b>
9.21.2022	Annual review including staff named in Table 1 as well as District Operations Supervisors and distribution to all employees.	Sarah McLen
May 18, 2023	Annual review including staff named in Table 1 as well as District Operations Supervisors and distribution to all employees.	Robert Pippin

#### **E. EMERGENCY OPERATIONS PLAN (EOP) ACTIVATION OR ANNUAL DRILL LOG**

*Table 4 Records of Plan Activation and/or Drill(s)*

<b>Date(s)</b>	<b>Activation or Drill</b>	<b>Inserted by (name and signature)</b>
2.14.2021-2.19.2021	Activation involving all employees.	Sarah McLen

10.12.2022	Annual EOP drill to involve all employees.	Sarah McLen
12-5-22	EOP mock drill conducted including staff named in Table 1 as well as District Operations Supervisors.	Robert Pippin

## II. ORGANIZATIONAL AND PERSONNEL ASSIGNMENTS

The following is not intended as an exhaustive list of all probable or potential responsibilities required in an emergency or major outage situation. It does, however, define the essential staffing positions and responsibilities necessary for the management and resolution of unplanned system outages and events.

### GENERAL MANAGER (GM)/CEO

Will report (or designate reporter) as necessary to: BCEC Board of Directors, Public Utility Commission, grid operators ERCOT and SPP officials, as well as power supplier (Golden Spread Electric Cooperative), and Texas Electric Cooperatives (TEC) to secure mutual aid. Any Changes of Command will be at direction of General Manager/CEO.

### VICE PRESIDENT OF OPERATIONS (VPO) OR SUPERVISOR ON-CALL

- Determines level of emergency and has complete responsibility and authority for completing restoration in a timely and efficient manner.
- Full responsibility for coordinating restoration efforts of Level 3 outages. If VPO is unavailable, the appropriate District Operations Supervisor or Foreman on-call will fulfill these duties. Both positions may be relieved by other District Operations Supervisors, Vice President of Engineering, Field Engineering Coordinators, District Managers or Foremen.
- Ensures adequate staffing of Operations Center to provide for the following:
  - Communication and device control
  - Data gathering and analysis
  - Limiting personnel in the Operations Center to critical staff only
  - Critical staff for Level 3 outages will include:
    - ✓ Vice President of Operations
    - ✓ District Operations Supervisor(s)
    - ✓ Vice President of Engineering or Field Engineering Coordinator(s)
    - ✓ Head Lineman on call
    - ✓ District managers and other Cooperative staff (as needed)
    - ✓ Key Accounts Executive (as needed for Communications role)
    - ✓ IT personnel (as needed)
    - ✓ Other personnel as requested by the Vice President of Operations
- Determines proper course of action for the restoration of affected transmission and distribution systems.
- Determines the priority for restoration, switching and patrolling.



- Secures outside contractor assistance if necessary.
- Monitors working time of service and construction personnel
- Determine and execute rotation and relief schedules, ensuring safety and minimizing fatigue.
- Direct strategic pre-placement of heavy equipment, dozers, etc.
- Provide periodic updates to Key Accounts Executive for purposes of delivering Internal and External Communications.
- Notifies Department of Public Safety of declared Emergency Outage Situation, thus extending “Hours of Service” driving regulations for certain personnel.

## **DISTRICT OPERATIONS SUPERVISORS**

- Notifies appropriate personnel in the event of an outage.
- Coordinates and directs activities required to restore the transmission and distribution systems during an outage.
- Work together with District Managers as Dispatchers to maintain control of radio traffic, ensuring communication access for all field personnel.
- Insures strict adherence to lockout/tagout procedures.
- Ensures members on life-support list receive priority status.
- Provides central communication and status information updates to Vice President of Operations.
- Determines extent of service interruptions by member count and by area.
- Monitors SCADA, outage management and related information systems, and logs all events during the outage.
- Requests support for various information and communication systems as needed.
- Coordinate logistics and execution of the Emergency Operations Plan by maximizing available crews, equipment, and material.
- Coordinate with Vice Presidents of Operations and Engineering to establish crew and engineering rotation plan when restoration of the system is expected to exceed 16 hours.
- Meet as necessary with the Vice President of Operations to assist in the development of restoration plans for the following day.
- Ensure outside personnel are guided by qualified Cooperative employees.

## **VICE PRESIDENT OF ENGINEERING; ENGINEERING PERSONNEL**

- Works alongside Vice President of Operations and Operations staff.
- Ensures all communication links are functional, and notifies appropriate vendors of potential troubleshooting and repair requirements to two-way radios, SCADA links, etc.
- Ensure that any such devices used for communication purposes (backup power supply at Cooperative radio towers) are fueled and ready to run.
- Provides support to system operations by analyzing outage data and making recommendations for power restoration.
- Constantly monitors location and activity of all Cooperative and contract personnel working on restoration efforts and ensures this information is always available to the District Operations Supervisors.



- Inventory damaged lines/equipment and coordinate with supplier to ensure necessary material for repair is available to crews.
- Log location of all damaged or leaking devices requiring environmental cleanup.
- Keep appropriate regulatory bodies (municipal governments, Public Utility Commission of Texas (“PUCT”), environmental agencies, etc.) apprised of outage and restoration efforts as per statutory requirement.

## **DISTRICT MANAGERS AND STAFF**

- Coordinate with Vice President of Office Services to maintain function of offices with reduced staff during normal business hours.
- Communicate with key account members.
- Communicate with local law enforcement and emergency authorities.
- Coordinate the assignment of duties to other employees to ensure any additional needs of the membership, Cooperative or the employees are addressed. Such duties may include:
  - Field inspection to assess damage.
  - Coordination and delivery of materials and meals to crews.
  - Ensure lodging is available for outside crews.
  - Guide out-of-town crews to the damaged areas.
  - Visit members that are on life-support systems if communication system is not working.
  - Transport employees to and from homes or from one crew location to another.
  - Complete or arrange for repairs to fleet vehicles in a timely manner to reduce downtime.
  - Ensure all portable generators are operational

## **CONSTRUCTION, SERVICE AND MAINTENANCE CREWS**

- Comply with all safety policies and procedures (e.g. lockout/tagout, grounding, etc.).
- Provide adequate personnel to patrol, repair, sectionalize and/or restore all damaged transmission and distribution systems.
- Coordinate material requirements with engineering to the TEC Utility Supply.
- Periodically review and determine the best utilization of equipment and personnel.
- Request mechanic personnel for emergency equipment and vehicular repair as needed.

## **KEY ACCOUNTS EXECUTIVE**

- Implements Emergency Operations Communications Plan and serves as spokesperson for the Cooperative during emergencies. To be relieved by Vice President of Office Services.
- Prepares timely news releases, social media updates and public service announcements (see Appendix A for emergency contacts).
- Updates the general manager as advised by the Vice President of Operations.
- Provides BCEC employees with periodic updates on the status of the outage(s), consistent with what is reported in the general media.
- Communicate with key account members.

## **VICE PRESIDENT OF OFFICE SERVICES**

- Coordinate and schedule Member Account Representatives to take outage calls, and ensure designated lead is always present to serve as liaison between system operations and other Member Account Representatives.
- Coordinate with District Managers to maintain function of offices with reduced staff.
- If additional or replacement (temporary) office facilities and supplies are necessary, will work with General Manager/CEO and Vice President of Finance and Accounting to secure.
- Coordinates with Information Systems Administrator to:
  1. Ensure technology applications function.
  2. recover phone, computer, and records systems; or
  3. develop and communicate backup methods of accessing vital data to assist with outage response.

## **MEMBER ACCOUNT REPRESENTATIVES**

- Provide trained and courteous personnel for answering member outage calls and verifying power restoration to members.
- Assist with the prioritizing of outage calls regarding special needs or critical loads.
- Provide members with addition information with respect to anticipated outage time and the extent of the damage as supplied by press releases, et al from the Key Accounts Executive.
- Confirm restoration of power by follow-up phone call.

## **HUMAN RESOURCES ADMINISTRATOR AND EXECUTIVE AND ADMINISTRATIVE ASSISTANT**

- Will coordinate food and lodging arrangements as necessary for BCEC and contract personnel.

## **SAFETY AND TRAINING MANAGER**

- Assures that documentation and safety requirements are met for all parties. May designate Human Resources Administrator to assist with these responsibilities.
- Will coordinate annual Emergency Operations Plan Review and Drill for all offices.
- Will provide drill notices, EOP and contact updates to PUC and ERCOT as required.
- Coordinate review and evaluation of emergency response performance (SWOT analysis).
- Arrange NIMS training and updates as necessary for appropriate staff. Big Country Electric Cooperative does not, at the time of submittal, have any individuals specifically trained under FEMA NIMS IS-100, IS-200, IS-700 and IS-800.

## **VICE PRESIDENT OF FINANCE AND ACCOUNTING**

- Makes all financial-related arrangements as necessary, specifically for fuel and vehicles or securing emergency funds, and will ensure availability of petty cash.
- Coordinates actions of all department personnel to maintain proper documentation for the possibility of FEMA disaster declaration or other purposes.
- Ensures that accounting functions and records support continuity of service to employees and members.

- Coordinates with Material Clerks and/or Purchasing Agent to communicate needs directly to Texas Electric Cooperative (“TEC”), Anixter, and other vendors.

### **III. Communication Plan**

#### **A. EMPLOYEE COMMUNICATIONS**

Communication with our employees is critical to relaying information such as where to report to work, if we need extra employees on duty, situational updates, etc. Communication tools available as needed include sending emails to Cooperative employees allowing us to reach every employee; sharing updates via Group Me mass-texting app that all employees have access to; sharing with employees via email and/or Group Me updates posted on the co-op Facebook page; individual texting and calling as necessary.

#### **B. OUTAGE REPORTING AND CONSUMER COMPLAINTS**

Members can report outages by calling (325) 776-2244, (325) 573-3161, (325) 773-3684, or toll-free 1 (888) 662-2232. The system includes caller ID technology. If the member is not calling from a phone number recognized by the system, they can still leave a message to report their outage. Depending on the call volume, all calls may be routed to the automated system.

Members can use the Cooperative’s SmartHub smartphone app to report outages. Once a member is logged in, they can select the “Report an Issue/Inquiry” link to submit outage details. They can also request a call back or select the option to receive power out notifications.

Members can also report outages or complaints by utilizing the Live Chat feature that appears in the bottom right corner of our website homepage bigcountry.coop. SmartHub is also accessible on bigcountry.coop.

Member Account Representatives (MARs) will answer calls and process outage reports including any recorded by the automated phone system. MARs check email, Group Me, and visit our Facebook page for updates and information to share with members. MARs work in continuously, or in an established rotation schedule, until the outage is restored or until the Vice President of Operations and Vice President of Office Services determine that such services are no longer necessary.

Police, fire and other emergency service organizations are provided with unpublished phone numbers for reaching the Operations Center directly.

Members can submit complaints through the Cooperative’s website contact form located at bigcountry.coop. Members can contact us privately through Live Chat on our website or by dialing a BCEC office directly at (325) 776-2244, (325) 573-3161, (325) 773-3684, or toll-free 1 (888) 662-2232.

#### **C. MEMBER AND PUBLIC COMMUNICATIONS**

Mass communication tools primarily include Facebook and along with the Cooperative's website [bigcountry.coop](http://bigcountry.coop), and press releases to TV, radio, and newspaper outlets. The Key Accounts Executive is available for interviews as needed. Vice President of Office Services, Member Accounts Coordinator and Member Account Representatives can pull member lists for email, text, and automated phone call communications.

Although it is impossible to cover every possible situation in precise detail, this communications plan will prescribe a framework for communications in a variety of crisis situations. Crisis or Emergency Operations Communications will be initiated by the Key Accounts Executive when situation(s) are likely to:

1. Cause widespread or extended service interference; or
2. Be scrutinized by members, the public, the media or regulatory agencies; or
3. Negatively affect the co-op's image.

Examples of Emergency Operations Communications Circumstances include:

- Weather extremes creating widespread and/or extended outages
- Power Supply Crisis (Transmission unavailable, rolling blackouts)
- Serious injury or death of employee(s) while on the job
- Electrical contact, injury or death of non-employee involving co-op
- Disaster resulting in substantial losses for co-op – buildings, facilities, offices
- Employees or co-op implicated in illegal/unethical behavior
- Financial hardships
- Security threat, cyber- or physical

As part of this plan, our primary communication objectives during Crisis or Emergency Operations Communications procedures are to:

1. Relay timely, accurate information to our employees, members, the media, and the public.
2. Increase awareness of our response methods and progress.
3. Reduce speculation and calm fears.
4. Communicate with one clear voice.
5. Demonstrate the credibility and trustworthiness of our organization and employees.

### **Communications Media Utilized**

With the advent of modern technology, people widely seek information online via websites and social media. Big Country Electric Cooperative (BCEC) utilizes Facebook as its official and only social media platform. In emergency and crisis communications situations, the following media will be used in the following order to inform members and the public:

- 1) **Facebook and Website updates:** Primary means of sharing information. Ability to provide timely, accurate information directly from BCEC that can be shared, giving the communications a broad reach. This will allow both our members and the public a resource for information.

- 2) **Radio and Television (stations identified in Appendix A):** Will be used as directed by General Manager or designee in times when reaching a broad audience during widespread, extended circumstances becomes necessary. As part of notification, listeners/viewers will be advised to follow our Facebook page for more frequent updates. Information will be sent to stations via email or fax.
- 3) **Telephone Calls:** May be placed by cooperative employees as directed or broadcast via recorded message.
- 4) **Emails:** Will be sent by Member Accounts Coordinator to all members with email addresses on file upon direction of the General Manager or his designee.
- 5) **Newspapers (identified in Appendix A):** Are not considered a timely medium for communicating urgent messages and shall be used primarily to give an account for general information or update information after-the-fact or as an extended response progress. Information will be sent to newspapers via email or fax.
- 6) **Group Me (text):** BCEC Employee updates only.

### **Pre-Event Communications Planning**

- Annually: Review Emergency Response Plan and Crisis Communications Plan and make any necessary updates. Share with all employees.
- Annually: Update and share internal phone tree and organizational chart with all employees.
- As Necessary/Per Occurrence: Brief all employees of possible scenarios, anticipated plan of action.
- Members, Employees and General Public: Information shared via Facebook, website, Smart Hub, automated call notifications, and Group Me (employees only) of possible outages or service interruptions, what preparations the co-op is making to be ready to respond quickly, safely and efficiently, and what steps individuals should take to prepare.
- Members and General Public: View outage reporting procedures (call in or online submission), and phone numbers via Facebook, Website, Smart Hub, and automated call notifications.

### **Communications During Emergency Response Operations**

All media inquiries should be directed to Key Accounts Executive for official commentary on behalf of BCEC. Mass information will be shared by Key Accounts Executive (in order of speed and reach of communications) via Facebook, website, radio and television stations, local newspapers, Membergram, and Texas Co-op Power as applicable, and with BCEC employees only using Group Me app.

### **Damage Assessment and Employee Direction – General Manager and Vice President of Operations**

As quickly as possible, provide initial assessment, and share information internally about affected areas and extent of damage.

Advise all employees of status updates and information to be communicated to members who call.

Request assistance if necessary.  
Notify Public Utility Commission if necessary.

### **Public Communications – Key Accounts Executive**

Share information about affected areas and extent of damage.

If assessment not readily available, communicate that “We’re currently assessing the damage and will provide updated information as quickly as possible.

Share graphic or verbalize outage restoration process.

Share outage reporting procedures (call in, SmartHub or online submission), and phone numbers.

Share safety information, specifically to avoid and report downed lines, and to not connect generators to home electrical systems.

Direct individuals to Facebook and website for most up-to-date information and advise against relying on comments or private messages as a means of reporting an outage.

- DO NOT SPECULATE TIMELINE FOR RESTORATION. If necessary, give a more than generous time allowance for restoration, for example: “Outages up to 24 hours are possible”. The unexpected can always occur during crisis situations – avoid predictions, we do not want to promise if we can’t deliver. Be realistic so that our members can prepare.
- Update at regular intervals, or as soon as new information is available:
- Acknowledge members and express appreciation for their patience.
- Give assessment of situation and how the co-op is responding, with photos if possible.
- Ask members to share photos of damages and restoration progress.

### **Post-Event Communications**

**General Manager or (as designated) Vice President of Operations, Key Accounts Executive, or Vice President of Office Services.**

Provide summary report to Public Utility Commission within five working days pursuant to Substantive Rules Applicable to Electric Service Providers – Chapter 25, Subchapter C, Subsection 25.52 – Reliability and Continuity of Service, including:

- Date and time of significant interruption.
- Date and time of full restoration.
- Cause of the interruption.
- Location, substation, and feeder identifiers of all affected facilities.
- Total number of members/customers affected.
- Dates, times, and numbers of members/customers affected by partial or step restoration.
- Total number of customer-minutes of the significant interruption (sum of interruption duration in minutes times the number of members/customers affected).

**Key Accounts Executive or Vice President of Office Services (Backup)**

- Share facts and photos about damages and restoration efforts on Facebook, website, *Membergram*, *Texas Co-op Power*, local newspapers, radio and television stations as applicable, and to BCEC employees through email.
- Thank members, other crews, and community for patience, assistance, and support on Facebook, website, *Membergram*, *Texas Co-op Power*, local newspapers, radio and television stations as applicable.
- Evaluate application and effectiveness of Emergency Operations Communication Plan, make and distribute any necessary changes.

#### **D. COORDINATION WITH VISITING WORK CREWS**

Differences in radio frequencies combined with unfamiliarity with our transmission/distribution system make it imperative that all visiting work crews be accompanied by a qualified employee from the Cooperative during their work activities.

#### **E. CRITICAL LOADS**

The Cooperative will attempt to notify critical loads either before or at the onset of an emergency by any of the following methods: phone, texting, email, radio, television, social media, Cooperative's website, law enforcement officers, other important contacts and utility personnel in the field. Refer to Appendix I for listing of these loads.

#### **F. REGULATORY COMMUNICATIONS**

The Vice President of Engineering shall ensure the timely filing of reports in the event that a system failure or load loss meets the reporting threshold of state and federal regulatory bodies.

##### **1. Procedure for Outage Reporting to DOE**

The Form OE-417 is the critical alert mechanism for informing DOE of electrical emergency incidents or disturbances that disrupt the operation of any critical infrastructure in the electric power industry.

Instructions for filing as well as a link to the on-line form are located at:



Form OE-417 must be submitted to the Operations Center if one of the following apply:

1. Physical attack that causes major interruptions or impacts to critical infrastructure facilities or to operations.
2. Cyber event that causes interruptions of electrical system operations.
3. Complete operational failure or shutdown of the transmission and/or distribution electrical system.
4. Electrical System Separation (Islanding) where part or parts of a power grid remain(s) operational in an otherwise blacked out area or within the partial failure of an integrated electrical system.



5. Uncontrolled loss of 300 Megawatts (MW) or more of firm system loads for more than 15 minutes from a single incident
6. Load shedding of 100 MW or more implemented under emergency operational policy
7. System-wide voltage reductions of 3 percent or more.
8. Public appeal to reduce the use of electricity for purposes of maintaining the continuity of the electric power system.

Initial reports are due within 60 minutes of the time of system disruption; however, the DOE will permit telephone notification by calling [REDACTED] if the incident or disturbance is having a critical impact on the operations. An initial report must still be filed as soon as possible. A follow-up report is due within 48 hours of the time of the system disruption.

Instructions and forms for reporting to both the PUCT and the Department of Energy (“DOE”) are in Appendix B.

## **2. Public Utility Commission of Texas**

Upon request by Commission staff during an activation of the State Operations Center (SOC) by the Texas Department of Emergency Management (TDEM), the Cooperative will provide updates on the status of operations, outages, and restoration efforts. Updates shall continue until all event-related outages are restored or unless otherwise notified by Commission staff.

## **3. Office of Public Utility Counsel (OPUC)**

Upon request by OPUC during an activation of the SOC by the TDEM, the Cooperative will provide updates on the status of operations, outages, and restoration efforts. Updates shall continue until all event-related outages are restored or unless otherwise notified by Commission staff.

## **IV. EMERGENCY SUPPLIES & ASSISTANCE COORDINATION**

Cooperative maintains quantity 50-100 of poles, associated hardware, common conductors, and other supplies readily available on site to restore power after an emergency before permanent work commences.

Additionally, as described below Cooperative has access to mutual aid in the event it needs access to additional supplies and work crews in an emergency.

Please refer to Appendix C: Emergency Office Supplies for a list of emergency supplies to be maintained at Cooperative sites and Appendix D: Restoration Crew Supplies for a list of emergency supplies for restoration personnel.

### **A. SECURING ASSISTANCE FROM REGIONAL COOPERATIVES**

Cooperative has a Memorandum of Understanding (“MOU”) in place between 16 adjacent distribution cooperatives plus Golden Spread Electric Cooperative (“GSEC”) for emergencies that can be coordinated within the MOU participants.

During an emergency Cooperative will survey the extent of damage and determine as nearly as possible the outside personnel and equipment needed. If MOU participants are not able to respond to needs, Cooperative will contact Texas Electric Cooperatives to secure additional assistance. Please refer to Appendix F for a description of the MOU.

### **B. SECURING EMERGENCY ASSISTANCE FROM TEC**

For larger widespread emergency events where multiple members of the MOU need assistance that cannot be obtained within the MOU participants, Cooperative will request mutual aid assistance according to the plan developed by Texas Electric Cooperatives through their Loss Control & Safety Program.

Cooperative will survey the extent of damage and determine as nearly as possible the outside personnel and equipment needed. Cooperative staff will contact

[REDACTED]

Other contacts at TEC include:

[REDACTED]

When calling for assistance, give the following information:  
Nature of emergency

Number and type of trucks needed  
Other equipment and tools needed  
Personnel and classification needed  
Materials needed  
Weather and road conditions  
Where the crews should report, and to whom  
How to contact your cooperative  
Name of person to receive this information  
Telephone numbers other than normal usage

To facilitate giving of above information over substandard communications media, or when the message must be relayed through persons unfamiliar with the terms, use the Form For Requesting Assistance (see Appendix E).

### **C. COMPLIANCE WITH COOPERATIVE SAFETY RULES AND POLICIES**

All Cooperative personnel, contractors, cooperative crews providing mutual aid, etc. shall be required to comply with all safety rules and policies of the Cooperative. Such rules and policies include, but are not limited to, all provisions of the Cooperative's current safety handbook, OSHA 29CFR 1910.269, NESC, etc.

### **D. UNIFORM METHOD OF REIMBURSEMENT**

It is suggested that cooperatives requesting assistance will reimburse the providers of the assistance the provider's actual labor, equipment, and materials costs. It is suggested that the rate of pay for labor is at least time-and-a-half for all hours worked.

Every reasonable precaution shall be used to determine whether an employee is mentally and physically qualified to follow safe work practices. The crew foreman of the Cooperative providing the assistance will determine the total number of continuous work hours. It is also recommended that the current FEMA Cost Code listing be considered.

### **E. TEC ADDITIONAL COMMENTS**

1. The Texas Electric Cooperatives Loss Control Advisory Committee hereby recognizes the need to update and amend this manual, preferably on an annual basis. This document should certainly be reviewed shortly after a disaster event has occurred in the state, and which has affected any TEC member-system cooperative. Additional recommendations and suggestions will be added as necessary and will serve as additional attachments or amendments to this text.
2. It is further recommended that the TEC Loss Control Advisory Committee, along with the TEC Directors, review and update the TEC Mutual Aid Plan for the Electric Cooperatives

of Texas on an annual basis. Such review should include: 1) an update of names, addresses and phone numbers (to include emergency contact phone numbers) of all in-house contractors used by cooperatives in the state; 2) an updated listing of the current safety practices, rules, and regulations as adopted by the TEC Safety and Loss Control Advisory Committee and the TEC Board of Directors, including any amendments thereto; 3) an annual study of wages paid to assisting co-op personnel, to include an analysis of wages paid to assisting line crews from other surrounding states; and, 4) a review of billing rates for equipment and vehicles used during emergency restoration services and in subsequent permanent repair efforts during the days and weeks following a declared disaster.

3. It is strongly recommended that an inventory of materials be commenced by the assisting cooperative for all vehicles and equipment to be used during the emergency restoration period, and that such an inventory be conducted before vehicles are sent to an affected cooperative, and after work has been completed.
4. The assisted cooperative may either return the borrowed materials OR reimburse the assisting cooperative for materials replacement.
5. TEC should appoint a designated person from its staff to serve as an official liaison to both Texas Emergency Management (TEM) and the Federal Emergency Management Agency (FEMA).
6. Such liaison should work with officials from TEM and FEMA before, during, and after all declared disasters within the state of Texas. Additionally, said TEC liaison should stress the importance of applicable Codes and Standards that all Texas electric cooperatives are required by law to abide by and to apply such Codes and Standards during the Emergency Protective Measures period and during permanent repair efforts.
7. The Committee hereby recommends that TEM officials be trained in the knowledge of applicable electric Codes and Standards, (specifically the current version of the National Electrical Safety Code (NESC).
8. The Committee further recommends that FEMA auditors be consistent in both personnel and their findings among audited cooperatives.
9. The Committee suggests that TEC contract with, or arrange for, TEM officials to conduct an annual training seminar for cooperative personnel on disaster-related topics, including but not limited to: Public Assistance, Response and Recovery, Disaster-related Mitigation, and Hazard Mitigation.
10. Finally, the Committee recommends that, within 60 to 90 days following a disaster-related event, an in-depth analysis of the response and recovery effort by affected cooperatives be conducted in order to make necessary improvements, changes or corrections to the TEC Mutual Aid Plan and to this disaster response and recovery guidebook. Mutual Aid Agreement Participants (Texas Only).

## **F. MANAGEMENT ISSUES**

1. Mutual Aid Agreements between cooperatives and/or other organizations should be reviewed annually. Such agreements should specify the type of assistance each participant shall provide, and at what cost. The Mutual Aid Agreement should stipulate

that the “helping partner,” the participant responding to a request for help from the affected system, shall bill all costs at their normal rates; any “adders” should be specified and detailed in the agreement.

2. “Projects of Work,” or “PWs,” should specify verifiable quantities of work to be done whenever possible. Cooperative personnel must be prepared to explain cost over-runs or reasons for higher costs than were estimated in the original PW. Each state’s Emergency Management Agency should be contacted immediately if an over-run is anticipated. Such constant tracking of a PW’s progress may necessitate the use of a full-time accounting manager or project accountant for FEMA-related work. Such assignment would be added to the cooperative’s “Administrative Costs” for the project.
3. Consider the assignment or designation of someone to be the cooperative Project Officer throughout the course of the disaster response and recovery. Such person could be from within the cooperative, or on loan from another system outside the disaster area. The Project Officer’s duties could include the following:
  - a. Assistance in evaluating and estimating the extent of damage to the cooperative’s system.
  - b. Assistance in securing available contractors and bid lists once the 70-hour Emergency Protective Measures period has passed.
  - c. Coordinating with all other cooperative departments, including but not limited to management, accounting, engineering, operations, purchasing, and warehouse operations, to ensure an orderly assessment of needs by each department, and assistance in helping individual departments meet necessary requirements during the disaster response and recovery process. Such requirements would include ensuring environmental compliance via contacts with each state’s Department of Environmental Quality (DEQ), One-call digging notification, State Historic Preservation offices and each state’s Archeological Survey notification, as well as each state’s Floodplain Administrator office notification.
  - d. The Cooperative Project Officer could also coordinate the establishment of temporary storage areas for debris and assist in dispensing state emergency management Environmental Release Forms and Historic Site Preservation Forms to individuals or groups who contact the cooperative regarding the re-use of damaged or destroyed wood poles).
  - e. Other duties possibly assigned to the Cooperative Project Officer would be the evaluation of material acquisition, material dispensation, compilation of staking sheets during both the Emergency Protective Measures period and the Utilities (permanent repairs) period, and ensuring that all required maps, invoices, time sheets, and other paperwork documentation relevant to the specified disaster be collected and retained in an orderly fashion for future review by FEMA and OIG.
4. Send personnel from the accounting, operations, and engineering departments to the Reapplicant Briefing meetings and sign up for assistance as soon as possible. To the best of your ability, make sure original estimates of damage are thorough and

comprehensive. Underestimating disaster damages could create additional PWs or delay reimbursements.

5. Management may wish to implement a policy that designates key employees and supervisors be available 24-hours per day, 7 days per week during the disaster, with work schedules to be determined by department heads in conjunction with the manager/CEO.
6. Communications, marketing, and/or public relations personnel may be utilized or designated to deliver material, equipment, and/or food (meals) to crews in the field, depending upon the personnel's knowledge of the distribution system and their certification on equipment or in materials handling.
7. As soon as possible, preferably during the first 70 hours of the disaster (FEMA's usual definition of Category B, Emergency Protective Measures), contact in-house contractors and those whose bids have been accepted and determine the length of time the contractors' emergency rates are to be in effect. Do not accept a contractor's argument that FEMA will automatically pay for extended work periods utilizing emergency rates. Also, unless other arrangements are made, advise contractors that after the initial 70-hour Emergency Protective Measures period, meals and lodging will no longer be paid for by the cooperative, but should be arranged and paid for by the contractor, with copies of meal and hotel receipts to be attached to weekly invoices supplied to the cooperative. Said meal and hotel tickets should list the names of crew members and corresponding room numbers at hotels to account for appropriate meal and lodging expenses. (Reference current IRS per diem guidelines.)
8. It is strongly recommended that additional engineering resources be arranged to assist in the daily development of staking sheets, material sheets, and work order information. This will allow the staking department to stay ahead of construction crews and provide for a more orderly flow of necessary and vital information to other key departments.
  - i. The engineering department should begin solicitation of at least three (3) bids from contractors as soon as possible, even before the full extent of damage to the system has been determined. Both FEMA and the OIG require that bids be procured for all permanent restoration work to be done by contractors. Make sure that any 'verbal contracts' are converted to written agreements to be shown to auditors.
9. Whenever it appears that consumers may be without electric power for several days or weeks, consider hiring security guards to be in place at office headquarters and warehouse facilities. This generally eliminates the possibility of hostile issues with consumers and sends a message that personnel, material, and equipment are being safeguarded. Once the cooperative nears completion of its service restoration efforts to residential members, the security arrangement may then be terminated.
  - i. It is not uncommon for employees to retire, quit, or ask for re-assignment during or following a disaster. Carefully evaluate the need for cooperative linemen to work at night; their most effective work and/or leadership will most likely be during daylight hours, when damage to the system is clearly visible and when they have been adequately rested.

- ii. Document the first day of the outage and the day the last consumer's service was restored. This may impact various FEMA Categories A through F on your co-op's Force Account Labor statistics.
  - iii. Have an Organization Chart of all cooperative employees, indicating what area or department they worked in before and during the disaster. This will help resolve questions about force account labor when it is classified into Categories A, Debris Removal; B, Emergency Protective Measures; and F, Utilities (Permanent Repairs).
- 10. Consider the development of a Rest and Recuperation Policy (R & R) for employees. Such policy should be designed for the safety and well-being of the cooperative's employees, and for the general public. The policy should be developed by management and approved/adopted by the co-op's board of trustees. If such a policy is enacted during the disaster, the date and time should be noted in the form of a written memorandum.
- 11. Insurance claims filed with FEMA should have a disclaimer from the cooperative's insurance carrier. Have copies of all insurance policies available for inspection by state emergency management, FEMA, and OIG personnel.
- 12. Insist that daily time sheet entries be made by all personnel, listing hours worked, names of crew members, and location work was performed; document, with narrative descriptions, any work performed by office personnel if it is related to field work, i.e., delivery of meals or materials and equipment, warehouse work, etc.
- 13. Management should be prepared to explain the process that the cooperative used to select work crews, whether such crews were from other co-ops or were contract crews. Explanation of the cooperative's action plan and methodology used in selecting various contractors may be necessary, including lists of equipment needed and rationale used to determine which contractors and crews would be utilized.
- 14. Send groups of employees to state emergency management agency and FEMA training; this denotes the co-op's dedication to being properly prepared.

## **V. IDENTIFICATION OF WEATHER-RELATED HAZARDS**

Cooperative operations personnel will monitor weather conditions, county emergency management alerts and applicable state agency advisories regarding severe weather events and conditions. Operations personnel will also participate in applicable State Operations Center (SOC) and Texas Energy Reliability Council (TERC) calls prior to and during weather and wildfire events. Cooperative's wildfire plan is addressed in greater detail in Section VI.D.

The following stages describe the various levels of preparedness in advance of, or during an outage situation.

### **PRE-STORM WATCH**

- This is a precautionary level preceding the arrival of an anticipated severe weather event. This level would be activated following a severe weather forecast. The Vice President of

Operations and District Operations Supervisors will monitor the situation and advise the head linemen on-call. The Vice President of Operations and/or District Operations Supervisors may contact Vice President of Office Services to request assistance in answering phones (e.g., Member Account Representatives, etc.).

- o Expected outage time: None
- o Scope of outage: No members out of service
- o Initiated by: System operations or Sup. on-call

- **LEVEL 1**

Service likely to be restored in less than four hours. Typically handled by on-call service personnel, however Vice President of Operations, District Operations Supervisors and/or Vice President of Office Services may direct other personnel to assist as needed.

- o Expected outage time: Less than 4 hours
- o Scope of outage: Less than 100 members
- o Initiated by: Vice President of Operations and/or District Operations Supervisors

- **LEVEL 2**

Service likely to be restored in less than 12 hours without the assistance of outside crews. All construction, operations, and service personnel to report.

- o Expected outage time: 4 to 12 hours
- o Scope of outage: Entire substation or major feeder
- o Initiated by: Vice President of Operations and/or District Operations Supervisors

- **LEVEL 3**

Requires outside help to restore service. All Cooperative employees must report.

- o Expected outage time: More than 12 hours
- o Scope of outage: Widespread damage to system
- o Initiated by: Vice President of Operations and/or General Manager
- o Vice President of Operations to have full responsibility for coordinating restoration activities



## VI. ANNEXES

The Cooperative maintains the annexes designated below, which are attached and incorporated into the Plan:

Annex	Title	Included	Explanation, if not included
A	Weather Emergencies	Yes	
B	Load Shed	Yes	
C	Pandemic and Epidemic	Yes	
D	Wildfires	Yes	
E	Hurricanes	No	Not applicable. Cooperative service territory is not located near or within a hurricane evacuation zone, as defined by the Texas District of Emergency Management.
F	Cybersecurity	Yes	
G	Physical Security	Yes	
H	TDU Requirements	No	Not Applicable. Cooperative is not a Transmission and Distribution Utility as defined in 16 TAC §25.5
I	Additional annexes	No	No additional annexes necessary
XXX	[Confidential Portions of -----]		

## **G. ANNEX A – WEATHER EMERGENCIES**

Please refer to Section II: Organizational and Personnel Assignments for a description of personnel duties during an emergency, and Section VI: Identification of Weather-Related Hazards for Cooperative's process for identifying weather related hazards.

Please also refer to the following appendices:

- Appendix C: Emergency Office Supplies provides a list of emergency supplies maintained at Cooperative sites.
- Appendix: D: Restoration Crew Supplies provides a list of emergency supplies maintained on-site for restoration crews.
- Appendix H: Engineering and Operations Procedures detail steps that will be taken in response to an emergency.

## **H. ANNEX B: LOAD SHED**

### **1. Electric Reliability Council Of Texas (“ERCOT”)**

#### **I. PROCEDURES FOR CONTROLLED SHEDDING OF LOAD**

GSEC Operations Center receives Load Shed Instructions from ERCOT. GSEC’s Operations Center performs a calculation to allocate the load shed requirement for Big Country Electric Cooperative and communicates that instruction via voice communication.

Upon notification of curtailment and the target kW to be shed, Big Country Electric Cooperative personnel will begin opening feeder circuit breakers via SCADA (or via field personnel in the substation) as outlined in the cooperative’s Manual Load Shed and Under Frequency Load Shed Plan until the target kW is shed.

Once the target kW is shed, Big Country Electric Cooperative will notify GSEC’s Operations Center via voice communication that the allocated load has been shed.

Depending on the duration of the curtailment, it is planned to rotate load that has been shed among the substations and circuits on a 60-minute (one hour) basis. This is to spread the outages as evenly among the Members as possible and minimize the inconvenience associated with the outage.

All load shed Instructions will be executed as soon as possible and without delay.

The cooperative uses discretion in prioritization of selecting load shed feeders by giving highest priority to critical natural gas facilities to remain in service, with other critical loads given lower priority to remain in service. Even though the cooperative plan attempts to prioritize critical natural gas facilities and other critical loads from manual load shed, designation as a critical natural gas facility or other critical load does not guarantee the uninterrupted supply of electricity.

Cooperative uses the following guide to curtail power to the categories listed below in sequential order:

1. Outdoor, flood and street lighting.
2. Oil field & irrigation loads
3. Schools and churches (except those used for emergency shelter)
4. Industrial loads (gins)
5. Commercial loads
6. Residential loads

7. Medical priority accounts (members with life-sustaining equipment) and critical loads, industrial or other according to Senate Bill 3, Section 38.076.

Should conditions exist whereby rolling curtailments can achieve the necessary reduction in power required, efforts will be made to limit curtailments to approximately 1 hour for residential loads; however, due to variable and unpredictable circumstances, BCEC cannot guarantee that the duration of such curtailments will be limited to 1 hour.

BCEC will attempt to inform its members in advance of planned outages or rolling curtailments but cannot guarantee that advance notice will be possible.

## **II. PRIORITIES FOR RESTORING SHED LOAD TO SERVICE**

GSEC's Operations Center receives Instructions from ERCOT that load can be restored. GSEC's Operations Center performs a calculation to allocate how much load can be restored for Big Country Electric Cooperative and communicates that Instruction via voice communication.

Upon notification of load restoration and the target kW to be restored, Big Country Electric Cooperative personnel will begin closing feeder circuit breakers via SCADA (or via field personnel in the substation) until the target kW is restored.

Once the target kW is restored, Big Country Electric Cooperative will notify GSEC's Operations Center via voice communication the amount of load that has been restored.

If any critical natural gas facilities or other critical loads were curtailed in step (i), they will be given higher priority for service restoration in the reverse order listed in Section 1.I above.

In addition to the priorities concerning community health and safety, Cooperative will assign crews to specific areas. Generally, the crews will concentrate on a given line section in order to restore power to as many members as possible. Restoration will be done systematically, with the best interest of all affected members in mind. However, one or more crews may be assigned to locations where special hazards exist or where especially critical loads require immediate attention. When not specifically assigned, these crews will be used to repair individual services

## **III. CONFIDENTIAL REGISTRY OF CRITICAL LOAD AND CRITICAL CARE CUSTOMERS**

Cooperative maintains a registry of both critical care and critical load members; however, it is the responsibility of the member to inform the Cooperative of special medical needs. The Cooperative attempts to identify such members by asking at the time of establishing a new account whether any person residing at this new account location requires an electric-powered medical device to sustain life. Further, the Cooperative publishes annual reminders in the *Texas Co-op Power* magazine, *Membergram* newsletter, and notices included with bills that the Cooperative needs to be informed of any special needs.

No less than twice a year, the Cooperative also provides load shed information with customer bills that addresses the procedures for implementing voluntary load shedding; the types of

Member consumers who may be considered critical load or critical care and the application process to be designated as such; and information about reducing electricity use at times when involuntary load shedding events may be implemented. Load Shed information is also posted on the Cooperative's website, [bigcountry.coop](http://bigcountry.coop), under Outage Information.

The registry of critical load and medical priority members is confidential and is accessible at all times for use by operations and office personnel. The list identifies each member by location number and is cross-referenced on outage reports. These members are contacted before any planned service interruption by Cooperative personnel.

Methods to communicate with these members during emergencies when telephone service is not available include working through local law enforcement officers and emergency medical personnel in the field. Where possible, field visits by Cooperative personnel may also be used.

The registry is updated continuously, as necessary, and at least annually.

## **IV. ROTATING OUTAGES**

Cooperative will attempt to inform members in advance of planned outages, however, during emergencies, outages may need to be rotated to maintain system integrity.

NOTE: Because the curtailment and shedding load is dependent on several factors (most significantly, the amount of load that needs to be curtailed), the Vice President of Operations, Vice President of Engineering, District Operations Supervisors and Field Engineering Coordinators may have discretion in determining where load shedding will best serve the interest of the cooperative.

## **2. Southwest Power Pool ("SPP")**

### **I. PROCEDURES FOR CONTROLLED SHEDDING OF LOAD**

Southwestern Public Service's ("SPS") Transmission Operations Center receives Load Shed Instructions from SPP. SPS's Transmission Operations Center performs a calculation to allocate the load shed requirement for Big Country Electric Cooperative and communicates that instruction via voice communication.

Upon notification of curtailment and the target kW to be shed, Big Country Electric Cooperative personnel will begin opening feeder circuit breakers via SCADA (or via field personnel in the substation) as outlined in the cooperative's Emergency Load Curtailment Plan until the target kW is shed.

Once the target kW is shed, Big Country Electric Cooperative will notify SPS's Transmission Operations Center via voice communication that the allocated load has been shed.

Depending on the duration of the curtailment, it is planned to rotate load that has been shed among the substations and circuits on a 60-minute (one hour) basis. This is to spread the

outages as evenly among the Members as possible and minimize the inconvenience associated with the outage.

All load shed Instructions will be executed as soon as possible and without delay.

The cooperative uses discretion in prioritization of selecting load shed feeders by giving highest priority to critical natural gas facilities to remain in service, with other critical loads given lower priority to remain in service. Even though the cooperative plan attempts to prioritize critical natural gas facilities and other critical loads from manual load shed, designation as a critical natural gas facility or other critical load does not guarantee the uninterrupted supply of electricity.

Cooperative uses the following guide to curtail power to the categories listed below in sequential order:

1. Outdoor, flood and street lighting.
2. Oil field & irrigation loads
3. Schools and churches (except those used for emergency shelter)
4. Industrial loads (gins)
5. Commercial loads
6. Residential loads
7. Medical priority accounts (members with life-sustaining equipment) and critical loads, industrial or other according to Senate Bill 3, Section 38.076.

Should conditions exist whereby rolling curtailments can achieve the necessary reduction in power required, efforts will be made to limit curtailments to approximately 1 hour for residential loads; however, due to variable and unpredictable circumstances, BCEC cannot guarantee that the duration of such curtailments will be limited to 1 hour.

BCEC will attempt to inform its members in advance of planned outages or rolling curtailments but cannot guarantee that advance notice will be possible.

## **II. PRIORITIES FOR RESTORING SHED LOAD TO SERVICE**

Southwestern Public Service's Transmission Operations Center receives Instructions from SPP that load can be restored. SPS's Transmission Operations Center performs a calculation to allocate how much load can be restored for Big Country Electric Cooperative and communicates that Instruction via voice communication.

Upon notification of load restoration and the target kW to be restored, Big Country Electric Cooperative personnel will begin closing feeder circuit breakers via SCADA (or via field personnel in the substation) until the target kW is restored.

Once the target kW is restored, Big Country Electric Cooperative will notify SPS's Transmission Operations Center via voice communication the amount of load that has been restored.

If any critical natural gas facilities or other critical loads were curtailed in step (i), they will be given higher priority for service restoration in the reverse order listed in Section 2.I above.

In addition to the priorities concerning community health and safety, Cooperative will assign crews to specific areas. Generally, the crews will concentrate on a given line section in order to restore power to as many members as possible. Restoration will be done systematically, with the best interest of all affected members in mind. However, one or more crews may be assigned to locations where special hazards exist or where especially critical loads require immediate attention. When not specifically assigned, these crews will be used to repair individual services

### **III. PROCEDURE FOR MAINTAINING ACCURATE REGISTRY OF CRITICAL LOAD CUSTOMERS**

Cooperative maintains a registry of both critical care and critical load members; however, it is the responsibility of the member to inform the Cooperative of special medical needs. The Cooperative attempts to identify such members by asking at the time of establishing a new account whether any person residing at this new account location requires an electric-powered medical device to sustain life. Further, the Cooperative publishes annual reminders in the *Texas Co-op Power* magazine, *Membergram* newsletter, and notices included with bills that the Cooperative needs to be informed of any special needs. Critical Load Natural Gas Facilities are identified and registered in accordance with PUC §25.497, 16 TAC § 25.52 and 16 TAC § 3.65.

No less than twice a year, the Cooperative also provides load shed information with customer bills that addresses the procedures for implementing voluntary load shedding; the types of Member consumers who may be considered critical load or critical care and the application process to be designated as such; and information about reducing electricity use at times when involuntary load shedding events may be implemented. Load Shed information is also posted on the Cooperative's website, [bigcountry.coop](http://bigcountry.coop), under Outage Information.

The registry of critical load and medical priority members is confidential and is accessible through the Consumer Information System at all times for use by operations personnel. The list identifies each member by location number and is cross-referenced on outage reports. These members are contacted before any planned service interruption by Cooperative personnel.

Methods to communicate with these members during emergencies when telephone service is not available include working through local law enforcement officers and emergency medical personnel in the field. Where possible, field visits by Cooperative personnel may also be used.

The registry is updated continuously, as necessary, and at least annually.

### **IV. ROTATING OUTAGES**

Cooperative will attempt to inform members in advance of planned outages, however, during emergencies, outages may need to be rotated to maintain system integrity.

NOTE: Because the curtailment and shedding load is dependent on several factors (most significantly, the amount of load that needs to be curtailed), the Vice President of Operations, Vice President of Engineering, District Operations Supervisors and Field Engineering Coordinators may have discretion in determining where load shedding will best serve the interest of the cooperative.

## **I. ANNEX C: PANDEMIC PREPARDNESS PLAN**

### **1. Objectives of the Plan**

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

1. Educating employees about a possible pandemic event and the potential impacts on the Cooperatives' business operations.
2. Implementing reasonable measures to mitigate the impact of a pandemic on the Cooperative and its employees.
3. Developing plans and policies for responding to a pandemic; and
4. Promoting employee wellness and minimizing opportunities for employees to be exposed to the disease while at the Cooperative.

### **2. Background**

A pandemic is a global disease outbreak occurring when a virus emerges for which people have little or no immunity and for which there is no vaccine. The disease spreads person- to-person, causes serious illness, and can sweep across the country and around the world in very short time.

It is difficult to predict when the next pandemic will occur or how severe it will be. Wherever and whenever a pandemic starts, everyone around the world is at risk. Countries might, through measures such as border closures and travel restrictions, delay arrival of the virus, but cannot stop it.

As of this writing, health professionals are concerned about the potential spread of a highly pathogenic virus.

### **3. Levels of Response**

Because the nature of a pandemic cannot be determined in advance, this plan addresses the threat with three general levels of response: **Awareness**, **Epidemic** and **Pandemic**.

These levels are defined as follows:

- **Level 1 – Awareness (seasonal)**
  - The virus is reported affecting 5-10% of the population within the State of Texas.
- **Level 2 – Epidemic (preparation)**



- A widespread outbreak affecting 10-20% of the population. An epidemic may be declared by the Centers for Disease Control (CDC) or the Texas Health and Human Services Commission (HHSC).
- **Level 3 – Pandemic (implementation)**
  - A widespread outbreak affecting 20+% of the population. A pandemic may be declared by the CDC and/or the World Health Organization (WHO).

#### **4. Preparation & Response Efforts**

### **V. EMPLOYEE EDUCATION**

Employees will be educated about the virus, how it spreads and how the Cooperative is responding.

Numerous educational resources are available from the WHO and the CDC. Employee meetings and presentations, posters, text messaging via Group Me and broadcast e-mail may be used to convey this information to employees.

Existing communication tools and communications plans would be used to educate and communicate pandemic-related messages to employees.

<b>Level 1</b>	<ul style="list-style-type: none"> <li>▪ How to avoid the virus</li> <li>▪ Preventing the spread of the virus</li> <li>▪ Symptoms of virus</li> <li>▪ Do not report to work if sick</li> <li>▪ Do not return to work until all symptoms have cleared. Full duty release is required to return to work with no restrictions/limitations (provide specific guidance from public health organizations)</li> </ul>
<b>Level 2</b>	<ul style="list-style-type: none"> <li>▪ Limit face-to-face meetings</li> <li>▪ Limit travel to affected areas</li> <li>▪ Communicate changes in policy and/or practices</li> </ul>
<b>Level 3</b>	<ul style="list-style-type: none"> <li>▪ Suspend face-to-face meetings</li> <li>▪ Suspend non-critical business travel</li> </ul>

### **VI. FLU SHOTS**

Employees will be encouraged – and given an opportunity – to receive the flu vaccine.

### **VII. SANITARY PRACTICES**

Supplies to maintain a sanitary environment will be kept on hand and deployed as necessary, including:

- 1 Hand Sanitizer
- 2 Disinfectant Spray

- 3 Rubber Gloves
- 4 Masks

<b>Level 1</b>	<ul style="list-style-type: none"> <li>▪ Alcohol-based hand sanitizer in all areas (restrooms, break rooms, conference rooms, and at all meetings where food and drink are served)</li> <li>▪ Disinfectant spray (e.g. Lysol) in all restrooms</li> <li>▪ Facial tissues (e.g. Kleenex) in all meeting rooms and break rooms</li> <li>▪ Brief cleaning crews on disinfecting techniques</li> </ul>
<b>Level 2</b>	<ul style="list-style-type: none"> <li>▪ No additional measures unless directed by the CDC or Texas HHSC</li> </ul>
<b>Level 3</b>	<ul style="list-style-type: none"> <li>▪ No additional measures unless directed by the CDC or Texas HHSC</li> </ul>

## **VIII. POLICY MODIFICATION/DEVELOPMENT**

Policies related to sick leave will be reviewed with possible impacts from a pandemic in mind. The following issues will be among those considered:

1. Paid time off (PTO) policy
2. The possibility of mandatory leave for employees with symptoms of illness
3. A set of return-to-work guidelines to prevent employees from returning while still contagious
4. Some guidance on the handling of missed time for employees that do not wish to come to work for fear of exposure
5. Guidelines to identify positions that would qualify for work-from-home (WFH)
6. Identification, by department, of potential WFH employees

<b>Level 1</b>	<ul style="list-style-type: none"> <li>▪ Normal leave policies</li> </ul>
<b>Level 2</b>	<ul style="list-style-type: none"> <li>▪ WFH permitted (with supervisor approval)</li> </ul>
<b>Level 3</b>	<ul style="list-style-type: none"> <li>▪ WFH encouraged (with supervisor approval)</li> <li>▪ PTO and other relevant policies</li> </ul>

## **IX. BUSINESS CONTINUITY**

Vice Presidents and supervisors will be asked to re-examine their critical functions at a Level 1 situation. Specifically:

1. Are employees within the department cross-trained in job functions related to critical processes?
2. Could the department continue to perform its critical processes with a 40-50% employee absentee rate?
3. Which of those employees are equipped to work from home (home computer, Internet access, VPN, etc.)?

The IT Department will develop plans for a wide deployment of software and

services during a Level 1 situation to support a large number of WFH employees. IT will also provide instruction on the use of the Cooperative e-mail system and other necessary programs and services from a remote location.

## **X. COORDINATION/MONITORING**

The Cooperative's Safety and Training Manager, along with Human Resources and Career Development Administrator, will monitor information from the CDC and Texas HHSC for notification of activity. This should provide adequate lead time to prepare for arrival of the pandemic.

A significant increase in the level of contagious disease activity would be reported to the General Manager and Vice Presidents, who would then be responsible for determining if specific action related to the activation of a Level 2 or Level 3 response is required.

## **5. Protocols**

<b><u>PTO/Sick Leave</u></b>	
<b>Level 1</b>	<ul style="list-style-type: none"> <li>▪ Employees should not report for work if they show symptoms</li> <li>▪ Employees should not report for work if a family member within the same household shows symptoms</li> <li>▪ Employees should not return to work from an illness-related absence until they are symptom-free; a doctor's release is required</li> </ul>
<b>Level 2</b>	<ul style="list-style-type: none"> <li>▪ Supervisors encouraged to send sick individuals home</li> </ul>
<b>Level 3</b>	<ul style="list-style-type: none"> <li>▪ Consider PTO and other relevant policies</li> </ul>
<b><u>Business Travel</u></b>	
<b>Level 1</b>	<ul style="list-style-type: none"> <li>▪ No changes</li> </ul>
<b>Level 2</b>	<ul style="list-style-type: none"> <li>▪ Employees should be cautioned concerning travel</li> </ul>
<b>Level 3</b>	<ul style="list-style-type: none"> <li>▪ Non-critical business travel suspended</li> </ul>
<b><u>Meetings</u></b>	
<b>Level 1</b>	<ul style="list-style-type: none"> <li>▪ No changes</li> </ul>
<b>Level 2</b>	<ul style="list-style-type: none"> <li>▪ Face-to-face meetings should be minimized</li> </ul>
<b>Level 3</b>	<ul style="list-style-type: none"> <li>▪ Face-to-face meetings suspended</li> </ul>
<b><u>Work from Home</u></b>	
<b>Level 1</b>	<ul style="list-style-type: none"> <li>▪ No changes</li> </ul>
<b>Level 2</b>	<ul style="list-style-type: none"> <li>▪ Employees approved for WFH would be allowed to do so</li> </ul>
<b>Level 3</b>	<ul style="list-style-type: none"> <li>▪ Employees approved for WFH would be encouraged to do so</li> <li>▪ WFH employees would be expected to put in a normal work week and be available during normal business hours</li> </ul>

<b><u>Preparation</u></b>
<input type="checkbox"/> Identify potential WFH employees <ul style="list-style-type: none"> <li>• Job function can be performed remotely</li> <li>• Employee has Internet access at home</li> <li>• Employee has a home PC or company-issued laptop</li> </ul>
<input type="checkbox"/> Train WFH employees on remote access to e-mail
<input type="checkbox"/> Install VPN software and train employees in its use
<input type="checkbox"/> Cross-train employees on critical business processes
<input type="checkbox"/> Update restoration plans to address potential for 50% absenteeism

<b>When</b>	<b>Who</b>	<b>What</b>
Level 1	Safety and Training Manager, Human Resources Administrator	<ul style="list-style-type: none"> <li>▪ Initiate review of pandemic plan and recommend changes, as needed</li> </ul>
Level 1	Vice Presidents	<ul style="list-style-type: none"> <li>▪ Develop and consider communications plan to educate employees about pandemic preparation efforts</li> <li>▪ Identify critical business process plans</li> <li>▪ Assess the need to purchase food or water</li> </ul>
Level 1	Safety and Risk Management, Human Resources Administrator	<ul style="list-style-type: none"> <li>▪ HR will prepare information to distribute to employees such as business cards with contact information for wallets and electronic email/phone notifications</li> <li>▪ HR and Risk Management will educate employees on pandemic plan</li> </ul>
Level 1	Information Technology	<ul style="list-style-type: none"> <li>▪ Review configuration of remote access system and communicate any changes to employees</li> <li>▪ Provide remote access training for potential WFH employees</li> </ul>

Level 1	Safety and Training Manager	<ul style="list-style-type: none"> <li>▪ Stock all restrooms and meeting rooms with hand sanitizer, and disinfectant spray</li> <li>▪ Place placards and posters conveying prevention messages in all restrooms and meeting rooms</li> </ul>
Level 2 or 3	Safety and Training Manager, Human Resources and Career Development Administrator	<ul style="list-style-type: none"> <li>▪ Situational review with General Manager and Vice Presidents</li> <li>▪ If recommended by the CDC or Texas HHSC, medical screening of employees and/or public will be implemented to reduce potential exposure to infected individuals</li> <li>▪ HR will implement the medical screening process as recommended</li> <li>▪ Safety and Risk Management will provide kits for persons performing medical screening. The contents of the kits will follow the recommendation of health professionals.</li> <li>▪ Information Technology will put into place door lock procedures for medical screening, virus lockdown, and initiate call center for employees to report illness.</li> <li>▪ At-the-door screening for employees, contractors or any persons that will be conducting business at a local office may be conducted by District Managers and/or Vice President of Office Services or designee(s).</li> </ul>

Level 2 or 3	Key Accounts Executive	<ul style="list-style-type: none"> <li>▪ Key Accounts Executive will provide status updates as they become necessary regarding the crisis.</li> <li>▪ Changes in business operations will be communicated through Key Accounts Executive to our members.</li> </ul>
Level 2 or 3	Safety and Training Manager	<ul style="list-style-type: none"> <li>▪ Prepare contact information for virus cleanup in the event it becomes necessary. This will be based on recommendations by the CDC or Texas HHSC.</li> <li>▪ Prepare signs in the event of lockdown for all doors and place in company vehicles at various locations. This will be based on recommendations by the CDC or Texas HHSC.</li> </ul>
Level 2 or 3	Information Systems	<ul style="list-style-type: none"> <li>▪ Provide remote access for WFH employees</li> </ul>
Level 2 or 3	Safety and Training Manager, Human Resources and Career Development Administrator	<ul style="list-style-type: none"> <li>▪ Communicate with employees and contractors regarding the potential pandemic preparation efforts.</li> </ul>

## I. OFFICE OPERATIONS

If a pandemic occurs all office operations will continue until it is determined that employees are at risk. Public access to the property may be limited or denied pursuant to a determination and proclamation by the General Manager.

The General Manager shall determine what alternatives will be carried out for essential business operations. Possible scenarios include:

### Member Account Representatives

1. Employees will be required to wear proper PPE.
2. No public access to facility.
3. Accept applications, payments, and correspondence via electronic transmittance.
4. Employee may work from home.

5. Personnel may be rotated when performing duties that must be completed in-office to limit exposure.

#### **Other Office Services**

1. Employee will be required to wear proper PPE.
2. Employee may work from home.
3. Personnel may be rotated when performing duties that must be completed in-office to limit exposure.

## **II. FIELD OPERATIONS**

If a pandemic occurs all field operations will continue until it is determined that employees are at risk. The General Manager may limit or prohibit public access to Cooperative property.

The General Manager and executive staff will determine what alternatives will be carried out for essential business operations, however possible. Possible scenarios include:

1. Limited one-on-one exposure to members and public.
2. Use of PPE.
3. Employee may work from a vehicle and/or home (where job duties allow).
4. Personnel may be rotated in office and warehouses when performing duties that must be completed in-office to limit exposure.
5. Personnel may be assigned company vehicles on a temporary basis to eliminate double occupancy in vehicles.

## **III. CONTRACTOR OPERATIONS**

If a pandemic occurs all contractor operations will continue until the General Manager and Vice Presidents determine otherwise. The Vice President of Operations or Engineering will communicate as necessary with contractor(s).

## **IV. FORMS AND FUTURE ACTION PLANS**

Any forms and/or department action plans such as employees identified as critical and/or able to work from home will be attached to this plan as they become available.



## J. ANNEX D – WILDFIRE MITIGATION PLAN

### WILDFIRE MITIGATION PLAN

#### PURPOSE

- The intent of this plan is to outline the wildfire mitigation efforts of Cooperative related to its overhead electrical distribution lines and associated equipment throughout its service territory.

#### PLAN

- Cooperative operations personnel will monitor weather conditions, county emergency management alerts and applicable state agency advisories regarding drought conditions and Red Flag warnings. Such sources include:
  - Texas A&M Forest ([www.texaswildfirerisk.com](http://www.texaswildfirerisk.com))
  - Texas Forest Service (fire index ratings)
  - USFS fire danger class
  - NWS Red Flag warnings
  - Local fire department advisories
  - County or City Law Enforcement/Emergency Management Advisories
- When conditions warrant (or when relevant advisories are issued), Cooperative will require a visual inspection of any line in affected advisory area(s) that have been de-energized by protective relaying prior to re-energizing.
- The following is a list of Cooperative stations with circuits located in areas susceptible to wildfires; responding local fire departments are also listed.

Substation	Wildfire Potential	Location	Responding Fire Department(s)
Albany MP (Shackelford Co.)	Y		City of Albany VFD, Albany Rural VFD, Moran VFD
Anson MP (Jones Co.)	Y		Anson VFD, Hamlin VFD, Hawley VFD, Lueders VFD, Stamford Fire Dept.
Hamlin MP (Jones Co.)	Y		Anson VFD, Hamlin VFD, Hawley VFD, Lueders VFD, Stamford Fire Dept.
Haskell Sub (Haskell Co.)	Y		Haskell VFD, Paint Creek VFD, Rochester VFD, Rule VFD, Sagerton VFD, Weinert VFD
Lueders MP (Shackelford Co.)	Y		Lueders VFD, Stamford Fire Dept., Albany Rural VFD
Nugent Sub (Jones Co.)	Y		Hawley VFD, Anson VFD, Hamlin VFD, Lueders VFD, Stamford Fire Dept.



Rule MP (Haskell Co.)	Y	[REDACTED]	Haskell VFD, Paint Creek VFD, Rochester VFD, Rule VFD, Sagerton VFD, Weinert VFD
Stamford MP (Jones Co.)	Y	[REDACTED]	Stamford Fire Dept., Anson VFD, Hamlin VFD, Hawley VFD, Lueders VFD
Justiceburg MP (Garza Co.)	Y	[REDACTED]	Post VFD, Fluvanna VFD
Garza Sub (Garza Co.)	Y	[REDACTED]	Post VFD, Fluvanna VFD
SNTX Sub (Scurry Co.)	Y	[REDACTED]	Snyder Fire Dept.
Plainview Sub (Scurry Co.)	Y	[REDACTED]	Snyder Fire Dept.
Union Sub (Scurry Co.)	Y	[REDACTED]	Snyder Fire Dept., Fluvanna VFD
Longworth MP (Fisher Co.)	Y	[REDACTED]	Roby VFD
Rotan MP (Fisher Co.)	Y	[REDACTED]	Rotan VFD
Celotex MP (Fisher Co.)	Y	[REDACTED]	Hamlin VFD, Roby VFD
Fluvanna Sub (Scurry Co.)	Y	[REDACTED]	Fluvanna VFD, Post VFD
TP MP (Fisher Co.)	Y	[REDACTED]	Hamlin VFD, Roby VFD, Anson VFD
Wetsel Sub (Fisher Co.)	Y	[REDACTED]	Roby VFD, Roscoe VFD

## **K. ANNEX E – HURRICANES**

Not applicable. Cooperative service territory is not located near or within a hurricane evacuation zone, as defined by the Texas District of Emergency Management.

#### **L. ANNEX F – CYBERSECURITY**

Big Country Electric Cooperative has multiple layers of cybersecurity protections in place.

In the event that Big Country Electric Cooperative's networked computer system is compromised either internally or externally, the following procedures will be followed:

1. Information Systems Administrator will act to break the connection and stop the download of files or transfer of data between our site and an outside source.
2. Information Systems Administrator to notify GM/CEO and Vice Presidents
3. If the Information Systems Administrator is unavailable, contact the Information Systems Technician and/or Vice President of Office Services.
4. GM/CEO will notify Golden Spread Electric Cooperative Senior Vice President of Transmission and Operations, PUC, ERCOT, SPP, DOE, local, state, or federal authorities as applicable. Any incident should be reported to the local law enforcement officials (including the FBI) and [REDACTED]. He will contact National Energy Regulatory Commission (NERC) and keep them informed.

## **M . ANNEX G – PHYSICAL SECURITY INCIDENT**

Physical Security Threats or Incidents may include Biological or Chemical Threats, Bomb Threats, or other violent or potentially deadly threats.

1. Report to 911.
2. Report to appropriate Vice President who will alert GM/CEO, Safety and Training Manager, and Human Resource and Career Development Administrator.
3. Assess situation and take necessary precautions until threat is gone and/or authorities arrive.
  - a. Biological/Chemical Threat: Seal affected area or evacuate if possible.
  - b. Bomb Threat:
    - i. Collect information if possible (caller accent, background sounds, caller ID information, etc.).
    - ii. Evacuate if possible.

**N. ANNEX H: REQUIREMENTS FOR TRANSMISSION AND  
DISTRIBUTION UTILITIES**

Not Applicable. Cooperative is not a Transmission and Distribution Utility as defined under 16 TAC §25.5.

**O. ANNEX: I- ADDITIONAL ANNEXES**

(INSERT ANY ADDITIONAL ANNEXES IF ANY)

## **VII. REQUIREMENTS FOR GENERATORS.**

Not applicable. Cooperative does not operate generation assets as defined in 16 Texas Administrative Code § 25.5 (33).

## **VIII. REQUIREMENTS FOR RETAIL ELECTRIC PROVIDERS**

Not applicable. Cooperative is not a Retail Electric Provider as defined under 16 TAC §25.5.



## **IX. ANNEX H REQUIREMENTS FOR ERCOT**

Not applicable. Requirements apply exclusively to ERCOT.

## APPENDIX A. EMERGENCY CONTACTS

### MEDIA, LAW ENFORCEMENT/EMERGENCY, AND SCHOOL CONTACTS

#### MEDIA

Outage updates will primarily be posted to [bigcountry.coop](http://bigcountry.coop) and: [Big Country Electric Cooperative](#) | [Facebook](#)

#### Television Stations

Station	Phone Number	Address	City	State	Zip
KTAB/KRBC	325.695.2777	4510 South 14 <sup>th</sup> Street	Abilene	Texas	79605
Telemundo	325.691.2265	4510 South 14 <sup>th</sup> Street	Abilene	Texas	79605
KTXS	325.677.2281 (main) 325.672.5897 (news)	4420 North Clack	Abilene	Texas	79605
KXVA / KIDZ	325.655.6006	500 Chestnut, Suite 804	Abilene	Texas	79602
KCBD	806.744.1414	500 Ave. A	Lubbock	Texas	79404
KAMC/KLBK	806.745.2345	7403 University Ave.	Lubbock	Texas	79423

#### Radio Stations

Station	Phone Number	Contact	Address	City	State	Zip	Generator
Coyote Country	806-756-4372	Clay	309 W. Searcy	Gail	Texas	79738	Yes
KSNY & KLYD	325.573.9322	Vickers Dink Foree	2301 Avenue R	Snyder	Texas	79550	Weak
KLGD	325.701.7820	Jim Vance	1049 North 3 <sup>rd</sup> , Suite 806	Abilene	Texas	79601	
KVRP	940.864.8505	Joey Parker	PO BOX 1118	Haskell	Texas	79521	No
KXOX	325.236.6655	Rosie	1801 Hoyt Street	Sweetwater	Texas	79556	
Townsquare Media	325.676.7711	Donna Coleman	3911 South 1 <sup>st</sup> Street	Abilene	Texas	79605	No
Cumulus Broadcasting	325.793.9700	Deborah Herring	2525 South Danville Drive	Abilene	Texas	79605	No

## Newspapers

Name	Contact	Address	Number	Email
Sweetwater Reporter	Rick Nunez	PO Box 750 Sweetwater, Texas 79556	325.236.6677	composing@sweetwaterreporter.com
Hamlin Herald	Rudy Martinez	PO Box 339 Hamlin, Texas 79520	325.576.3606	pipernews@sbcglobal.net
Double Mountain Chronicle	Patricia Hurt	PO Drawer A Rotan, Texas 79546	325.735.2562	publisher@fishercountychronicle.com
Post Dispatch	Julia Childs (Blackburn Media Group)	PO Box 490 Post, Texas 79356	1.888.400.1083	thepostcitydispatch@gmail.com
Albany News	Donnie or Melinda Lucas	PO Box 278 Albany, Texas 76430	325.762.2201	tonykitchensads@thealbanynews.net
Abilene Reporter News	Barton Cromeens	PO Box 30 Abilene, Texas 79604	325.676.6783 325.676.6738	
Aspermont Observer	Tiffany Waddell	PO BOX 808 Aspermont, Texas 79502	325.260.7881	ansonwesternobserver@gmail.com
Anson Western Observer	Tiffany Waddell	1120 West Court Plaza Anson, Texas 79501	325.823.3253	ansonwesternobserver@gmail.com
Borden Star	Kerri Dean	PO Box 137 Gail, Texas 79738	806.756.4313	kdean@bcisd.net
West Texas Times	Don King	Sweetwater, Texas 79956		amwesmes@yahoo.com
Lubbock Avalanche-Journal	Randy Sanders	PO Box 491 Lubbock, Texas 79408	806.766.8706 (newsroom)	
Snyder News	Kaylee Rush or Bill Crist	PO Box 949 3600 College Ave. Snyder, Texas 79550	325.573.5486	news@thesnydernews.com publisher@thesnydernews.com
Haskell Star & Stamford Star	Audra Arendall	PO Drawer 1178 202 East Hamilton Stamford, Texas 79553	325.773.5100	cheyenne@thestamfordstar.com

Stamford American & Anson American      Callie Metler      102 South Swenson  
Stamford, Texas      79553      325.669.5942      callie@americannewspapers.net

The Texas Spur      Kay Ellington      Kent County      806.773.5445      [Kay.ellington@thetexasspur.com](mailto:Kay.ellington@thetexasspur.com)

### Law Enforcement and Emergency Contacts

County	Sheriff	Telephone #	Address
Borden	Benny Allison	806.756.4311	P.O. Box 115, Gail, TX 79738
Fisher	Randy Ford	325.776.2273	P.O. Box 370/207 E. North 1st, Roby, TX 79543
Garza	Terry Morgan	806.495.3595	412 E. 15 <sup>th</sup> St., Post, TX 79356
Haskell	David Halliburton	940.864.2345	507 S. 2nd, Haskell, TX 79521
Jones	Danny Jimenez	325.823.3201	402 2 <sup>nd</sup> St., Anson, TX 79501
Kent	William Scogin	806.237.3801	227 S. Main, Jayton, TX 79528
Mitchell	Patrick Toombs	325.728.5261	333 Pine St., Colorado City, TX 79512
Nolan	David Warren	325.235.5471	211 Avenger Field Road, Sweetwater, TX 79556
Scurry	Trey Wilson	325.573.3551	400 37th St, Snyder, TX 79549
Shackelford	Edward Miller	325.762.9500	791 W. US Hwy. 180, Albany, TX 76430
Stonewall	William "Bill" Mullen	940.989.3333	432 S. Jefferson, Aspermont, TX 79502
Throckmorton	Doc Wigington	940.849.8855	105 N. Minter St, Throckmorton, TX 76483

### School Contacts

	Title	First Name	Last Name	Mailin g Addre ss	City, State & Zip	Email	Phone
Borden Co. ISD	Prin.	Steve	Cates	P.O. Box 95	Gail, TX 79738-0095		
Borden Co. ISD	Sup.	Stephanie	Behrens	P.O. Box 95	Gail, TX 79738-0095		
Rotan High School	Prin.	Jody	Helms	102 N. McKinl ey Ave.	Rotan, TX 79546-4609		
Rotan High School	Sup.	Greg	Decker	102 N. McKinl ey Ave.	Rotan, TX 79546-4609		
Roby High School	Prin. and Sup.	Jason	Carter	P.O. Box 519	Roby, TX 79543		

<b>Roby High School</b>	Coun. Dean of Secondary Education	Crystal	Lummus	P.O. Box 519	Roby, TX 79543		
<b>Hamlin High School</b>		Matt	Pond	450 S. W. Ave. F	Hamlin, TX 79520-4698		
<b>Hamlin High School</b>	Coun. Dean of Academic Affairs	Cindy	Hastings	450 S. W. Ave. F	Hamlin, TX 79520-4698		
<b>Hamlin High School</b>	Dean of Student Services	Lauri	Pond	450 S. W. Ave. F	Hamlin, TX 79520-4698		
<b>Hamlin High School</b>		Jeremy	West	450 S. W. Ave. F	Hamlin, TX 79520-4698		
<b>Hamlin High School</b>	Sup.	Randy	Burks	P.O. Box 338	Hamlin, TX 79520		
<b>Rule School</b>	Prin.	Paul	Harris	1100 Union Ave.	Rule, TX 79547-0307		
<b>Rule School</b>	Coun.	Courtney	Kittley	1100 Union Ave.	Rule, TX 79547-0307		
<b>Rule School</b>	Sup.	Kent	Lefevre	1100 Union Ave.	Rule, TX 79547-0307		
<b>Lueders-Avoca High School</b>	Prin.	Kevin	Stoker	8762 CR 604	Avoca, TX 79503		
<b>Lueders-Avoca High School</b>	Coun.	Jacinda	Hawkins	8762 CR 604	Avoca, TX 79503		
<b>Lueders-Avoca High School</b>	Sup.	Bob	Spikes	8762 CR 604	Avoca, TX 79503		
<b>Hermleigh School</b>	Coun.	Kaycee	Schafer	8010 Business 84 H.	Hermleigh, TX 79526		
<b>Hermleigh School</b>	Prin.	Rode	Merryman	8010 Business 84 H.	Hermleigh, TX 79526		



Hermleigh School	Sup.	Jessie	Ellerbe	8010 Busines s 84 H.	Hermleigh, TX 79526		
Paint Creek School	Coun.	Jennifer	White	4485 FM 600	Haskell, TX 79521-9404		
Paint Creek School	Sup.	Cheryl	Floyd	4485 FM 600	Haskell, TX 79521-9404		
Snyder High School	Prin.	Adam	Alaniz	2901 37th St.	Snyder, TX 79549-5226		
Snyder ISD	Sup.	Bob	Rouch	2901 37th St.	Snyder, TX 79549-5226		
Ira School	Prin.	Dale	Jones	P.O. Box 240	Ira, TX 79527-0240		
Ira School	Sup.	Brian	Patterson	P.O. Box 240	Ira, TX 79527-0240		
Haskell High School	Prin.	Belinda	Lytle	P.O. Box 937	Haskell, TX 79521-9404		24
Haskell ISD	Sup.	Lonnie	Hise	605 N. Ave. E	Haskell, TX 79521		
Anson High School	Coun.	Lauren	Josselet	1509 S. Comm ercial	Anson, TX 79501-5207		
Anson ISD	Sup.	Jay	Baccus	1431 Comm ercial	Anson, TX 79501		
Hawley ISD	Sup.	Cassidy	McBrayer	201 Ave. E	Hawley, TX 79525		
Stamford High School	Coun.	LeeAnn	Mueller	507 S. Orient	Stamford, TX 79553- 5701		
Stamford High School	Prin.	Chase	Seelke	507 S. Orient	Stamford, TX 79553- 5701		
Stamford ISD	Sup.	Will	Brewer	507 S. Orient	Stamford, TX 79553- 5701		
Post High School	Coun.	Tonya	Dunn	307 W. 4th	Post, TX 79356		
Post ISD	Sup.	Cassie	Petty	501 S. Ave. K	Post, TX 79356		
Sweetwater ISD	Sup.	Deidre	Parish	207 Musgro ve	Sweetwater, TX 79556		
Albany High School	Coun.	Jenny	Scott	501 E. S. First St.	Albany, TX 76430		
Albany ISD	Sup.	Jonathan	Scott	P.O. Box 2050	Albany, TX 76430		

Aspermont High School	Coun.	Teddye	Myers	528 E. 7th Street	Aspermont, TX 79502		
Aspermont ISD	Sup.	Zach	Morris	528 E. 7th Street	Aspermont, TX 79502		

## APPENDIX B. REPORTING TO THE DOE AND PUCT

<b>U.S. Department of Energy Electricity Delivery and Energy Reliability Form OE-417</b>	<b><i>ELECTRIC EMERGENCY INCIDENT AND DISTURBANCE REPORT</i></b>	<b>OMB No. 1901-0288 Approval Expires: 05/31/2021 Burden Per Response: 1.8 hours</b>
<p><b>NOTICE:</b> This report is mandatory under Public Law 93-275. Failure to comply may result in criminal fines, civil penalties and other sanctions as provided by law. For the sanctions and the provisions concerning the confidentiality of information submitted on this form, see General Information portion of the instructions. Title 18 USC 1001 makes it a criminal offense for any person knowingly and willingly to make to any Agency or Department of the United States any false, fictitious, or fraudulent statements as to any matter within its jurisdiction.</p>		
<p><b>RESPONSE DUE:</b>          Within 1 hour of the incident, submit Schedule 1 and lines M - Q in Schedule 2 as an Emergency Alert report if criteria 1-8 are met.          Within 6 hours of the incident, submit Schedule 1 and lines M - Q in Schedule 2 as a Normal Report if only criteria 9-12 are met.          By the later of 24 hours after the recognition of the incident <u>OR</u> by the end of the next business day submit Schedule 1 &amp; lines M - Q in Schedule 2 as a System Report if criteria 13-24 are met. <i>Note: 4:00pm local time will be considered the end of the business day</i></p>		
<p>Submit updates as needed and/or a final report (all of Schedules 1 and 2) within 72 hours of the incident. For NERC reporting entities registered in the United States; NERC has approved that the form OE-417 meets the submittal requirements for NERC. There may be other applicable regional, state and local reporting requirements.</p>		
<p style="text-align: center;">METHODS OF FILING RESPONSE</p>		
<b>SCHEDULE 1 -- ALERT CRITERIA</b> (Page 1 of 4)		
<b>Criteria for Filing (Check all that apply)</b> See Instructions For More Information		
<p><b>EMERGENCY ALERT</b> File within 1-Hour</p> <p>If any box 1-8 on the right is checked, this form must be filed within 1 hour of the incident; check Emergency Alert (for the Alert Status) on Line A below.</p>	<ol style="list-style-type: none"> <li>1. <input type="checkbox"/> Physical attack that causes major interruptions or impacts to critical infrastructure facilities or to operations</li> <li>2. <input type="checkbox"/> Cyber event that causes interruptions of electrical system operations</li> <li>3. <input type="checkbox"/> Complete operational failure or shut-down of the transmission and/or distribution electrical system</li> <li>4. <input type="checkbox"/> Electrical System Separation (Islanding) where part or parts of a power grid remain(s) operational in an otherwise blacked out area or within the partial failure of an integrated electrical system</li> <li>5. <input type="checkbox"/> Uncontrolled loss of 300 Megawatts or more of firm system loads for 15 minutes or more from a single incident</li> <li>6. <input type="checkbox"/> Firm load shedding of 100 Megawatts or more implemented under emergency operational policy</li> <li>7. <input type="checkbox"/> System-wide voltage reductions of 3 percent or more</li> <li>8. <input type="checkbox"/> Public appeal to reduce the use of electricity for purposes of maintaining the continuity of the Bulk Electric System</li> </ol>	
<p><b>NORMAL REPORT</b> File within 6-Hours</p> <p>If any box 9-12 on the right is checked AND none of the boxes 1-8 are checked, this form must be filed within 6 hours of the incident; check Normal Report (for the Alert Status) on Line A below.</p>	<ol style="list-style-type: none"> <li>9. <input type="checkbox"/> Physical attack that could potentially impact electric power system adequacy or reliability; or vandalism which targets components of any security systems</li> <li>10. <input type="checkbox"/> Cyber event that could potentially impact electric power system adequacy or reliability</li> <li>11. <input type="checkbox"/> Loss of electric service to more than 50,000 customers for 1 hour or more</li> <li>12. <input type="checkbox"/> Fuel supply emergencies that could impact electric power system adequacy or reliability</li> </ol>	



SCHEDULE 1 -- ALERT CRITERIA -- CONTINUED (Page 2 of 4)						
<p><b>SYSTEM REPORT</b> File within 1- Business Day</p> <p>If any box 13-24 on the right is checked AND none of the boxes 1-12 are checked, this form must be filed by the later of 24 hours after the recognition of the incident OR by the end of the next business day. Note: 4:00pm local time will be considered the end of the business day. Check System Report (for the Alert Status) on Line A below.</p>		<p>13. [     ] Damage or destruction of a Facility within its Reliability Coordinator Area, Balancing Authority Area or Transmission Operator Area that results in action(s) to avoid a Bulk Electric System Emergency.</p> <p>14. [     ] Damage or destruction of its Facility that results from actual or suspected intentional human action.</p> <p>15. [     ] Physical threat to its Facility excluding weather or natural disaster related threats, which has the potential to degrade the normal operation of the Facility. Or suspicious device or activity at its Facility.</p> <p>16. [     ] Physical threat to its Bulk Electric System control center, excluding weather or natural disaster related threats, which has the potential to degrade the normal operation of the control center. Or suspicious device or activity at its Bulk Electric System control center.</p> <p>17. [     ] Bulk Electric System Emergency resulting in voltage deviation on a Facility; A voltage deviation equal to or greater than 10% of nominal voltage sustained for greater than or equal to 15 continuous minutes.</p> <p>18. [     ] Uncontrolled loss of 200 Megawatts or more of firm system loads for 15 minutes or more from a single incident for entities with previous year's peak demand less than or equal to 3,000 Megawatts</p> <p>19. [     ] Total generation loss, within one minute of: greater than or equal to 2,000 Megawatts in the Eastern or Western Interconnection or greater than or equal to 1,400 Megawatts in the ERCOT Interconnection.</p> <p>20. [     ] Complete loss of off-site power (LOOP) affecting a nuclear generating station per the Nuclear Plant Interface Requirements.</p> <p>21. [     ] Unexpected Transmission loss within its area, contrary to design, of three or more Bulk Electric System Facilities caused by a common disturbance (excluding successful automatic reclosing).</p> <p>22. [     ] Unplanned evacuation from its Bulk Electric System control center facility for 30 continuous minutes or more.</p> <p>23. [     ] Complete loss of Interpersonal Communication and Alternative Interpersonal Communication capability affecting its staffed Bulk Electric System control center for 30 continuous minutes or more.</p> <p>24. [     ] Complete loss of monitoring or control capability at its staffed Bulk Electric System control center for 30 continuous minutes or more.</p>				
<p>If significant changes have occurred after filing the initial report, re-file the form with the changes and check Update (for the Alert Status) on Line A below.</p> <p>The form must be re-filed within 72 hours of the incident with the latest information and Final (Alert Status) checked on Line A below, unless updated</p>						
LINE NO.						
A.	Alert Status (check one)	Emergency Alert [     ] 1 Hour	Normal Report [     ] 6 Hours	System Report [     ] 1 Business Day	Update [     ] As required	Final [     ] 72 Hours
B.	Organization Name					
C.	Address of Principal Business Office					

U.S. Department of Energy Electricity Delivery and Energy Reliability Form OE-417	<b>ELECTRIC EMERGENCY INCIDENT AND DISTURBANCE REPORT</b>	OMB No. 1901-0288 Approval Expires: 05/31/2021 Burden Per Response: 1.8 hours
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**SCHEDULE 1 – ALERT NOTICE**

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**INCIDENT AND DISTURBANCE DATA**

<b>D.</b>	Geographic Area(s) Affected (County, State)								
<b>E.</b>	Date/Time Incident Began (mm-dd-yy/hh:mm) using 24-hour clock	mo	dd	yy	hh	mm	[ ] Eastern	[ ] Central	[ ] Mountain
<b>F.</b>	Date/Time Incident Ended (mm-dd-yy/hh:mm) using 24-hour clock	mo	dd	yy	hh	mm	[ ] Eastern	[ ] Central	[ ] Mountain
<b>G.</b>	Did the incident/disturbance originate in your system/area? (check one)	Yes [ ]			No [ ]			Unknown [ ]	
<b>H.</b>	Estimate of Amount of Demand Involved (Peak Megawatts)				Zero [ ]			Unknown [ ]	
<b>I.</b>	Estimate of Number of Customers Affected				Zero [ ]			Unknown [ ]	

**SCHEDULE 1 – TYPE OF EMERGENCY**

Check all that apply

<b>J. Cause</b>	<b>K. Impact</b>	<b>L. Action Taken</b>
<input type="checkbox"/> Unknown <input type="checkbox"/> Physical attack <input type="checkbox"/> Threat of physical attack <input type="checkbox"/> Vandalism <input type="checkbox"/> Theft <input type="checkbox"/> Suspicious activity <input type="checkbox"/> Cyber event (information technology) <input type="checkbox"/> Cyber event (operational technology) <input type="checkbox"/> Fuel supply emergencies, interruption, or deficiency <input type="checkbox"/> Generator loss or failure not due to fuel supply interruption or deficiency or transmission failure <input type="checkbox"/> Transmission equipment failure (not including substation or switchyard) <input type="checkbox"/> Failure at high voltage substation or switchyard <input type="checkbox"/> Weather or natural disaster <input type="checkbox"/> Operator action(s) <input type="checkbox"/> Other <input type="checkbox"/> Additional Information/Comments:	<input type="checkbox"/> None <input type="checkbox"/> Control center loss, failure, or evacuation <input type="checkbox"/> Loss or degradation of control center monitoring or communication systems <input type="checkbox"/> Damage or destruction of a facility <input type="checkbox"/> Electrical system separation (islanding) <input type="checkbox"/> Complete operational failure or shutdown of the transmission and/or distribution system <input type="checkbox"/> Major transmission system interruption (three or more BES elements) <input type="checkbox"/> Major distribution system interruption <input type="checkbox"/> Uncontrolled loss of 200 MW or more of firm system loads for 15 minutes or more <input type="checkbox"/> Loss of electric service to more than 50,000 customers for 1 hour or more <input type="checkbox"/> System-wide voltage reductions or 3 percent or more <input type="checkbox"/> Voltage deviation on an individual facility of ≥10% for 15 minutes or more <input type="checkbox"/> Inadequate electric resources to serve load <input type="checkbox"/> Generating capacity loss of 1,400 MW or more <input type="checkbox"/> Generating capacity loss of 2,000 MW or more <input type="checkbox"/> Complete loss of off-site power to a nuclear generating station <input type="checkbox"/> Other <input type="checkbox"/> Additional Information/Comments:	<input type="checkbox"/> None <input type="checkbox"/> Shed Firm Load: Load shedding of 100 MW or more implemented under emergency operational policy (manually or automatically via UFLS or remedial action scheme) <input type="checkbox"/> Public appeal to reduce the use of electricity for the purpose of maintaining the continuity of the electric power system <input type="checkbox"/> Implemented a warning, alert, or contingency plan <input type="checkbox"/> Voltage reduction <input type="checkbox"/> Shed Interruptible Load <input type="checkbox"/> Repaired or restored <input type="checkbox"/> Mitigation implemented <input type="checkbox"/> Other <input type="checkbox"/> Additional Information/Comments:



**ELECTRIC EMERGENCY INCIDENT AND DISTURBANCE  
REPORT**

OMB No. 1901-0288  
Approval Expires: 05/31/2021  
Burden Per Response: 1.8 hours

**SCHEDULE 2 – NARRATIVE DESCRIPTION**

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*Information on Schedule 2 will not be disclosed to the public to the extent that it satisfies the criteria for exemption under the Freedom of Information Act, e.g., exemptions for confidential commercial information and trade secrets, certain information that could endanger the physical safety of an individual, or information designated as Critical Energy Infrastructure Information.*

**NAME OF OFFICIAL THAT SHOULD BE CONTACTED FOR FOLLOW-UP OR ANY ADDITIONAL INFORMATION**

M.	Name	
N.	Title	
O.	Telephone Number	( ) ( ) ( ) ( ) ( ) ( )
P.	FAX Number	( ) ( ) ( ) ( ) ( ) ( )
Q.	E-mail Address	

Provide a description of the incident and actions taken to resolve it. Include as appropriate, the cause of the incident/disturbance, change in frequency, mitigation actions taken, equipment damaged, critical infrastructures interrupted, effects on other systems, and preliminary results from any investigations. Be sure to identify: the estimate restoration date, the name of any lost high voltage substations or switchyards, whether there was any electrical system separation (and if there were, what the in-landing boundaries were), and the name of the generator and voltage lines that were lost (shown by capacity type and voltage size grouping). If necessary, copy and attach additional sheets. Equivalent documents, containing this information can be supplied to meet the requirement; this includes the NERC EOP-004 Disturbance Report. Along with the filing of Schedule 2, a final (updated) Schedule 1 needs to be filed. Check the Final box on line A for Alert Status on Schedule 1 and submit this and the completed Schedule 2 no later than 72 hours after detection that a criterion was met.

R. Narrative:

S. Estimated Restoration Date for all Affected Customers  
Who Can Receive Power

mo dd yy

T. Name of Assets Impacted

U. Notify NERC/E-ISAC

Select if you approve of all of the information provided on the Form being submitted to the North America Electric Reliability Corporation (NERC) and/or the Electricity Information Sharing and Analysis Center (E-ISAC)

NERC is an entity that is certified by the Federal Energy Regulatory Commission to establish and enforce reliability standards for the bulk power system but that is not part of the Federal Government. This information would be submitted to help fulfill the respondent's requirements under NERC's reliability standards.

**Public Utility Commission**  
**EVENT REPORTING FORM**

1. Event Name: \_\_\_\_\_
2. Utility Reporting: \_\_\_\_\_
3. Date of Report: \_\_\_\_\_ 4. Time of Report: \_\_\_\_\_
5. Reporting Contact: \_\_\_\_\_ 6. Title: \_\_\_\_\_
7. Contact Number: \_\_\_\_\_
8. Counties Involved: \_\_\_\_\_
9. Cities Involved: \_\_\_\_\_
10. Customers Out of Service/Affected: \_\_\_\_\_
11. Total Customers on System by County: \_\_\_\_\_  
\_\_\_\_\_
12. Estimated Restoration Date and Time: \_\_\_\_\_  
\_\_\_\_\_
13. Requests for Help: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
14. Major Feeders, Substations, and Facilities Out of Service: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
15. Area Affected – Explanation of Outages: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## **APPENDIX C. EMERGENCY SUPPLIES**

### **Emergency Supplies List**

At each Cooperative facility, it will be the responsibility of the Safety and Training Manager to work with Material Clerks, Purchasing Agent, District Operations Supervisors, and Vice President of Operations to maintain a cache of emergency supplies for use in periods of severe weather likely to result in power outages or facility damage.

Material Clerks will ensure that those items with a shelf life, such as batteries, are checked annually and replaced on an appropriate schedule.

The following are the minimum emergency supplies that will be kept at each Cooperative site. Supplies will be restocked after each instance of use and inspected annually. Additional items may be listed in operations and engineering procedures.

- Duct tape
- 10 Flashlights
- Flashlight batteries (4 sets for each flashlight)
- Rain ponchos
- Plastic tarps or sheeting
- Staple gun
- Bungee cords
- Rope
- Backup generator fuel (as appropriate)
- 2-way radios
- Large trash bags with ties
- Leather gloves

## **APPENDIX D. RESTORATION PERSONNEL SUPPLIES**

- Ice chest(s) 48 Quart or Larger
- Drinking Water Cooler
- Gator Aid or Squelcher
- Bottled water
- Insect Repellent & Sun Screen
- Fully supplied First Aid Kit & BBP kit
- Work Zone Protection Signs, Vest, & Traffic Cones
- Trucks fully stocked with tools
- Live Line tools, rubber goods
- Lights & extra batteries or chargers
- Generator or Inverter for Small Microwave and Charging Lights, Batteries
- Outrigger Pads
- Personal Grounds
- All Personal Protective Equipment
- Climbing Tools & Hand tools
- Overshoes & Rainwear
- Drinks, Snacks, Canned Foods
- Personal Hygiene Products
- FR Uniforms & Clothing for 7 Days
- Extra Boots
- Cash, Phone access
- Prescribed Medicine, Enough for 7 Days

## APPENDIX E. FORM FOR REQUESTING ASSISTANCE

Cooperative requesting emergency assistance: \_\_\_\_\_

Telephone

number(s): \_\_\_\_\_

(Use headquarters town name)

Nature of disaster: \_\_\_\_\_

Number and type of trucks needed: \_\_\_\_\_

Other equipment and tools needed:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Personnel and classifications needed: \_\_\_\_\_

Materials needed: \_\_\_\_\_

Weather and road conditions: \_\_\_\_\_

Where crews should report and to whom: \_\_\_\_\_

Estimate of how long the help may be needed: \_\_\_\_\_

How to contact your cooperative during the emergency: \_\_\_\_\_

Name of person to receive this information: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

## **APPENDIX F. MEMORANDUM OF UNDERSTANDING**

### **Responsibilities of Cooperative(s) receiving assistance:**

1. Plan the organization of all help and integrate all assistance with its own personnel and facilities.
2. Provide each crew with a map or information, showing the area to which they have been assigned, source of supply, direction of feed and location of sectionalizing equipment.
3. Provide a representative from the cooperative to perform necessary liaison for each crew or group of units operating together.
4. Provide procedures to properly account for materials used and retired, hours worked by employees.
5. Maintain contact with all units. All dispatching should be directed by person or persons who are thoroughly acquainted with the system in the affected area.
6. Prescribe the number of hours to be worked, however, it is recommended no more than 16 hours in a 24-hour period.
  - a. Time begins when Crews enter vehicles to begin the day, including all meals, and ends when they arrive back at place of lodging.
  - b. Travel time to and returning from Cooperative receiving assistance.
7. Provide sleep accommodations for assisting personnel and pay for all lodging. (Personnel may be required to share a motel room with two double beds.)
8. Damages and breakdown repair costs of vehicles remain the responsibility of the assisting Cooperative that owns vehicles.
9. Provide or reimburse for all meals (Breakfast, Lunch, and Supper) If crews need to purchase meals while assisting with repairs, they will keep receipts to be turned in to their cooperative for reimbursement.
10. Provide or reimburse for all fuel used by crew vehicles while assisting in restoration and repairs. (If Cooperative receiving assistance does not have fueling facilities, assisting crew may have to fuel vehicles at commercial facilities, they will keep receipts to be turned in to their cooperative for reimbursement.
11. Provide assisting Cooperative personnel laundry service when needed.

### **Responsibilities of Assisting Cooperative:**

1. Dispatch properly trained and equipped personnel and equipment in good working condition
2. Inform its own personnel of all aspects of its agreement.
3. Provide workers' compensation insurance coverage for injuries sustained by assisting personnel, wherever such injuries might occur.
4. Ensure that each employee leaving home to assist another has sufficient cash or cooperative credit card or incidental expenses. Instruct crew to keep all receipts and



turn them in to their cooperative when they have returned home, for reimbursement.

5. Bill the cooperative requesting aid for the total actual payroll costs of the assisting personnel at the time and a half rate for all hours worked. Will not bill for transportation costs or overhead costs.

#### **Resources possibly provided by assisting Cooperatives**

1. Line personnel with all necessary equipment (preferably Line/Crew Foreman, Journeymen, Apprentice, Groundmen and/or Digger-Operator.
2. Staking technicians with vehicle, laptop, tablet, iPad etc., and staking software if compatible.
3. Warehouse personnel
4. Vehicle Mechanics
5. Member Services Personnel

**Golden Spread Electric Cooperative, Inc.:** will serve as primary point of contact for Cooperative requesting assistance. They will get information out to all Cooperative Systems participating in this Memorandum of Understanding.

#### **Compensation for Assisting Personnel working Out of State**

For out-of-state work, all personnel will also receive wages at one and one-half times their regular hourly rate for all labor hours worked.

**The following Electric Cooperatives agree to and support implementation of the Memorandum of Understanding as a guide and agreement for providing personnel and equipment during Mutual Aid for storm or natural disaster restoration.**

1. Bailey County Electric Cooperative Association
2. Big Country Electric Cooperative, Inc.
3. Coleman County Electric Cooperative, Inc.
4. Concho Valley Electric Cooperative, Inc.
5. Deaf Smith Electric Cooperative, Inc.
6. Greenbelt Electric Cooperative, Inc.
7. Lamb County Electric Cooperative, Inc.
8. Lea County Electric Cooperative, Inc.
9. Lighthouse Electric Cooperative, Inc.
10. Lyntegar Electric Cooperative, Inc.
11. North Plains Electric Cooperative, Inc.
12. Rita Blanca Electric Cooperative, Inc.
13. South Plains Electric Cooperative, Inc.
14. Southwest Texas Electric Cooperative, Inc.
15. Swisher Electric Cooperative, Inc.
16. Taylor Electric Cooperative, Inc.
17. TCEC (Tri-County Electric Cooperative, Inc.
18. Golden Spread Electric Cooperative, Inc.

## APPENDIX G. MUTUAL AID AGREEMENT

In consideration of the mutual commitments given herein, each of the Signatories to this Mutual Aid Agreement agrees to render aid to any of the Signatories as follows:

1. Request for aid. The Requesting Signatory agrees to make its request in writing to the Aiding Signatory within a reasonable time after aid is needed and with reasonable specificity. The Requesting Signatory agrees to compensate the Aiding Signatory as specified in this Agreement and in other agreements that may be in effect between the Requesting and Aiding Signatories.
2. Discretionary rendering of aid. Rendering of aid is entirely at the discretion of the Aiding signatory. The agreement to render aid is expressly not contingent upon a declaration of a major disaster or emergency by the federal government or upon receiving federal funds.
3. Invoice to the Requesting Signatory. Within 90 days of the return to the home work station of all labor and equipment of the Aiding Signatory, the Aiding Signatory shall submit to the Requesting Signatory an invoice of all charges related to the aid provided pursuant to this Agreement. The invoice shall contain only charges related to the aid provided pursuant to this Agreement.
4. Charges to the Requesting Signatory. Charges to the Requesting Signatory from the Aiding Signatory shall be as follows:
  - a) Labor force. Charges for labor force shall be in accordance with the Aiding Signatory's standard practices.
  - b) Equipment. Charges for equipment, such as bucket trucks, digger derricks, and other special equipment used by the aiding Signatory, shall be at the reasonable and customary rates for such equipment in the Aiding Signatory's locations.
  - c) Transportation. The Aiding Signatory shall transport needed personnel and equipment by reasonable and customary means and shall charge reasonable and customary rates for such transportation.
  - d) Meals, lodging and other related expenses. Charges for meals, lodging and other expenses related to the provision of aid pursuant to this Agreement shall be the reasonable and actual costs incurred by the Aiding Signatory.
5. Counterparts. The Signatories may execute this Mutual Aid Agreement in one or more counterparts, with each counterpart being deemed an original Agreement, but with all counterparts being considered one Agreement.
6. Execution. Each party hereto has read, agreed to and executed this Mutual Aid Agreement on the date indicated.

Date \_\_\_\_\_ Entity \_\_\_\_\_

By \_\_\_\_\_

Title \_\_\_\_\_

## APPENDIX H. ENGINEERING AND OPERATIONS PROCEDURES

1. Engineering departments should develop and submit to management and boards of directors a policy concerning specific pole and conductor sizes and other items to be used in a “Standard Construction Policy.” Co-op staking sheets and work plans may be used as examples to show proof of a “replacement standard” being in place prior to the occurrence of a natural disaster.
2. Engineering and operations personnel should note 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 should solicit at least three (3) bids for permanent repair work to be done, preferably before the conclusion of the 70-hour Emergency Protective Measures period. Bids from contractors must be received, along with price sheets for storm labor and equipment. It is recommended that bids be made on a per-unit basis, rather than hourly. However, if billing is hourly, proof must be shown that the contractor was supervised by the cooperative, complete with daily notes and documentation.
4. It is strongly recommended that additional engineering resources be arranged to assist in the daily development of staking sheets, material sheets, and work order information. This will allow the staking department to stay ahead of construction crews and provides for an orderly flow of necessary and vital information to other key departments.
5. Member donated items, such as food, services, and labor, must be well documented. It may be necessary for the member or group providing these items to sign an affidavit listing the cost of donated items, or for an invoice to be provided. This could then be included in Administrative Expense by the cooperative.
6. Prepare staking sheets as soon as possible for work to be done. Make sure that all permanent work has a staking sheet documenting the completed work. The labor for making the staking sheets should be included in the work order and is FEMA reimbursable (Category F). The labor involved in looking for and estimating damage to the system is not reimbursable except as Administrative Expense.
7. Damage surveys: It is strongly recommended that, if possible, co-op personnel resist the urge to send all available human resources into the field to assist in the repair of damage. Instead, the following is advised:
  - a. Send several experienced field personnel on a ‘Fast Survey’ of the areas in which damage is suspected. Use enough personnel to drive through the damaged area(s) in one day or less.
  - b. Initially, some lineman may need to be utilized to patrol line rather than to repair it. The Fast Survey is designed to rapidly determine the extent of damage throughout the co-ops’ system. It will allow for better decision-making concerning crews, materials and equipment.
  - c. Damage reports from survey personnel should list the location, approximate length (1 mile, etc.) of damage in area, the type of damaged pole line, i.e., “south side of section 23, T15N, R1W – One mile of 3 phase line, 1/0 conductor on 45-foot, Class 4 poles is down.”

- d. Collect all reports during the survey at the dispatch center or Emergency Operations Center and draw the damaged locations on a Key Map. Start a database using Excel or Access software to log each of the damage reports by line section or map location number. This will help the engineering and operations departments document the scope and location of the damage for later accounting purposes.
  - e. If possible, allow survey teams to use cell phones to report damage; designate someone to log these reports onto the Key Map and also log the reports into the database. This is also the time to note the locations of any lines that may be blocking major roadways, since main roads will need to be cleared quickly.
  - f. Do not allow survey teams to stop and draw staking sheets or to make detailed material sheets during the initial Fast Survey. 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 the co-op gets a handle on the extent of the damage, the earlier proper staking sheets can be developed for known damage locations.
8. Beginning repairs: Concentrate on the areas that will allow the cooperative to get power restored to the most consumers with the least amount of work, and to critical loads, if any. Begin work at substations and work main feeder lines outward from that point. If damage is extensive in an area, staking technicians may need to be sent ahead of repair crews in order to draw staking sheets and set stakes. Identify in advance all feeder lines and critical loads.
  9. 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 or hurricanes, 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.
  10. Ice storms, on the other hand, may break poles down, but type of framing and original hole 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.
  11. 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, hurricane or tornado, staking teams will have to coordinate with repair crews, and vice-versa.
  12. Inspect and document the repairs: Once repairs are underway, use engineering personnel to inspect completed repair locations. Consider using consultants or additional engineering help from neighboring co-ops. Engineering teams will have to 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.
  13. 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.

14. For Category F, Utility (permanent repairs), it is extremely important to have in place board-approved co-op design standards and staking tables. This customized “Standard Construction Policy” should spell out standard pole heights, conductor sizes and ruling spans to be used at the cooperative and should be utilized every day by co-op staking personnel.
15. The third purpose of the inspection is to have engineers 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 rebuild or retirement.
16. Inspection notes must be detailed and listed by map location number. The notes should be entered into a database for easy retrieval and subsequent evaluation. Documentation of all work performed during the disaster is a major task but is absolutely critical if a cooperative expects to qualify 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.
17. Contracts from contractors: The co-op must have in place or be prepared to receive from at least three (3) different sources, bids for permanent repairs. This is preferable during the 70-hour Emergency Protective Measures period immediately following the disaster. During the initial emergency period, if a contract has not been signed by the contractor, any record of contact, arrival times, and/or anything discussed by phone or in person with the contractor should be documented. OIG auditors may allow these costs from contractors, but only if the co-op proves such verbal agreement existed via documentation.
18. Contractors unfamiliar with local co-op service areas will require supervision and instruction by local co-op employees. It is suggested that trained and experienced employees be used to supervise these contractor crews, such as those employees from the co-op’s staking department, marketing department, or key accounts department.
19. If predicted storms appear to be extremely destructive in nature (forecasted ice storms, hurricanes, or tornado outbreaks), consider creating work orders in advance to charge all time and materials to.
20. If possible and if needed, use in-house contractors and any of their extra crews before calling in or bidding other contract crews. In-house crews are contractors the cooperative presently employs for contract construction work. Make sure the in-house contractor has their emergency storm repair rates on file with the cooperative, as well as rates for permanent repairs.
21. Keep **all** receipts during the event, in case the storm or event is later declared a federal disaster.
22. Work Orders: Some co-ops prefer to make one work order per disaster. Counties (or parishes, etc.) are designated with map location numbers noted on all time sheets, staking sheets and material sheets.
23. On-file contracts: Some co-ops retain contracts and keep them on file from contractors. Included in those contracts is a sheet pertaining to emergency storm work. However, it is usually a good practice to call in contractors within the first 24 to 36 hours of the disaster if damage warrants their assistance. Again, bids for repairs should be let during the 70-hour Emergency Protective Measures period, and before permanent repairs begin.

24. In-house contractors: These are contractors already under contract with the cooperative and are usually already familiar with the co-op's crews and service area. These contractors may or may not need the direct supervision of a cooperative employee, depending upon their knowledge of the co-op's system, its substations, main feeder circuits, critical loads, etc.
25. Rights-Of-Way (R-O-W) contractors: Some co-ops maintain rights-of-way contractors on an annual basis. These R-O-W contractors can be very beneficial during a disaster, especially if needed for debris removal. These contractors may still need to be supervised by co-op personnel and will need to provide complete details of their daily work to the affected cooperative, preferably submitting detailed invoices on a weekly basis.
26. Co-op R-O-W supervisors can be very helpful in preparing damage report maps, locations of work to be performed, and in preparing transformer or pole replacement reports. Because of their experience, some co-ops may choose to make these R-O-W supervisors their disaster Project Officers. This will obviously vary from co-op to co-op.
27. Notify all other departments of work orders assigned to the disaster. Other departments should also be informed of activity codes that may be assigned. Coordinate specifically with the accounting department to ensure that copies of all time sheets, invoices, checks and cash receipts are obtained. Keep a working file that is designated by work order number, FEMA Category A through F, and location (map number, county, etc.).
28. Utilize marketing, public relations, or key accounts employees, based on their experience and level of training, to deliver food and/or materials to crews in the field. Ask them to keep all receipts and detailed logs of material and/or equipment delivered.
29. Arrange for fuel (diesel, gas, etc.) from suppliers throughout the co-op's service area. Have a contingency plan to deliver properly sized backup generators to these fuel suppliers in case their pumps have no electricity due to the disaster.
30. Have all contractors sign a simple contract stating that they are indeed contractors and that they agree to "hold harmless" the cooperative from liability, worker's compensation claims, damage to hotel/motel rooms, and damage to public/private property due to their crews' negligence. Include in this agreement that weekly invoicing for work performed by the contractor is expected by the cooperative.
31. Engineering firms may need to be used to prepare bid specifications. Utilize their services during a disaster situation. This will also help in allowing the cooperative's in-house engineering and staking department personnel to stay ahead of contractors and construction crews with staking and material sheets, **which is absolutely necessary**.
32. As soon as possible during the disaster, utilize public relations personnel, part-time employees, or possibly retirees to take both still pictures and videos of the damage. This serves 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 hurricane or 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. Remember that FEMA and/or state emergency management personnel often do not show up at the cooperative until several days (or weeks) have passed, so these photos and videos can play a very important role in verifying and validating damage assessments and the necessary levels of permanent repairs to be stipulated in PWs.

33. **Any verbal contract or agreement** between contractors and cooperative personnel should be written down and recorded. A checklist should be made by the engineering/operations departments of documentation to be required from all contract crews. This documentation will serve as backup for review of billing invoices submitted by contractors. If documentation is not present and does not backup an invoice submitted by the contractor, the contractor should be required to find and submit the proper documents before payment is made to the contractor by the cooperative.
34. Contractors should be required to submit weekly invoices, including time sheets, detailing individual crew member names, where they worked, hours worked, equipment used, etc., and listing costs for pieces of equipment used in both the emergency restoration and permanent repair efforts.
35. Engineering/operations personnel should be prepared to document and explain the process used by the local cooperative to select work crews, whether from other co-ops (through the Mutual Aid Plan) or from contract construction crews. An 'Action Plan' detailing how the co-op selected contractors and why specific equipment was requested for the emergency restoration and permanent repairs process should also be developed.

**NOTE:** Department of Public Safety officials should be notified anytime a cooperative declares an Emergency Outage Situation due to a disaster, thus extending "Hours of Service" driving regulations for certain personnel.

## APPENDIX I. MEDICAL PRIORITY AND CRITICAL LOADS LISTS

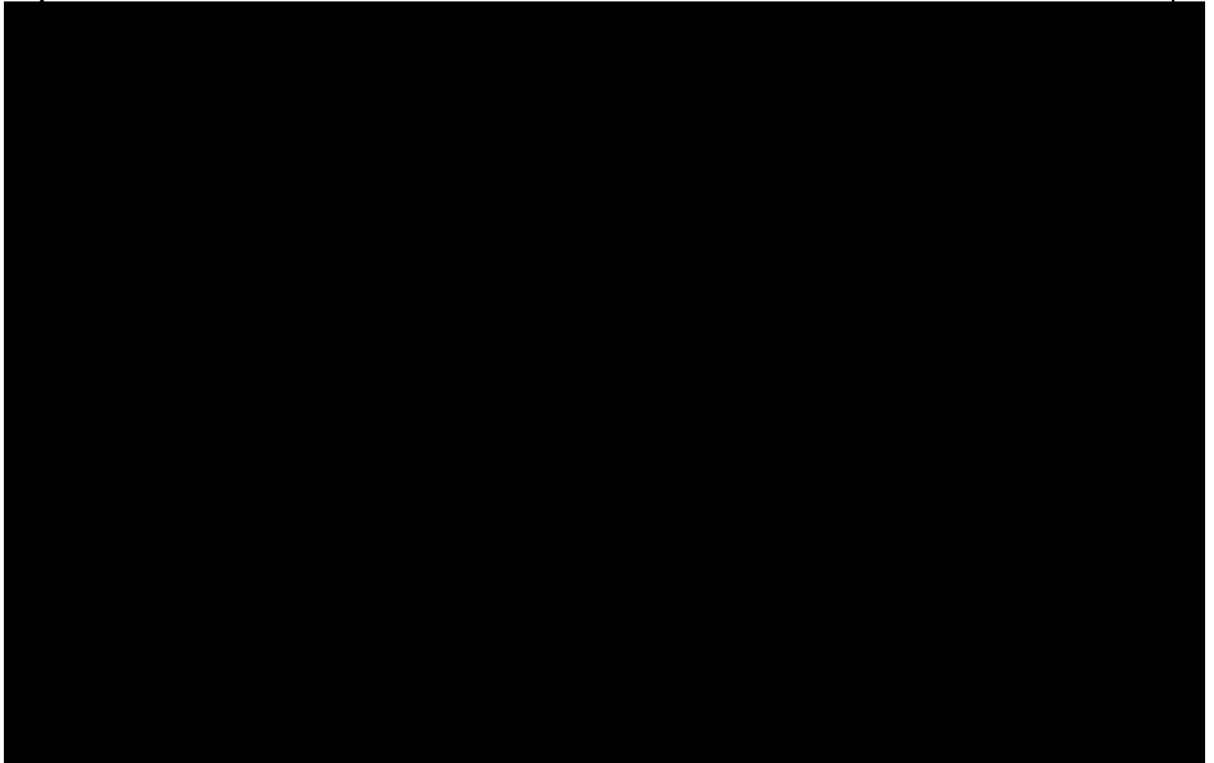
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MEDICAL NECESSITY/OUTAGE PRIORITY LISTING

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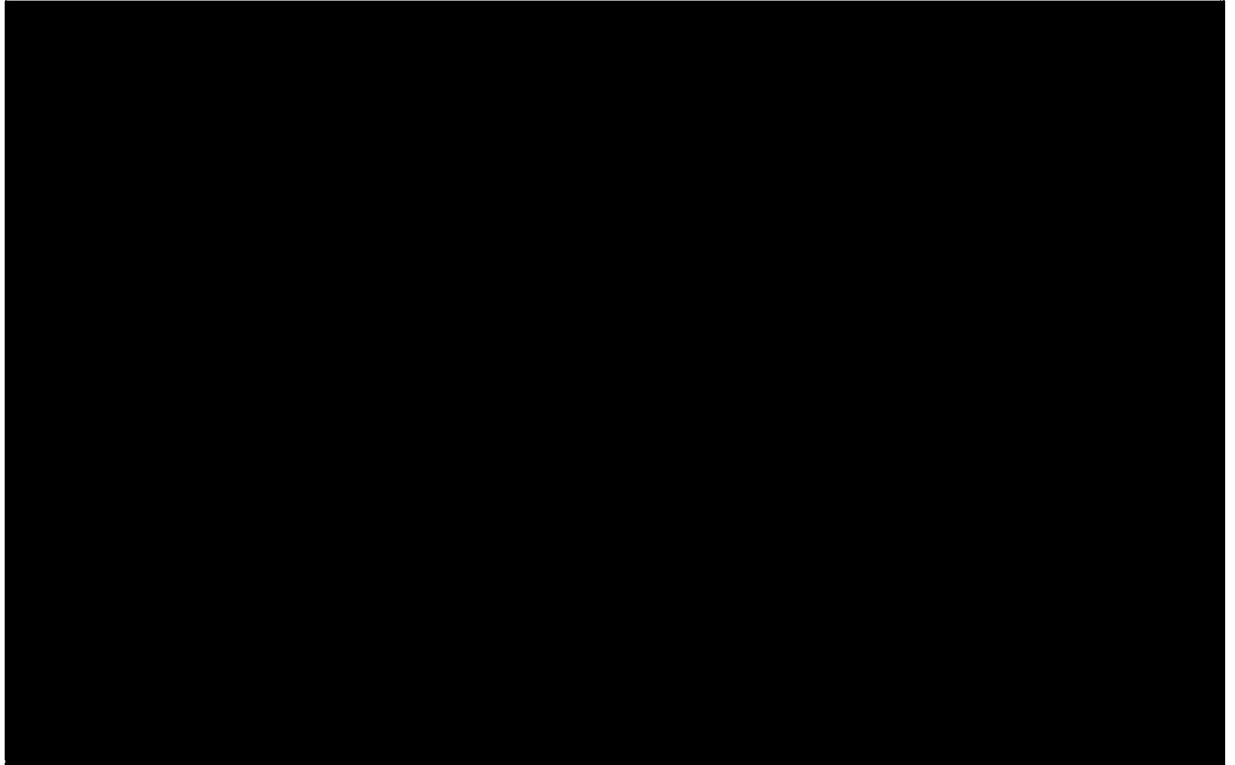




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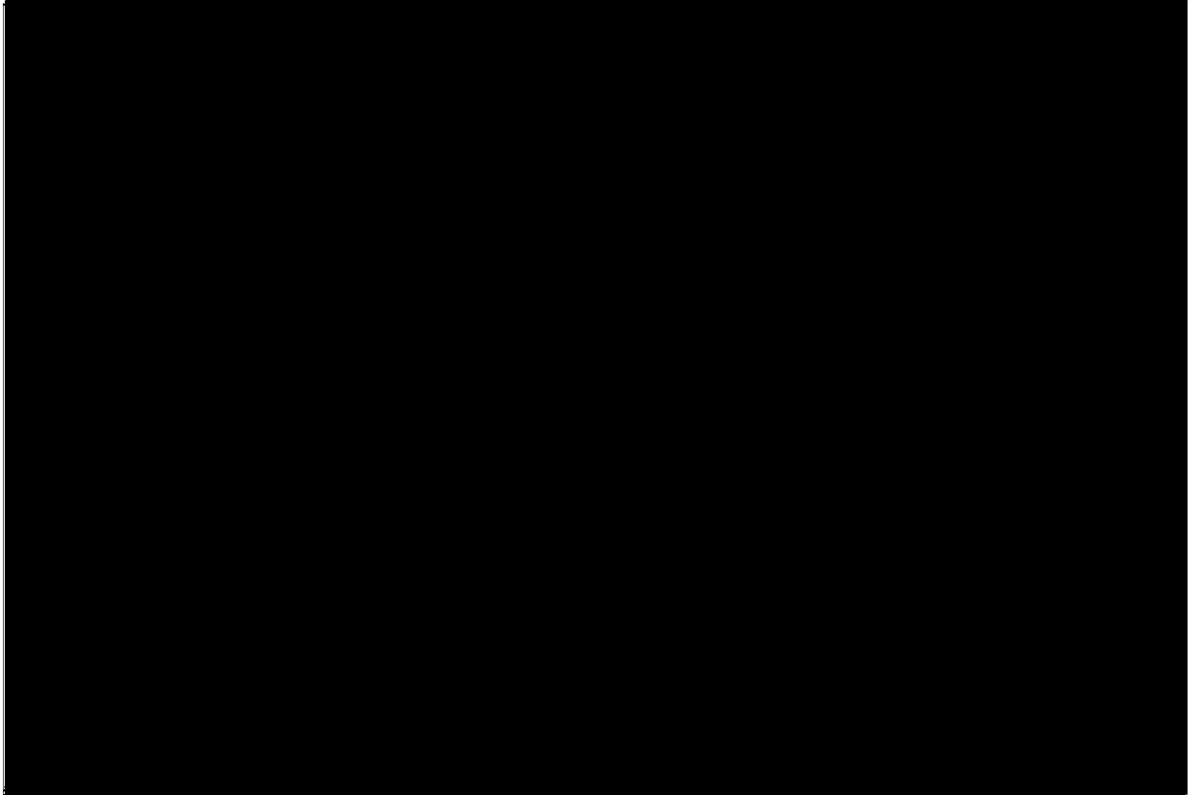
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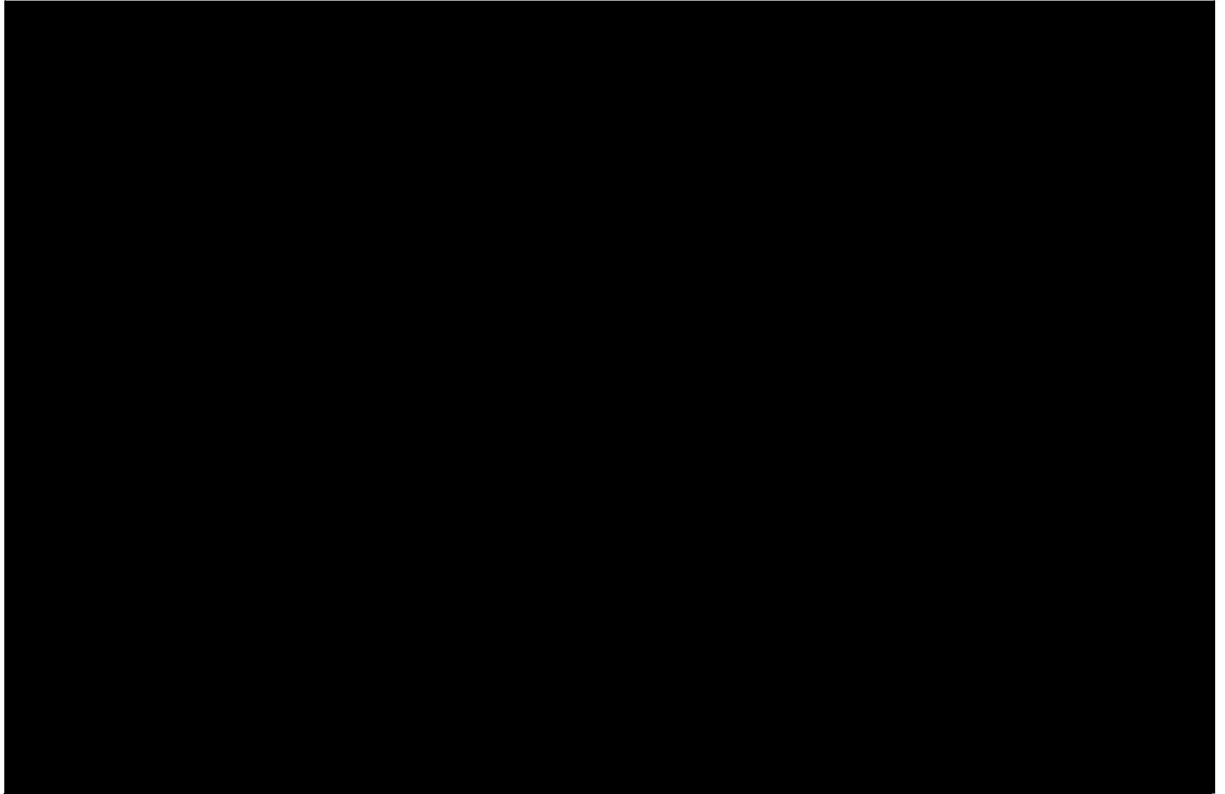
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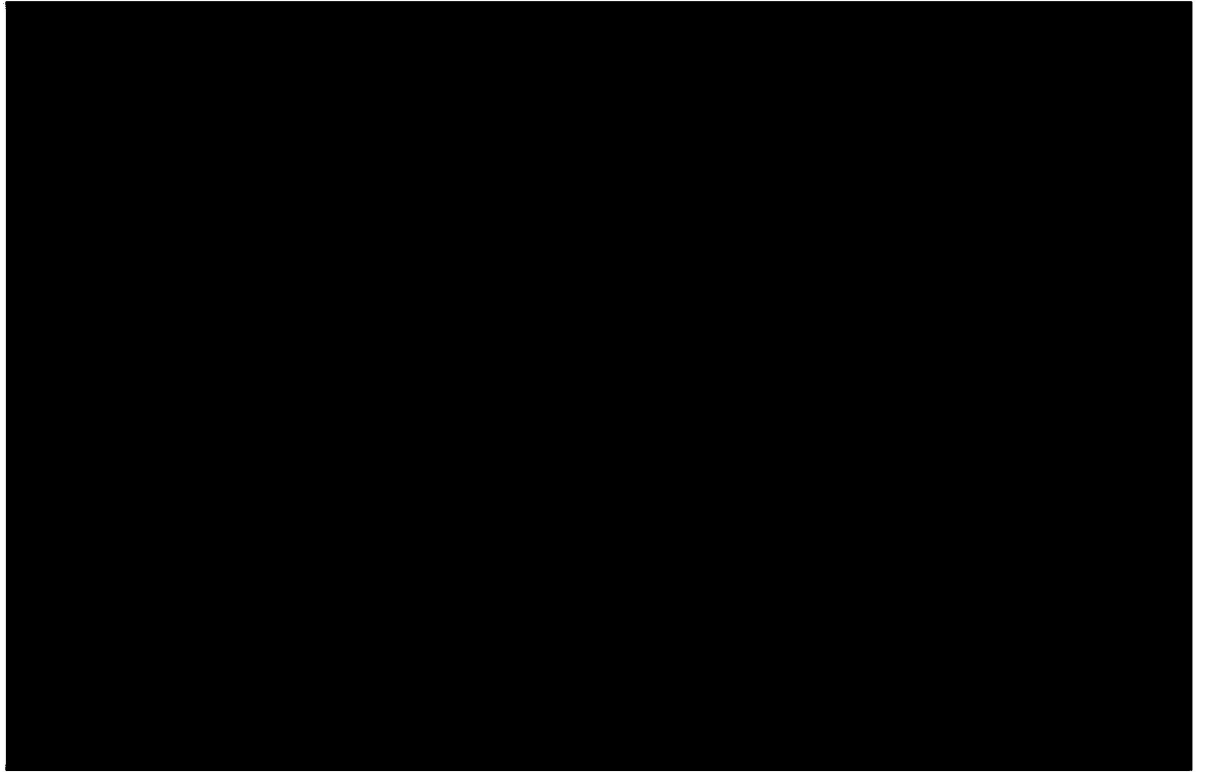
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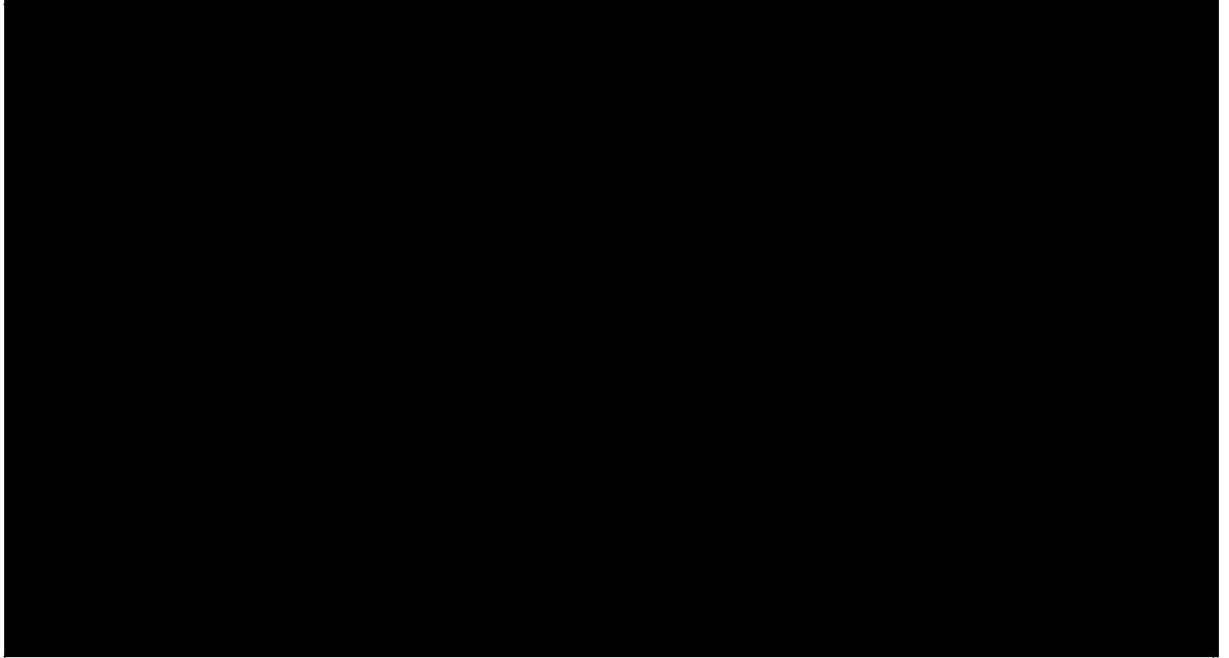
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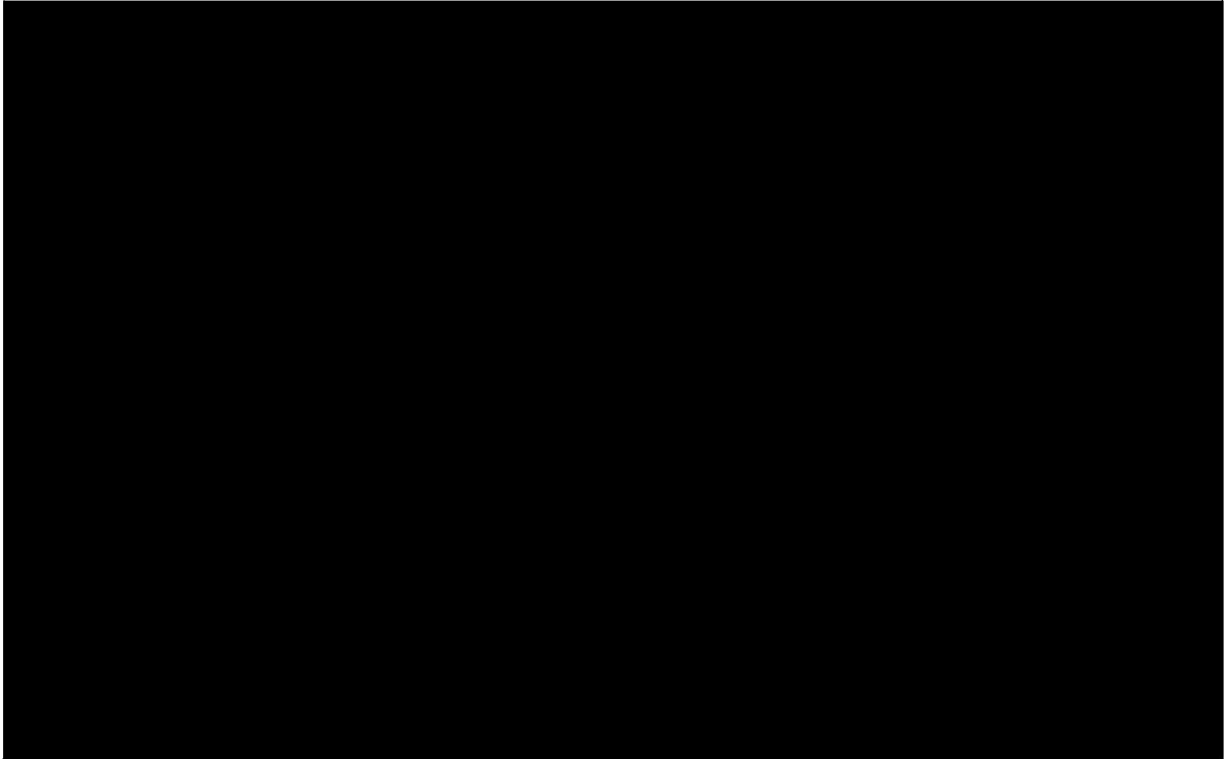
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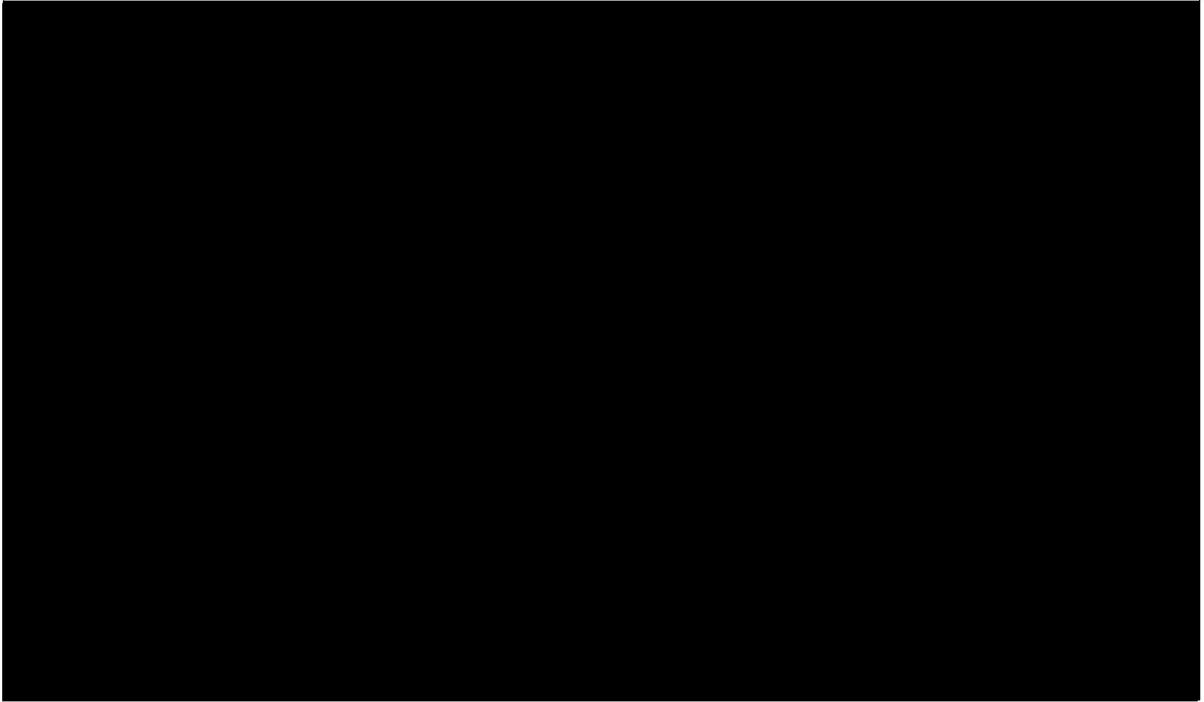
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## APPENDIX J. COOPERATIVE EMPLOYEE CONTACTS FOR PUCT, ERCOT

Name	Title and Email Address	Phone Numbers	Contact Order
Mark McClain	General Manager/CEO [REDACTED]	[REDACTED]	1
Will Duniven	Vice President of Operations [REDACTED]	[REDACTED]	2
John VanMater	Vice President of Engineering		3
Latrice Baucom	Vice President of Finance and Accounting [REDACTED]	[REDACTED] [REDACTED]	4
Linda Key	Vice President of Office Services [REDACTED]	[REDACTED] [REDACTED]	5
Sarah McLen	Key Accounts Executive [REDACTED]	[REDACTED] [REDACTED]	6
Sarah Johnson	Executive and Administrative Assistant [REDACTED]	[REDACTED] [REDACTED]	7
Amanda Weaver	Human Resources and Administrator [REDACTED]	[REDACTED] [REDACTED]	8
Robert Pippin	Safety and Training Manager [REDACTED]	[REDACTED] [REDACTED]	9
Cary McClintock	District Manager [REDACTED]	[REDACTED] [REDACTED]	10
Mike Snead	District Manager [REDACTED]	[REDACTED] [REDACTED]	11

