C.2.11 Prepare for Planning Meeting

This is a period of time whereby the Command and General Staffs prepare for the upcoming Planning Meeting. As such, all draft strategies and tactics developed to accomplish the incident objectives for the next operational period will need to be completed.

C.2.11.1 Preparation Details

Prior to the Planning Meeting, the Command and General Staff will need to work together to prepare for the Planning Meeting. The Planning Section Chief shall facilitate/support the preparations for the Planning Meeting. The Planning Section Chief also ensures the material, information, and resources used or discussed in the Planning Meeting are completed and ready for presentation during the meeting. Concurrently, the Operations Section Chief will prepare a final draft of the ICS 234, based on input from the Preparing the Tactics, operations updates, and coordination with the Planning Section, as needed.

For the beginning of a large-scale response with 16-hour IMT shifts, 3.5 hours is allocated for this activity. Adjust this time accordingly for other responses with shorter operational periods.

When:	**Following the Preparing the Tactics and prior to the Planning Meeting**
Participants:	**Command Staff** **General Staff** **Technical Specialists, as needed**
Facilitator:	**Planning Section Chief**

Tasks:	**PREPARATION FOR PLANNING MEETING** **Incident Commander** • **Prepare further guidance/clarification** • **As needed, meet informally with appropriate staff members** **Operations Section Chief** • **Prepare operations update** • **Prepare final draft of the Tactics Worksheet (ICS 234)** • **Coordinate with other staff as needed.** **Situation Planning Branch Director** • **Prepare final draft of the Incident Objectives (ICS 202)** • **Prepare final draft of the Incident Organization Chart (ICS 207)** • **Prepare final draft of the Daily Meeting Schedule (ICS 230)** • **Assist with final draft of the Tactics Worksheet (ICS 234)** **Logistics Section Chief** • **Consider support requirements to support IAP** • **Verify support requirements** **Resource Acquisition / Resource Unit Branch Directors** • **Prepare final draft of Resource Summary (ICS 204)** **Safety Officer** • **Prepare final draft of the Medical Plan (ICS 206)**
	• **Prepare final draft of the Safety Plan (ICS 208)**
Outcomes:	• **Final drafts of:** ○ **ICS 202 – Incident Objectives** ○ **ICS 204 – Resource Summary** ○ **ICS 206 – Medical Plan**

	○ **ICS 207 – Incident Organization Chart** ○ **ICS 208 – Safety Plan** ○ **ICS 230 – Daily Meeting Schedule** ○ **ICS 234 – Tactics Worksheet**

C.2.12 Planning Meeting

The Planning Meeting is the culmination of all meetings that have taken place prior to this meeting. The Planning Meeting provides the opportunity for the Incident Commander, Command Staff, and General Staff to review and validate the proposed tactical plan to achieve the Incident Commander's direction, priorities, and objectives.

The Operations Section Chief will present the tactical plan that was developed to meet the Incident Commander's objectives, including proposed resources, and support requirements. In turn, attendees will review and provide feedback on the proposed plan.

The Planning Meeting provides the opportunity for Command and General Staff to discuss and resolve any issues and concerns prior to assembling the IAP. After the review is complete and updates are made, the attendees commit to support the plan. The final IAP is compiled following the Planning Meeting.

The duration of the Planning Meeting should not exceed 1 hour.

C.2.12.1 Meeting Details

When:	Following the Preparing of Tactics and preparations for the Planning Meeting
Attendees:	Incident Commander Command Staff General Staff Situation Planning Branch Director Resource Acquisition Branch Director

	Status Documentation Branch Director Technical Specialists, as needed
Facilitator:	Planning Section Chief
Tasks:	<u>Incident Commander</u> • Ensure all direction, priorities, and objectives have been met • Provide further direction and resolve differences as needed • Give approval of proposed IAP <u>Operations Section Chief</u> • Present an operations update
	• Present plan of action <u>Planning Section Chief</u> • Facilitate meeting • Facilitate discussion on the proposed plan • Record action items <u>Resource Acquisition / Resource Unit Branch Director</u> • Present resource status <u>Status Documentation Branch Director</u> • Document meeting
Outcomes:	• Final Incident Action Plan: ○ ICS 202 – Incident Objectives ○ ICS 204 – Resource Summary ○ ICS 206 – Medical Plan ○ ICS 207 – Incident Organization Chart ○ ICS 208 – Safety Plan ○ ICS 230 – Daily Meeting Schedule ○ ICS 234 – Tactics Worksheet

C.2.13 IAP Preparation and Approval

Following the Planning Meeting, IMT members must complete the assigned tasks/products that are required for inclusion in the IAP. IMT members must meet the deadlines set by the Planning Section Chief so that the Planning Section has requisite time to assemble the IAP components.

C.2.13.1 IAP Preparation and Approval Process Information

When:	Immediately following the Planning Meeting
Facilitator:	Planning Section Chief
Tasks:	Incident Commander • Reviews, approves, and signs IAP Operations Section Chief • Provides required information for inclusion in the IAP • Works with the Planning Section to ensure the organizational chart and ICS 204s are complete Planning Section Chief • Reviews IAP for completeness • Provides completed IAP to Incident Commander for review/approval Status Documentation Branch Director • Facilitates gathering of required documents and assembles IAP • Distributes IAP to the appropriate parties and files the original Logistics Section Chief • Reviews Logistics Section products for completeness • Provides logistics information for the IAP • Verifies resources ordered status Finance/Admin Section Chief • Verifies financial and administrative requirements for the IAP

IAP Components	Form	Final Responsibility to Complete
	Cover Page	Planning Section Chief
	ICS 202: Incident Objectives	Planning Section Chief
	ICS 204: Field Assignment List	Resource Unit Branch Director, in coordination with the Resource Acquisition Branch Director
	ICS 206: Medical Plan	Safety Officer
	ICS 207: Incident Organization Chart	Situation Planning Branch Director
	ICS 208: Safety Message	Safety Officer
	ICS 230: Daily Meeting Schedule	Situation Planning Branch Director
	ICS 234: Tactics Worksheet	Operations Section Chief, in coordination with Planning Section

C.2.14 Operations Briefing

The Operations Briefing is conducted at the end of each operational period. At the Operations Briefing, the IAP is presented to supervisors of tactical resources. During the Operations Briefing, the Operations Section Chief briefs the organization and provides clarification regarding any of the tactical assignments. Command and General Staff provide information regarding other key information as necessary. The Operations Briefing shall be 30 minutes or less in duration.

C.2.14.1 Meeting Details

When:	At the start of the next operational period.
Attendees:	Incident Commander Command and General Staff Branch Directors

Facilitator:	Planning Section Chief
Tasks:	Incident Commander • Provides guidance/clarification
	• Provides leadership presence and motivational remarks Safety Officer • Provides a safety briefing Operations Section Chief and Branch Directors • Provide an update on current operations • Provide Operational Briefing for next operational period Planning Section Chief • Set-up briefing area • Facilitates Command and General Staff and attendees briefing responsibilities • Resolves questions • Explains support plans as needed Logistics Section Chief • Briefs transportation, communication, and supply issues Finance/Admin Section Chief • Briefs administrative issues and provides financial report
Outcomes:	The IMT, especially Operations Section Branch Directors, have a clear understanding of the IAP and the incident objectives for the next operational period.

Section D: Organization

D.1 Introduction

The Command, Coordination, and Integrated Communications component of NIMS describes the systems, principles, and structures that provide a standard, national framework for emergency management. Regardless of the size, complexity, or scope of the emergency, effective command, and coordination—using flexible and standard processes and systems—helps safely and efficiently manage the emergency. To ensure that entities with a functional role in emergency management can seamlessly integrate, NIMS encourages common principles, such as terminology, management by objectives, a modular organization, and others to enhance the effectiveness of command, coordination, and communications.

Modular Organization

ICS and Emergency Operations Center (EOC) organizational structures develop in a modular fashion based on an emergency's size, complexity, and hazard environment. Responsibility for establishing and expanding ICS organizations and EOC teams ultimately rests with the IC (or Unified Command (UC)). As emergency complexity or duration increases, organizations expand as the IC / UC, and subordinate supervisors delegate additional functional responsibilities.

The ICS consists of a standard management hierarchical chain of command that expands, and contracts based on the size and needs of emergencies. Through this scalable organization, everyone fulfilling each role has a clear route, if not means, of communications up and down the chain of command and pre-established responsibilities. To maximize resources only positions that are required at the time should be established.

The purpose of this section is to describe the various sections of the ICS organization that could be utilized to respond to an EOP event. This section also outlines the various roles and responsibilities related to the EOP response. This section provides information on:

- Tasks assigned to the five functional areas (Command, Operations, Planning, Logistics and Finance).
- The interrelationship between those functional areas.

ICS Overview

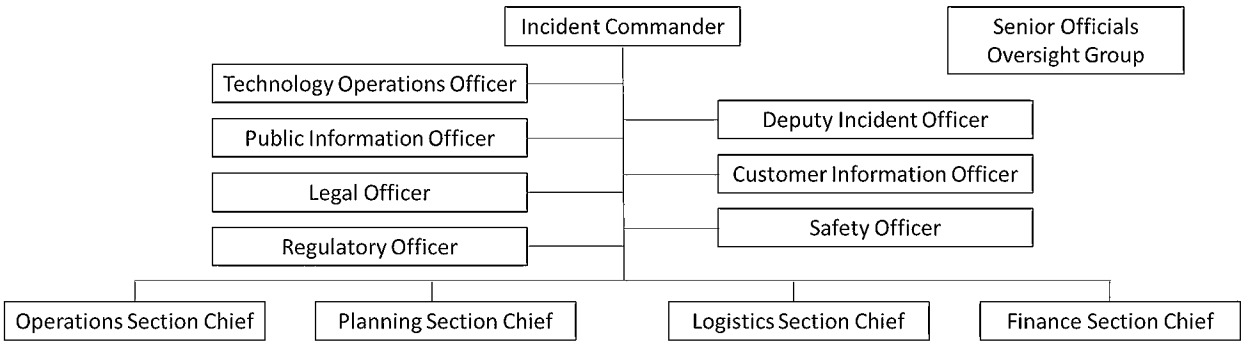
ICS is modular by design and it expands and contracts to fit the incident needs while helping to manage Span of Control (number of resources reporting to any single supervisor). The review of each ICS tool should be deliberate and thoughtful, understanding that ICS is based on a standardized incident management system that has proven to be successful across many disciplines and used across multiple disaster types. Minor modifications are made to fit the mission and resources of the CNP emergency response along with the nature and type of the disaster. Substantial deviation from accepted ICS principles may result in a system that is not recognized by other response partners and could potentially have an adverse impact on the coordination that is necessary during large scale disasters.

Unified Command (UC) UC is an authority structure in which the role of the IC is shared by two or more individuals, each already having authority in a different responding departments. UC is especially helpful for managing events involving multiple departments or business units where the responding organizations and/or areas share responsibility and management for the emergency (Multi-agency Coordination or MAC). If a UC is erected, ICs representing departments or areas that share responsibility for the emergency can manage the emergency response from a single, co-located Incident Command Post.

CNP utilizes the ICS as the baseline for all EOP Response Events. Unified Command may be established at the discretion of the Incident Commander and with the authority of the Senior Oversight Committee/Corporate Response Team (CRPT).

CNP staff members responding to an EOP event are designated as Command Staff or General Staff following the ICS recommended guidelines. The Company's recommended EOP organization of Command Staff and General Staff is below.

CenterPoint Energy Houston Electric EOP ICS Main Structure:



D.1.1 Senior Officials Oversight Group

The Senior Officials Oversight Group or Corporate Response Planning Team, depending on the incident, delegates authority to the Incident Commander. In doing so, they assign the responsibility for all aspects of the restoration effort to the designated Incident Commander. The Senior Official Oversight Group/CRPT has an on-going responsibility to provide policy direction, financial support and strategic direction over the course of the response. They also continuously monitor the situation as an on-going risk assessment to ensure the safety/stability of the company.

D.1.2 Command Staff

Command Staff positions are established to assign responsibility for key activities not specifically identified in the General Staff functional elements. Note that although the Senior Officials Oversight Group is documented on the above ICS Organization Chart, they are not actually a part of Command.

Command Staff positions, a high-level description of their responsibilities and a reference of where to find more detailed information is provided in the table below:

Position	General Responsibilities	Reference
Incident Commander	Provides overall leadership for the incident response, delegates authority to others, establishes incident objectives and directs staff to develop the Incident Action Plan (IAP)	Section D.2.2
Public Information Officer	Interfaces with the public, media, and employees to provide incident-related information. Interfaces with local, state and federal agencies to provide incident-related information and coordinate response efforts	Section D.2.3
Safety Officer	Monitors all safety and environmental procedures	Section D.2.4
Technology Operations Officer	Ensures that systems that are essential for projecting and dealing with a storm's impact are operating in a reliable manner	Section D.2.5

Customer Information Officer	Interfaces directly with customers to gather information and provide incident-related information	Section D.2.6
Regulatory Officer	Provides guidance and discusses regulatory issues impacting the response	Section D.2.7
Legal Officer	Provides guidance and discusses legal issues impacting the response	Section D.2.8

D.1.3 General Staff

General Staff positions are established to assign responsibility for the major functional elements of ICS, including planning, operations, logistics and finance.

General Staff positions, a high-level description of their responsibilities and a reference of where to find more detailed information is provided in the table below:

Position	Responsibilities	Reference
Operations Section Chief	Implements the strategy and tactics and actively pursues the objectives laid out in the Incident Action Plan	Section D.3.2
Planning Section Chief	Ensures the incident response is run in a cohesive and proactive manner	Section D.3.3
Logistics Section Chief	Provides facilities, services and material in support of the incident	Section D.3.4
Finance Section Chief	Coordinates the finance operations for the incident response	Section D.3.5

D.2 Command Staff Section

D.2.1 Summary

The Incident Commander provides overall leadership for the incident response. A Deputy Incident Commander may be assigned as necessary.

The command staff functions are directed by the Incident Commander and are usually responsible for the customer and public information, liaison, safety, legal and technology services aspects of the response. Emergency Operations may also be included in the Command Staff to provide support to response operations. Command staff report directly to the Incident Commander. Command Staff may assign Assistants as necessary.

D.2.2 Incident Commander

Summary

Solely responsible for the emergency effort, including establishing incident objectives and ensuring activities are directed towards accomplishing those objectives. Fulfills role of organizational manager and manages the organization, not the incident.

Responsibilities

The Incident Commander has the following responsibilities:

- Declare activation of the EOP
- Authorize the establishment of the Incident Command Center and identifies the location
- Set the schedule for and conducts periodic briefings and staff meetings with Command and General Staff
- Determine objectives for dealing with the incident
- Authorize the implementation of the IAP
- Help with data or technical assistance needed to support the effort
- Ensure appropriate section chiefs provide plans and reports
- Approve necessary purchases and requests exceeding an established amount
- As necessary, approve the acquisition and release of incident resources
- Approve transfer of command and transition plans
- Reports to the Senior Official Oversight Group, CRPT or other authorities about the status of the incident response
- Approves IAPs

- As necessary, approvals for purchases, acquisition and release of resources and transfer of command and transition plans

D.2.3 Public Information Officer

Summary

The Public Information Officer plays an important role in providing accurate and timely information and projecting the image of incident response before the media, public, governmental officials and employees. The Public Information Officer strives to maintain the company's credibility and reputation. Incident responsibilities include the execution of key decisions and deliverables through advance work preparation, the identification of appropriate communication channels during the event and a robust after-action review to identify areas of plan enhancement.

Responsibilities

The Public Information Officer works directly with the Incident Commander at the Incident Command Center.

The Public Information Officer

- Plans, coordinates, and implements an effective public information program to support the objectives of the IAP through:
  - Media Relations
    - Write news releases with safety tips
    - Conduct and coordinate media interviews and respond to media inquiries
    - Act as primary Company spokesperson and identify subject matter experts most appropriate to speak on behalf of the Company
    - When necessary, hold press conferences with media and local officials
    - Maintain current talking points and FAQs

- Collaborate with legal on approval of all external facing material and mark collateral as appropriate should it be protected
- Monitor social media

- Customer and other external communications
  - Collaborate with Marketing Communication to ensure customer communication channels align with Company position at all stages of event
  - Web updates
  - Inform customer email communication
  - Social media monitoring
  - Power Alert Services (if applicable)
  - Text Notifications
  - Customer bill notifications
  - Advertising support (if applicable)
- Liaison to Customer Service

- Employee communications and documentation
  - Provide real-time updates to employees via email and intranet
  - Direct photography and video needs when necessary
  - Graphics support
  - Assist in setup of storm hotline, if necessary
  - Collaborate with Human Resources to inform on employee assistance needs
  - Collaborate with Corporate Security to inform employees on any security related updates

- Point of Contact for EOCs, Regulatory Agencies and Elected Officials
  - Collaborate with points of contact to maintain listing of all EOC, Regulatory and Elected Officials Liaisons and their assignments
  - Collaborate with members of ICS to monitor incident operations and provide guidance and support to Liaisons as needed
  - Provides real-time information to Liaisons who act as the point of contact for Federal, State and local government representatives, keeping supporting officials aware of the incident status
  - Stays aware of all changes in emergency project operations, policies and plans in order to provide the most current and accurate information
  - Provides information to emergency project personnel, headquarters personnel, industry representatives, elected officials, regulatory agency personnel and others, as necessary
  - Provides training, guidance and talking points as needed, to government liaisons on proper procedures for dealing with the media and onsite customer interests which may impede the work of operations
  - Coordinates and assist emergency project personnel when it is necessary or desirable for them to be interviewed by the media
  - Collects and disseminates information regarding the status of CNP's system(s) to elected officials, regulatory agencies, and emergency management personnel.
- Community Outreach and Humanitarian Assistance Efforts
  - Assess the need for community support and Company's ability to assist, either directly or through the financial contributions to third-party agencies
  - Collaborate with CenterPoint Energy Foundation, and its Board as necessary, to identify available funds for community assistance if appropriate
  - Collaborate with Community Relations to identify opportunities for volunteer, food, basic necessity assistance, as appropriate

- After-Action Review
  - At the conclusion of the incident, and in coordination with the ICS and the CRPT, participate in a thorough after-action review to identify areas of plan enhancement
  - Complete necessary updates/training with impacted functions to ensure alignment on plan enhancements identified
  - Update any policies and procedures as a result of the conclusions obtained in the after-action review

D.2.4 Safety Officer

Role
The Safety Officer monitors incident operations and advises the Incident Commander on all matters relating to operational safety, including the health and safety of CNP EOP personnel.

Responsibilities
The Safety Officer works directly with the Incident Commander at the Incident Command Center.

The Safety Officer has the following responsibilities:

- Addresses all work safety issues and accidents or incidents for the Company and visiting utility and contract crews
- Interfaces between the Company and Safety personnel of visiting utility and contract crews
- Interfaces with state and federal safety entities as the need arises
- Coordinates safety orientations for all mutual assistance crews and all Contract crews before they are allowed to begin working on the CNP system
- Conducts daily safety briefings with internal and external Safety Representatives

- Conducts jobsite inspections of internal and external crews to ensure that safety rules are being followed and good work practices are being used

D.2.5 Technology Operations Officer

Role

The Information Technology Officer provides the most reliable processing of storm-essential and storm-contingent systems to ensure the primary goal of the EOP is met as expeditiously as possible.

Responsibilities

The Information Technology Officer works directly with the Incident Commander at the Incident Command Center.

The Technology Operations Officer has the following responsibilities:

- Conduct pre-storm planning activities to identify critical and contingent systems that must be maintained during an incident
- Develop a structure to support the various systems and functions on a 24-hours basis
- Provide support for the following:
  - Customer Information System
  - Outage Management System, Advanced Distribution Management System and Graphical Switching
  - Enterprise Mobile Data
  - EAI
  - Batch scheduling and mainframe automation
  - Data security
  - Change management
  - Mainframe operations
  - Help desk services (including Desktop Support)

- LAN services
- UNIX services
- Telecommunications and networks
- Digital Design Studio engineering and tools
- Database management
- SAP applications, SAP Basis and databases
- Smart Grid
- Other systems

D.2.6 Customer Information Officer

Role

The Customer Information Officer is the Incident Command's point of contact for members of the public to get information on estimated restoration times and other incident-related matters and to report incident-related information, such as downed power lines.

Responsibilities
The Customer Information Officer works directly with the Incident Commander at the Incident Command Center.

The Customer Information Officer has the following responsibilities:

- Establish and manage all aspects of the telephone call center operations
- Notify Information Systems about when to implement the "Storm Access" Security Profile to allow limited access to anyone called upon to answer customer calls
- If required, request additional resources to handle call volumes
- If needed, activate a third-party High Volume Call Answering System (HVCA) that can handle the maximum number of calls received
- Enter information from customers into the Customer Information System

D.2.7 Regulatory Officer Role

The Regulatory Officer provides guidance and discusses regulatory issues impacting the response.

Responsibilities

- Reviews regulatory requests and directives and support compliance
- Acts as a point of contact for Incident Command regarding regulatory matters
- Establishes appropriate regulatory staffing required to support the incident
- Attends Planning Meetings and is prepared to discuss regulatory issues impacting the response
- Assists with resolving regulatory issues as needed
- Coordinates with Public Information Officer and Regulatory, Government Liaison (Director, Government Policy) on communications with regulatory agencies, public officials, and others
- Provides other regulatory advice, counseling, and guidance as necessary

D.2.8 Legal Officer Role

The Legal Officer provides guidance and discusses legal issues impacting the response.

Responsibilities

- Review authorities and legal directives and ensures compliance
- Acts as a point of contact for Incident Command regarding legal matters
- Establishes appropriate legal staffing required to support the incident
- Attends Planning Meetings and is prepared to discuss legal issues impacting the response
- Reviews and documents Command's legal decisions and directives
- Review agreements and contracts and assists with resolving legal issues as needed
- Helps resolve labor issues

- Review various communications
- Reviews all plans and documentation to ensure compliance with legal mandates
- Works with Claims team to investigate and process third party general liability, auto, and other claims and incidents with potential to become claims or litigation
- Respond to litigation as needed
- Provides other legal advice, counseling, and guidance as necessary

D.3 General Staff Sections

D.3.1 Summary

The General Staff represents and is responsible for the functional aspects of the Incident Command Structure. The Incident Commander activates the Command staff and the other four major functional areas (Sections):

- Operations
- Planning
- Logistics
- Finance

Staffing throughout the Incident Command structure has been pre-determined, reviewed, approved and updated throughout the year as needed, and is maintained through the ESR. However, The Incident Commander has the authority to make additions or reductions to the structure/staffing pending the needs of the response to the event.

D.3.2 Operations Section

The Operations Section identifies, assigns and supervises the resources needed to accomplish the incident objectives.

D.3.2.1.1 Major Underground Summary

Major Underground is responsible for assessing and restoring all 3-phase major underground facilities and reporting on their status. They may also assist with restoration of distribution residential underground (URD) facilities.

Staffing

- Director
- Operations managers, who are responsible for leading the restoration efforts
- Underground restoration personnel (at the Harrisburg Service Center)
- Overhead contract crews, as needed

Inputs

- Information on damaged Major Underground facilities (from SCADA)
- Customer reports through key accounts or customer service
- Information on which Underground Residential Distribution (URD) locating vans with operators and EZ haulers have been delivered to the Harrisburg service center (from Service Centers)
- Information on overhead restoration progress (from Distribution Operations)
- Priority restoration information (from Priority Calls Hot Desk or daily conference calls)
- Premise registry data to help prioritize response effort
- Trouble orders (from Mobile Data)

Tasks

- Inspect key account underground facilities for damage

- Assign and handle trouble orders for Major Underground facilities and residential URD facilities
- Establish the Underground Evaluation Center (at the Harrisburg service center)
- Make sure the Underground Evaluation Center is in contact with other evaluation centers

Outputs

- Daily progress reports (for the Incident Command Center)
- Reports concerning any environmental events (to the Environmental branch of Safety)

D.3.2.1.2 Priority Calls Hot Desk

Summary

The responsibility of the Priority Calls Hot Desk is to receive, document, and track requests from SOC, government liaisons, and internal CNP sources. These requests cover:

- Life safety
- Mobility
- Security
- Environmental
- Other situations

These situations may require an urgent response and resolution, and a follow-up report to inform the Incident Commander and Section Chiefs.

Staffing

Priority Calls Support, depending on the number of shifts

Inputs

- Situation notifications from SOC
- Situation notifications from Government Liaisons
- Situation notification calls transferred from customer service and internal CNP sources
- Information from the Incident Commander and section chiefs on which priority restorations should be performed first (such as decisions to give a higher priority to building supply stores, gas stations, and grocery stores)
- Prioritized list of key account customer outages (from Key Accounts)

Tasks

- Receive new calls from SOC and internal resources, and log the call information into the SharePoint site
- Create a prioritized, daily report of requests
- Receive information on jobs that are completed in the field, and log information into the SharePoint site to close out jobs
- Monitor open jobs for updates and estimated on times
- Create trouble orders in CIS based on direction from Incident Commander

Outputs

- SharePoint information that users can use to check the status of all priority jobs Users will be restricted to sort and view-only access
- Requests for damage estimates (to Primary Metering and Central Metering)
- Prioritized list of restorations requests submitted to Operations branch director
- Status updates to Operations Branch Director and others as needed
- Priority calls (to Service Centers)

D.3.2.2 Transmission and Substation Branch

D.3.2.2.1 Transmission Operations

Summary

Transmission is responsible for:

- Patrolling and identifying damage to Transmission facilities
- Repairing damaged facilities

Staffing

- Transmission Evaluation Center managers
- Helicopter Patrol (10)
- Transmission Restoration Center manager
- Transmission Restoration Center manager administrative assistant
- Engineering personnel
- Material personnel
- Transmission Restoration Center manager
- Outage Coordinator
- Crew Leaders
- Facilities Coordinator
- Ground Patrol
- Contractor Services
- Foreign Crew Coordinators
- Support personnel

Inputs

- Information on circuits that had an outage, either by lockout or instantaneous f
- operation (from RTO)
- Prioritization information for circuits (from RTO)
- Fault recording information (primary from TWS system or calculated faults)
- Which contract/mutual assistance resources will be coming available (from Resource Acquisition)

Tasks

- Compile and evaluating inspection patrol information
- Generate and modify projected restoration dates, based on available crews and materials
- Help with other parts of the restoration process once Transmission facilities have been repaired
- Repair PCS equipment

Outputs

- Daily status reports, including estimated dates for restoration (for the section chief, through the Transmission and Substation Evaluation Center)
- Information on additional crews that are needed or are ready for demobilization (for Resource Acquisition)
- Operational transmission facilities

D 3.2.2.2 RTO

Summary

CNP's Real Time Operations (RTO) is responsible for:

- Monitoring and controlling the switching of transmission lines, substation breakers and distribution breakers (through SCADA, switching orders, clearances, and work tags)
- Coordinating the efforts of various groups (primarily Transmission and Substation) in restoring the Bulk Electric System (BES)
- Providing updates on the status of BES

Staffing

RTO is staffed 24/7 during EOP, with:

- Branch manager (Real Time Operations Director)
- Manager of System Operations
- System Operations Supervisors
- System Controllers
- RTO Support Staff

Inputs

- Requests to have circuits energized/de-energized (from Distribution Control)
- Status of Control Systems' computer systems and communications (from Control Systems)
- Information on the status of the ERCOT system (from ERCOT)
- Weather information (from StormGeo)
- Damage assessments and restoration updates (Transmission, Substation, and Distribution Control)

- Priority call information (from Priority Calls Hot Desk and government liaisons)
- SCADA viability assessments (from Substation)
- Reports of customer statuses (from Transmission Accounts, through the Transmission and Substation Evaluation Centers)
- Lists of Customer Priorities (from Transmission Accounts, through the Transmission and Substation Evaluation Centers)
- Information from various other external sources

Tasks

- Communicate with the following groups as appropriate:
  - Customer Service
  - Corporate Communications
  - Regulatory
  - Substation Performance
  - Transmission Operations
  - Facilities O&M
  - Telecommunications
  - Distribution Control
  - Transmission Accounts
  - Key Accounts
  - Incident command staff
  - Control Systems
- Control all equipment in the BES (by either SCADA or by the issuing of switching orders), including the switching of distribution breakers

- Alert Substation Field Operations when they need to monitor substation equipment if monitoring equipment is not available
- Work with Transmission & Key Accounts and Resources to identify which load and generation facilities may need to be shut down.
- Under the threat of a hurricane or other event that causes a major loss of generation and/or load, evaluate the North Transfer Limits and status of Generation Resources inside CNP's footprint. This comes with the anticipation of exporting energy to the north. The goal of this effort is to prevent islanding or a Blackout condition by supporting the minimum load requirements of generation resources if major loads and/or tie lines are lost.
- Assist with prioritizing restoration
- Synchronize islands if island conditions exist
- Monitor and react to the status of the BES
- Answer Transmission Accounts' enquiries pertaining to the status of Industrial Customers' substations

Outputs

- Authorize requests for feeders to be energized (for Distribution Control)
- Switching orders, clearances, and work tags (for Substation and Transmission)
- Information on the status of the BES, including load (for Electric Market Operations - "EMO")
- Periodic communications about the position and intensity of the storm to CNP personnel, using email and text messaging systems
- Directions to Substation Field Operations personnel
- Inform Distribution Control on any events that are adversely affecting distribution operations, including operations and lockouts
- Update the Outage Reporting System with circuit information

3.2.2.3 Substation Operations

Summary

Substation is responsible for verifying and ensuring the operability of the bulk power grid (with RTO) through:

- Rapidly assessing damage to Substation facilities
- Making necessary repairs to Substation facilities so that those facilities are operating on at least a basic level
- Preparing Substation facilities for re-energization
- Manually operating Substations as directed by RTO

Staffing

- Engineering personnel
- Substation staff (initially at EC/DC, afterwards throughout the service territory):
    - Substation Operations director
    - Substation Operations managers
    - Substation crew leaders (with crews)
    - Outage Coordinators
    - Construction Coordinators
    - SCADA specialists
    - EVAL coordinators
    - EVAL outage monitor
    - EVAL data trackers
- Bargaining Unit field personnel across the CNP system to address core responsibilities
- Engineering personnel (for tasks such as relaying, and handling transformers)

- Non-electrical contractors (such as those who work on cranes or barges, or are specialty movers) for emergency restoration

Inputs

- Equipment and personnel required to perform aerial assessments (conducted in conjunction with Transmission)
- Priority restoration information (from Transmission and the Distribution Evaluation Center)
- Information on which breakers and switches Substation needs to operation manually (from RTO [or Distribution Control])
- Availability of Substation staff
- Status of storm, including information on when it is safe to fly and accessibility to facilities (from RTO)
- Information on accessibility to facilities (from law enforcement)
- Ability to communicate across the system
- Engineering support during the storm
- Work tags (from RTO)

Tasks

Pre-storm

- Prepare Substation facilities to weather the storm, including:
- Making sure the facilities have sufficient backup power
- Removing any debris
- Ensure that Substation has sufficient, operating tools and equipment to begin a successful restoration
- Make sure needed documents are secured
- Transport equipment as needed

- Test Grant substation flood gates and pumps
- Remove Tiki Island mobile substation and transport to the South Houston Complex
- Move standby generator and fuel tank to Morgan's point
- Review synchronization and black plant startup procedures with employees
- Place Crosby and Bellaire "SVC" units into manual mode
- Change Cyber Key reset days to 14

Restoration

- Ensure the safety of the work environment
- Report locked out transmission and distribution circuits
- Manually operate breakers and switches as directed
- Perform detailed inspections of damaged Substation facilities where possible
- Conduct aerial assessments of Substation facilities
- Coordinate contractor services as required
- Ensure that work is performed safely
- Repair equipment
- Release resources to help with other areas of restoration work once Substation facilities have been repaired

Outputs

- Substation availability, operability, and damage assessments (for the Transmission, Distribution, and Substation Evaluation Centers, and RTO)
- SCADA viability assessments (for RTO, through Control Systems)
- Substation loading assessments (if SCADA is not available)
- Equipment and material requests (for Supply Chain)

- Various requests to Shops and Facilities
- Ad-hoc reports for command staff as requested
- Functional substation facilities

Vegetation Management Branch
Staffing

- Branch Director
- Vegetation Management Manager - The Manager is initially embedded in the Resource Acquisition group to support appropriate resource procurement. Once resources are acquired, the Manager will support the Branch Manager in operations restoration. When resources are demobilized, the Manager moves back to Resource Acquisition to aid in demobilization.
- System Foresters - System foresters have dual reporting responsibilities through both the Service Area Directors and the Vegetation Management Manager. They also will also facilitate resolution of VM issues for service area and staging site crews, SCCs, TCCs, customers, and resource constraints as identified.
- Transmission Foresters - Transmission Foresters will coordinate local tree crew service restoration in support of Transmission Operations. Upon completion of transmission system restoration they will act as ad hoc System Foresters in special need areas.
- Vegetation Management Spokesperson (Bellaire & surrounding high profile areas)
- Service Area Tree Crew Coordinators (SCC) (reporting through the Service Area Directors) - The SCCs are assigned to each service center to coordinate local tree crews in support of CNP line crews.
- Tree Crew Coordinators (TCC) - The TCCs are assigned to the staging sites to assist in administration and coordination of foreign tree crews. The TCCs and foreign tree crews will be matched with an FCC and line crews in support of operational objectives as defined by the Service Areas Operations (i.e. Staging Site) Manager. (Desired staffing – about 1 TCC / 7-10 foreign tree crews)

Inputs

- The number of stages sites that will be opened, and when they will be opened (Operations Section Chief)
- The number of resources that will be arriving on the system, and when they will be arriving (from Resource Acquisition)
- Contact information for Service Area Directors, Operations Managers, contractor management, FCCs, SCCs and TCCs
- ICS reporting structure
- Information on available specialized equipment (local and foreign) (from Resource Acquisition)
- Special Vegetation Management objectives (from Operations Section Chief)
- Special tree crew resource needs from HR to support the Employee Assistance branch (tree removals and minor roof repairs)
- Reports or updates from System Foresters

Tasks

- Identify total manpower resources for Vegetation Management, and the time frame for those resources.
- Support the allocation of Vegetation Management resources across staging sites, service centers and Employee Assistance Program.
- Handle mobilization and demobilization of internal and external Vegetation Management resources.
- Specialized global or tactical VM issues resolution as identified during the course of the event.

Outputs

- Requests for specialized equipment (to Resource Acquisition)

- Daily reports for conference calls (to Operations Section Chief)
- Communications concerning Vegetation Management's responses to special Vegetation Management (to Operations Section chief, Resource Acquisition, and other groups that are working on high-priority work that Vegetation Management work is involved with).
- Guidance and feedback to VM Branch Staffing to support foresters' activities.

D.3.2.3 Grid & Market Operations Branch

D.3.2.3.1 Analytics Summary

Analytics is responsible for:

- Providing daily operations support of Situational Awareness (SAGD) for Operations, Telecommunications, IGSD devices and the Security Operations Center (SOC)
- Monitoring all aspects of SAGD and its' supporting systems to ensure timely delivery of
- information essential to support restoration efforts
- Ensuring availability of systems relying on Mobile Data and the ADMS once those systems are reactivated

Staffing

- Analytics Manager (Storm Rider at EC/DC)
- 3 Architects (Day One Responders at EC/DC), two to support Business Warehouse and one to support SAGD and Streams Real time interfaces
- Business Analysts (Day One Responders at CNP Tower if open)

Inputs

- ADMS is operating
- Mobile Data is operating
- DCE is operating
- MDM is operating
- As needed, support resources from Technology Operations including:
  - Database Administrators
  - Network Resources specializing in the telecommunications operation

Tasks

For Operations, Telecommunications, IGSD devices and the SOC:

- Maintain and monitor supporting computer systems (including Business Warehouse) and situational awareness graphical displays
- Availability to fail systems over to the new AOC when available

Outputs

- Effective and functioning systems and situational awareness graphical displays supporting the restoration efforts for Operations, Telecommunications, IGSD devices and the SOC
- Availability to fail systems over to the AOC

D.3.2.3.2 Distribution Control

Summary

Distribution Control is responsible for:

- Providing safe and reliable switching
- Overseeing daily operation of the Distribution grid
- Monitoring all radio communications between field operations and the control room
- Ensuring availability of the Mobile Data system when it is reactivated

Staffing

- Manager of Distribution Control (at EC/DC)

- Control room operation lead (at EC/DC), leading:
  - Regional supervisors (at EC/DC)
  - Floor controllers (at EC/DC, reporting to supervisors)
  - Distribution Controllers (engineers) (at EC/DC)
- ADMS operation lead, leading:
  - Distribution Control Support (technical analysts) (at EC/DC)
  - Mobile Data support (at Service Centers)
  -

Inputs

For control room operations:

- Switching requests (from FCCs, crew leaders, or RTO at Service Centers)
- Prioritization information from the Priority Calls Hot Desk

Tasks

- Execute switching orders as requested
- Maintain and monitor supporting computer systems, dedicated phone lines, and situational awareness graphical displays for DVAL
- Set up equipment required by the Priority Calls Hot Desk
- Communicate distribution operations information to RTO (for opening and closing breakers)
- Manage SOC requests, including:
  - Acting as liaison with SOC to take requests and provide status updates
  - Dispatching field operations personnel to the requested location

Outputs

- Safe and effective switching, including communication concerning actions taken in the field

D3.2.3.3 EMO Summary

EMO is responsible for:

- When any bank in the system cannot transfer funds electronically, communicating with banks and Retail Electric Providers (REPs) to make sure that everyone is clear on how TDSP invoices are going to be paid to CNP
- Notifying the Texas retail market about CNP's EOP plans, and how those market participants will be affected
- Rebuilding data (and synchronizing it with the Texas retail market) after an event as needed

Staffing

- Branch manager
- ERCOT contact manager
- ERCOT manager support staff
- AMS retail market staff
- Competitive retailer communications staff

Inputs

- Which Technology Operations (TO) systems are working, and which are not (along with estimates of when those systems will be restored) (from TO)
- How much load is on the system (RTO)
- Overlay map that details outages by GLN number, and their estimated duration (GIS)
- Forecast of the load that will be on the system the next day
- Notification of demobilization of EMO resources assigned to Distribution (Resource Unit)
- Notification of ad hoc requests including from state regulatory bodies (from government liaison)

- Information on status of BES, load (from RTO)
- Status of AMS data (from AMS)

Tasks

- Upon the designation of force majeure, work with AMS Systems personnel to change a configuration in the MDM thereby allowing readings for switches to be estimated by the MDM.
- Review TMH and CIS exceptions on an ongoing basis, and make corrections as needed
- Write notifications to send to Texas retail market (at least 3 times daily)
- Respond to requests from the retail market
- Validate the status of premises that need to be retired from the ERCOT system
- Enter configurations to stop late charges for REPs whose banks and/or systems are inoperable
- Ensure that the Texas market is as functional as possible without our input (i.e., certification of new REPs)
- Set up retail market conference calls
- Prepare presentations for ERCOT committees and sub-committees as part of the after-action review process
- Releasing EMO resources to the call center as appropriate

Outputs

- Report to PUCT of plans to restore market orders
- Notifications on how the Storm EOP is affecting market orders, system functionality, and customer outages (to Texas retail market)
- Signed certification record for REPs for ERCOT
- Ad hoc reports to regulatory bodies and REPs as requested

- Calls to retail market to provide status updates
- Presentations for ERCOT committees and sub-committees
- EMO resources for call center

D.3.2.4 Gas Liaison Branch Summary

The Gas Liaison is responsible for keeping the Electric side of the business informed as to the status of Gas operations restoration.

Staffing

Gas Liaisons (both at the Incident Command Center at Greenspoint)

Inputs

- Gas restoration information (such as outages, mutual assistance requests, and internal staff that are coming in from other regions) from daily conference calls
- Ad hoc requests for updates and reports
- Priority calls for gas restoration work
- Requests for additional resources (after the gas system has been secured)

Tasks

- Monitor the status of restoration efforts, including outages and staff augmentation
- Respond to requests for additional resources

Outputs

- Requests to gas field operations to check on the status of specific gas facility restoration work

- Communications back to requestors as to the status of specific gas facility restoration work
- Gas resources for helping on the Electric side of the business

D.3.3 Planning Section

D.3.3.1 Summary

The Planning Section collects, evaluates and disseminates incident situation information and intelligence to the Incident Commander and incident management personnel. This Section then prepares status reports, displays situation information, maintains the status of resources assigned to the incident and prepares and documents the IAP, based on Operations Section input and guidance from the IC. This Section is also responsible for securing any necessary outside resources (e.g. line skills, tree trimming) that are necessary to support incident response.

D.3.3.1 Situation Planning Branch Summary

Situation Planning is responsible for gathering needed information to prepare the needed daily Incident Action Plans during an event.

Method of work

- Incident Action Plans are prepared a day in advance.
- Example: Situation Planners working on Thursday are preparing the Incident Action Plan for Friday.

Staffing

- Branch manager at the Incident Command Center in Greenspoint
- Situation Planners placed at different parts of the service territory as follows:
  - 4 at EC/DC (1 for Distribution Operations, 2 at Transmission Substation, and 1 at Dispatching)
  - 1 at Transmission Restoration center in South Houston
  - 1 at Major Underground in Harrisburg Service Center
  - 3 at the Incident Command Center in Greenspoint

Inputs

Information for the incident action plans, including:

- A variety of ICS forms
- Maps from GIS
- Weather reports from DCC

Tasks

Coordinate among the various groups (see Staffing section above) to gather the information needed to create the daily incident action plans

Outputs

- Daily incident action plans
- Prioritized request of Telecom's restoration needs (from Telecommunications Services)
- Output of the current Hurricane Ike model (from Status Documentation)
- Notification on changes that need to be made to meet current restoration goals (from Status Documentation)

D.3.3.2 Resource Acquisition Branch Summary

The Resource Acquisition Branch is responsible for:

- Compiling a listing of available resources and finalizing contracts for distribution line skill, tree skill, and transmission line skill that can help with storm restoration by June 1st each year
- Creating a roster of available resources including their capabilities and equipment
- Activating contractors and mutual assistance crews as required

Staffing

- Branch Director of Resource Acquisition
- Contractor Acquisition manager

- Mutual Assistance Acquisition manager
- Acquirement Data manager

During the course of an event, there is a significant level of effort in the beginning and end stages. Therefore, during the course of an event, some of these resources may be temporarily reassigned to other roles.

- Resource Acquisition Group staff
- Resource Acquisition Support staff
- Liaisons – Inspection, Transmission, and Tree resources

Inputs

- Receive human resource requirements from operations and support areas
- Contractor storm rosters, including skills and equipment inventory and contact information from contractors
- Initial staging site location and staffing requirements (from Operations)
- Signed contracts (from selected contractors)
- Timesheet information entered into ESR by Staging Site Support staff
- Contact information for check-in coordinators at each staging site (from Resource Unit)
- Instructions on the demobilization of resources (from Operations)
- Information on whether or not crews are being dispatched to another event (from foreign crew leadership)
- Requests for specialized equipment (from Vegetation Management)
- Communications concerning Vegetation Management's responses to special Vegetation Management (from Vegetation Management)

Tasks

Pre-storm season

- Compile a listing of line and tree trimming contractors capable of supplying resources for storm restoration. The details on the contractors prior to activation will include:
    - Contractor name
    - Contact name for contractor
    - Union/non-union status
    - Address
    - Contact number and email address
    - Vendor number and contract number
    - Execute business agreements with selected contractors by June 1st of each year (Supply Chain). This will expedite emergency activations.

Pre-storm

- Upon activation of the Storm EOP to a Category I, Alert THREE, alert the contractors that they may be activated and validate availability of their resources and equipment.

Based upon the restoration plan authorized by the Operations Section Chief, some contractors will be authorized to begin movement to Houston prior to storm arrival. Other contractors may be flown in to integrate with Company crews, while some may be notified after additional assessment of system damage.

- Enter crew roster data into ESR

Restoration

- Verify that timesheet data is entered into ESR daily for contractor resources
- Enter crew roster data and estimated and actual arrival dates into ESR
- Prepare daily reports summarizing resources, and their statuses
- Direct all contract crews with vehicles to an assigned staging site.

These crews may later be re-directed to other staging sites if they are needed more elsewhere.

- Help to resolve exceptions (examples: crews show up at the wrong site, crews that do not show up, crews that are not cleared for participation in EOP)
- Prepare and continuously loading backup database for reporting

Demobilization

- Notify foreign crew leaders that they are being sent home
- Notify contractor contact that crews are being demobilized
- Issue and mail letters of thanks to demobilized crews
- Update ESR with demobilization dates for foreign crews
- Communicate with staging site management about the demobilization of crews

Post-storm

- Assist with the validation and payment of contractor invoices
- Lead effort to rank and review contract resources
- Assist with rate filing and related audits

Outputs

- Daily reports summarizing resources, and their statuses
- Updated ESR data for contract resources

D.3.3.3 Resource Unit Branch Summary

The Resource Unit branch is responsible for:

- Tracking of all resources (internal and external)
- Onboarding/offboarding contract and mutual assistance resources. In order to achieve these objectives, this branch is divided into 2 groups:
  - Resource Management
  - Resource Reporting

Staffing

- Resource unit branch director (Greenspoint Incident Command Center)
- Resource management:
  - 1 resource management manager (Greenspoint Incident Command Center)
  - 4 check-in supervisors (initially at the Greenspoint Incident Command Center, then assigned on day 2 to their respective staging sites)
  - 56 check-in coordinators (at staging sites)
- Resource Reporting:
  - 1 resource reporting manager (EC/DC)
  - 11 resource database coordinators (EC/DC)

Inputs

Both groups:

- The number of contract/mutual assistance crews that are being assigned (Resource Acquisition)
- The schedule of the arrival of mutual assistance support (Resource Acquisition)
- Where the crews are being initially assigned (Resource Acquisition)
- Badges and decals (from Security)

Resource Management

- Badges for foreign and mutual assistance crews (from Security)
- CNP decals for foreign and mutual assistance crews and their vehicles

Resource reporting

- Check-in and check-out sheets from Resource Management group
- Receive requests for internal resources for EOP duty
- Receive resource re-assignment information

- Receive information on released resources from EOP duty
- Information in Employee Storm Roster
- Information on staff augmentation from operating areas Examples: GIS, Underground Locating

Tasks

Resource Management:

- Check-in:
  - Validate roster of personnel and equipment, and make adjustments as required and authorized.
  - Verify license plate information provided on the rosters or record the license plate and issuing state for all vehicles and trailers, if not provided on the roster (in support of the Tool Road procedures, see page 10, Section A.1.5.1)
  - Attach CNP decals near the back license plate (such as on the bumper below license plate or on the tailgate above license plate) on each non-CNP vehicle
  - Issue badges, fueling cards, and parking instructions
  - If available, enable GPS tracking of authorized vehicles
  - Make sure they go through the safety training and get handed off to the hotel coordination branch
  - Ensure that the mutual assistance/contract crews understand the check-out process
  - Re-route unexpected crews to appropriate site if required
- Check-out:
  - Ensure laundry has been picked up
  - Collect ID badges
  - Provide any additional logistical support required for departure
  - Log time departed in the EOP resource database (SharePoint)
  - If needed, disable GPS tracking of vehicles

- Other duties as assigned, as long as they stay on the staging site
- Receive demobilization information from Operations and Resource Acquisition (at least 24-hours in advance of demobilization, when possible)

Resource Reporting:

- Update EOP resource database (SharePoint)
- Run daily reports and ad-hoc reports
- Aligning requests for internal resources with internal resource availability
- Receive demobilization information from Operations and Resource Acquisition (at least 24-hours in advance of demobilization, when that is possible)

Outputs

Resource Management:

- Check-in:
  - Resource updates to the Resource Acquisition group
  - Completed check-in list for each contract and mutual assistance group
  - Lists of license plate information and issuing state for all non-CNP vehicles and trailers to the Security Branch Check-out
  - Resource updates to the Resource Acquisition group
  - Completed check-out list for each contract and mutual assistance group

Resource Reporting:

- Based on information from Resource Management group, updates for the EOP database, with any roster changes, equipment adjustments, or check-in/check-out information.

- Standard daily EOP resource report to Operations
- Daily resource availability reports
- Ad-hoc resource reports
- Contact information for check-in coordinators at each staging site (for Resource Acquisition)

D.3.3.4 GIS Resources Branch

This GIS resources branch is responsible for:

- Providing analysis, reporting, maps and applications to aid in damage assessment, restoration and communication internally and externally
- Helping with damage assessment as needed

Staffing

- Branch director (at the Incident Command Center)
- Manager (at DVAL)
- GIS Support - core GIS staff at the CNP tower to ensure integrity of system infrastructure, map and map copy production, data analysis and special requests
- GIS Support - developers at CNP tower for advanced GIS work such as complex analyses and processing of orthoimagery
- GIS Support – reassigned to the field for damage assessment and other EOP roles/activities
- GIS Support - to be located at Services Centers for GIS analysis and/or other support activities (includes specific assignments at EC/DC and Harrisburg at a minimum).

Inputs

Outage and restoration data from OAS in the short term, and

- Outage data from ADMS in the near future, and restoration data from replacement system to be named (by substation area, circuit, and circuit sections)
- Requirements for ad-hoc mapping and reporting requests

Tasks

- Produce maps, reports and analyses
- Maintain the hardware and applications for GIS
- Ensure that Outage Tracker is populated with outage and restoration data, and provide comparison and analyses of said data
- Provide various routine as well as ad-hoc reports

Outputs

- Additional 11" x 17" facility maps upon request for use as patrol maps or storm restoration tracking maps
- The availability of all maps required for inspection and documentation of circuits assigned to each Service Area, for field patrol use. Maps shall be of sufficient size and detail to allow field patrols to follow un-fused feeder main (backbone) and fused laterals.
- Web-based Outage Tracker application specifically designed to capture and display outages and estimated restoration dates for internal and external consumption. This application will have total failover capabilities should the equipment fail or if power is lost to the CNP Tower.
- Updated GIS information based on as builts received from field crews (post event)
- Ad-hoc reports as requested
- Web service feeds to DOE

D.3.4 Logistics Section

D.3.4.1 Introduction

The Logistics Section is responsible for all service support requirements needed to facilitate effective and efficient incident management, including: meals, lodging, facilities, laundry and miscellaneous resource needs. The organization is made up of a combination of CNP employees and select contractors.

D.3.4.2 Logistics Resources Branch

The Logistics Resource Branch is comprised of three distinct groups, each with its own function. These groups are Hotel Coordination, Supply Chain and Staging Site Resources. Each is discussed in detail below.

3.4.2|1. Hotel Coordination Summary

Hotel Coordination is responsible for:

- Providing mutual assistance support as CNP crews travel to and from disaster areas (for mutual assistance events outside CNP's territory)
- Providing lodging assistance to CNP employees and retirees, incoming line crews and tree crews, and other support personnel as needed. (For disaster recovery within CNP's territory)

Staffing

- Hotel Coordination manager
- Hotel coordinators, including:
  - 4 geographic leads
  - 1 employee lead
  - 1 contracts lead
  - 1 resource acquisition liaison
- Hotel coordinators (the number depends on the size of the event)

Inputs

- Information on mutual assistance and contractor crews (number, gender, supervision, support), when lodging is needed and expected duration, and where

they will initially be stationed (from Resource Acquisition or utility requesting assistance)

- Hotel availability assessment (external 3rd-party and local information), including:
  - If the hotel is operational
  - If the hotel has limited operations (due to a power outage or flooding, for example)
  - The number and types of rooms the hotel has available
- Approved lodging options in addition to hotel availability (from Incident Commander)
- Hotel Coordination staff requirements for each staging site (from Operations)
- Notifications when resources shift in the territory (from Resource Unit)
- Notifications regarding resource demobilization (from Operations)
- Contact information for foreign crew leadership (from Resource Acquisition)

Tasks

General Hotel Coordination activities:

- Verify that Hotel Coordination has received needed information from Resource Acquisition
- Disseminate information (mainly contracts and staging sites that are affected) from Resource Acquisition to hotel coordinators
- Acquire contracts with hotels
- Provide contracted rooms and hotel names to appropriate hotel geographic leads
- Match room inventory with incoming crews, and making pre-arrival assignments
- Communicate assignments to group hotel liaisons
- Ensure that keys are ready before crews arrive

- Validate that the rooms that hotels provide match what they contracted with us for
- Provide the hotels with appropriate contact information and the CNP check-in process
- Complete daily reconciliation and problem resolution with hotels
- Coordinate check out process with hotels
- Coordinate hotel payments with Finance (by credit card or invoice)
- Enter required information into ESR
- Accurately complete daily forms 1-5 and issue log
- Participate in conference calls as needed Staging site

Hotel Coordinators

- Verify that crews that need hotels have received their badges
- Check in crews for room inventory and finalize hotel assignment
- Complete roster form and have crew lead sign it (this becomes the crew's check in authorization at the hotel)
- Communicate with busing about needs for crew transportation and hotel assignments
- Determine bus driver lodging needs, and assign rooms for drivers
- Handle any lodging issues
- Relocate crews when needed
- Assist with crew check out process

Outputs

- Where crews will be housed (for Staging Site Logistics)

- Rosters for hotels
- Busing needs (to Staging Site Logistics)
- Management reporting as requested
- Contract documentation
- Completed forms and logs

Supply Chain

Summary

Supply Chain has EOP responsibility to evaluate, plan, and execute the procurement, management, and delivery of restoration material to CNP and mutual assistance crews.

Staffing

Internal staffing:

- Manager
- Logistics leads
- Purchasing lead
- Material coordinator
- Materials management handlers
- Material handlers
- Purchasing storm team

Staff augmentation (depends on the size of the event):

Material handlers from:

- Employee storm roster
- Mutual assistance
- Contractors

- Trucking support

Inputs

- Official declaration of EOP (from Incident Commander)
- Current inventory levels from SAP
- Information on facility status from EOP briefing conference calls
- Information on incoming internal and external crews (from Resource Acquisition)
- When and where staging sites are opening (from Operations)
- Requests from Substation, Transmission, and Major Underground

Tasks

Pre-storm season:

- On an annual basis, evaluate and execute adjustments to the Central inventory in preparation for storm season.
- Prepare contracts for EOP services such as line skills, logistical needs, and vegetation management
- Update the Special Material Release with Engineering to ensure that the appropriate materials are included and updated
- Ensure that Staging Site Kits are complete, and re-stock them as needed

Pre-storm preparation:

- Pre-pack 5 Service Center Storm Kits and strategically pre-position them year round at selected Service Center locations.
- Pre-position approximately 7 Staging Site Kits for quick access prior to the hurricane season, and ship them to staging sites as directed.

- Once EOP has been declared, place the initial Special Material release at minus 6 hours to landfall.

Restoration:

- Manage logistics operations at the Service Centers, material depots, and staging sites with timely material replenishment.
- Work with Operations and Distribution Standards and Material for material substitution authorizations.
- Work with Environmental in support of hazardous material handling and disposition.
- Based on information from the following sources, Supply Chain will project the anticipated material needs for the remainder of the restoration:
  - Conference calls
  - Discussions with Operations management
  - Resource allocation
  - Historical data

    This calculation happens on a daily basis.
  - Information from Staging Site Logistics leaders

Outputs

Materials and equipment

Staging Site Resources Summary

The Staging Site Resources group is responsible for:

- Coordinating the following:
  - Transportation

- Laundry
- Meals
- Ice
- Drinks
- Parking
- Trash
- Port-o-cans
- Washing stations
- Lighting
- Other non-operational items such as dust control, etc.
- Temporary housing if required

- Working with vendors who provide those services on site
- Working with Purchasing to identify and contract with vendors who provide those services off site

Staffing

- Manager
  - Responsible for management and oversight of the logistics network
  - Oversees Lead Coordinators
- Staging site lead logistics coordinators personnel: Responsible for directing the activities of the logistics coordinators at the site and working with the Hotel Coordinators to resolve any hotel issues
- Logistics coordinators: Responsible for the coordination of logistic activities at CNP facilities and staging sites

Inputs

- Authorization to begin setting up staging sites (from Operations)

- Number of staging sites to be set up (from Operations)
- Number of arriving crew (from Resource Acquisition)
- Estimated arrival times for crews (from Resource Acquisition)
- Which staging sites crews are assigned to (from Resource Unit)
- Where crews will be housed (from Hotel Coordination)
- Where crews are re-assigned to (from Resource Unit)
- When staging sites will begin to be demobilized, and how quickly they will be demobilized (from Situation Planning)
- Signage (from Security)
- Busing needs (from Hotel Coordination)

Tasks

- Handle all creature comforts, as defined above
- Support vendors providing services
- This group is not responsible for fleet, fuel, materials, security, hotel coordination, or operations- related tasks (such as assigning work or mobilizing crews).

Outputs

- Information on financial implications of staging site logistics (to the Finance Section)
- Documentation of additional services above initial scope (to the Finance Section)
- Documentation of services agreed to and rendered (to the Finance Section)

D.3.4.3 Fleet and Shops Services Branch Introduction

Fleet and Shops Services is responsible for:

- Making sure that employees have the vehicles they need for emergency work
- Ensuring that those vehicles are properly maintained
- Fueling employee, contractor, and mutual assistance vehicles
- Coordinating the deployment, tracking, and return of light fleet rental vehicles
- Making all bargaining unit employees not directly involved with specific storm duties available to the Resource Unit for reassignment as needed for distribution system restoration

Fleet Services

Summary
Fleet Services is responsible for pre-planning activities and execution of EOP plans necessary to provide assistance to all CNP transportation and fueling-related activities.

Fleet Services will assist Mutual Assistance and Contract Crews with the following:

- The identification and contact of area Fleet Service providers to support mutual assistance crews and contractors with vehicle and equipment maintenance/repair needs
- Establishing communications links
- Arranging for unique fuel and assistance in coordinating maintenance requirements
- Locating local supplies of repair parts and tire repair for foreign vehicles

CNP is **not** responsible for the actual repair work on contractor or mutual assistance vehicles. CNP simply helps with communication links between contractors/mutual assistance and fleet services providers.

Staffing

- Manager of Fleet and Shops Services

- The number of fleet resources will vary based on the severity of the storm. The remainder will be allocated to EOP roles.

Inputs

- Requests for vehicles from service centers
- List of staging sites that are open, and their fueling capacities
- Requests for repairs

Tasks

- Coordinate all CNP vehicle maintenance
- Provide fuel for all CNP, contractor, and mutual assistance vehicles Crews will be placed on 16-hour shifts at maintenance and fueling garages as necessary to support restoration efforts.
- Find and assign underutilized vehicles that are needed in the field
- Perform repairs on CNP vehicles as needed

Outputs

Operational and adequate fleet

Fleet Support Summary

Fleet Support is responsible for providing back-office support for both Fleet and Shops Services for restoration efforts, as it relates to procurement and accounting for fuel purchases and work order activities.

Staffing

- Manager of Fleet and Shops Services
- Lead
- Fleet support personnel

Inputs

- Information on Staging Site fueling activities
- Information on fuel capacities from fuel providers (Sun Coast)

Tasks

- Reconciling fuel usage and expenses
- Replenishing fueling supplies

Outputs

- Adequate fuel supply
- Reconciliation of fuel and expenses (to Finance Section)

Shop Services

Summary

Shop Services is responsible for:

- Providing preplanned assistance in services and personnel to repair or replace CNP tools involved in restoration efforts.
- Repairing and providing replacement parts for damaged sectionalizing equipment needed to restore the transmission, substation, and distribution systems
- Performing custom repairs/fabrication of parts for substation equipment
- Assisting with field response and repairs to IGSDs as needed

Staffing

- Manager of Fleet and Shops Services
- The number of Shops resources will vary based on the severity of the storm. The remainder will be allocated to EOP roles.

Inputs

- Requests for custom fabrication work and repairs to the distribution infrastructure (from the field)
- Requests for field force tool repairs (from the field)
- Requests for grounds

Tasks

- Fill the orders for custom fabrication work and repairs
- Issue protective grounds
- Build additional grounds if required

Outputs

- Working equipment
- Fulfillment of requests for repair work
- Adequate supply of grounds

D.3.4.4 Facilities Branch Summary

Facilities is responsible for:

- Preparing facilities in advance of an event
- Coordinating the repair of damages at CNP-owned facilities
- Ensuring that CNP-owned facilities have adequate facility supplies and services

Staffing

- Manager
- Site EOP Facilities Coordinators (one per staging site)

- Facilities Support personnel (contractors), responsible for assisting the Facilities Coordinators as needed

Inputs

Requests for repairs or services

Tasks

Repair facilities as needed

Outputs

- Operational facilities
- Status reports as requested

D.3.4.5 Security Branch Summary

Corporate Security is responsible for:

- Maintaining a safe and secure work environment for all personnel and vehicles involved in EOP recovery.
- Securing assets during EOP Coordination and deployment of contract guards and off-duty police officers
- Acting as a liaison with law enforcement or other governmental agencies
- Coordinating police escorts of crews and materials
- Prompt handling of all incidents of a security nature
- Traffic control for AM and PM crew truck movements at staging sites
- Coordination of toll road procedures with Harris County Toll Road Authority (HCTRA)
- On-going maintenance, monitoring, and responses to electronic security systems

Staffing

In the field:

- Security Coordinator Lead
- Senior Security Coordinators
- Security Coordinators

At the tower:

- Manager
- Security Technical Coordinator Lead
- Security Billing Contractor Coordinators
- Security Technical Coordinators

Inputs

Security Coordinators (Lead and Seniors):

- Which staging sites will be opened (from Operations section chief)
- Traffic control needs at staging sites (from Staging Site manager)
- Which restricted roads CNP needs access to (from Operations)
- Any security incidents that occur (from Staging Site manager or Operations)
- Which crews and materials will need police escorts (from Operations and Supply Chain)
- Which assets will need protection (from Operations and Staging Site manager)

Security Billing Coordinators:

State and plate numbers of foreign and mutual assistance crews (from Resource Unit

Tasks

Security Coordinators:

- Coordinating with local authorities to ensure CNP personnel access to storm damaged areas
- Coordinating and deploying contract guards and off-duty police officers
- Acting as a liaison with law enforcement or other governmental agencies
- Coordinating police escorts of crews and materials
- Handling promptly all incidents of a security nature
- Coordinating traffic control for morning and evening crew truck movements at staging sites

Security Technical Coordinators

- Coordinating toll road procedures with Harris County Toll Road Authority
- Maintaining, monitoring, and responding to information from electronic security systems

Security Billing Contractor Coordinators

- Keeping time for contract security resources
- Ensuring that CNP processes payments for security contract resources in a timely manner

Outputs

- Information on which foreign and mutual assistance vehicles will need access to toll roads (to HCTRA)
- Payments to contract security personnel

D.3.4.6 Staging Site Management Summary

Staging site management is responsible for setting up and managing bases of operations for major restoration efforts involving mutual assistance and contract crews.

Staffing

- One senior level manager per primary and secondary staging site, to set up and administer the site

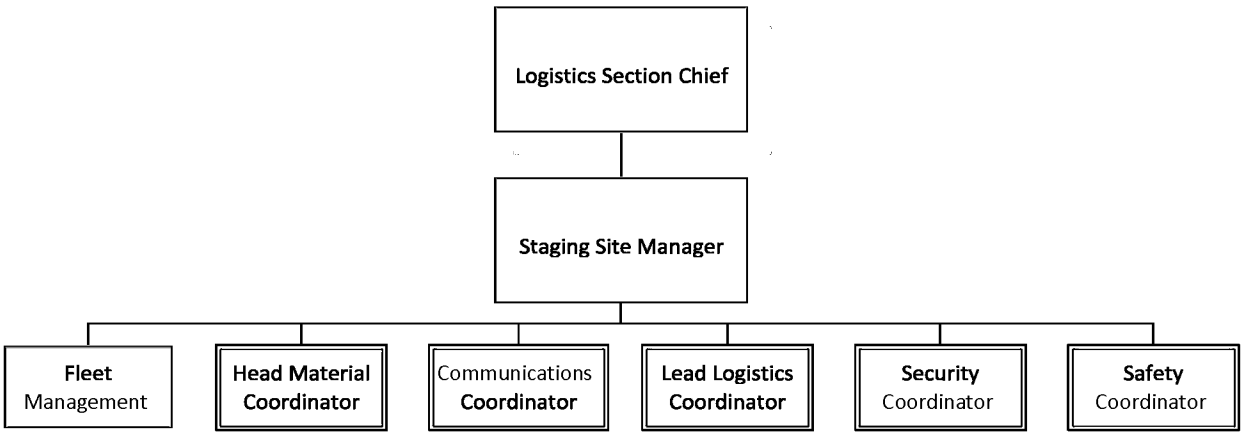
The secondary site managers will assist the primary site managers as needed

- Support personnel in order to provide Distribution Operations and their crews with basic services
- Security personnel: Responsible for:
  - Establishing a safe and secure area for the coming and going of all personnel and vehicles
  - Providing those crews with appropriate identification
  - Directing traffic, including hotel buses
  - Arranging for convenient parking of crew trucks
- Fleet personnel: Responsible for:
  - Locating the fuel skids in a safe and convenient location
  - Having all crew trucks fueled and ready for duty each day
  - Repairing and maintaining of internal fleet vehicles
  - Arranging for rentals if necessary
  - Putting external crews in touch with repair vendors
- Materials personnel: Responsible for:
  - Obtaining and stocking basic materials and supplies needed by the restoration crews
  - Providing tools

- Providing occasional hot shot delivery services to crews in the field

- Communications personnel: Responsible for establishing the communication network at the staging site, including telephone, internet service, and technical support.
- Staging Site Logistics personnel: Responsible for:
  - Providing sit down breakfast and dinner for all foreign crews and staging site support personnel
  - Providing carry out lunches
  - Taking care of crew laundry service and staging site cleanup services
  - Coordinating the service of portable restroom services

The following is the organizational structure of each site*:



Note: This is the structure for the Logistics branch only. Sites will also have Operations assigned to it and other support functions, such as Resource Check-in Coordinators.

Inputs

- Notice from Distribution Operations Branch Director about which sites need to be activated (the sizes of the staging sites that are activated determines the list of resource requirements)
- Kick-off pallets from the Special Material Release (from Supply Chain)

- Number and estimated arrival time of incoming crews (from Resource Acquisition group

Tasks

- Help with initial clearing of debris at staging sites
- Assist with coordination of staff that primarily are responsible for security, logistics, materials management, communications, fleet services, staging site resources, or facilities
- Set up flow patterns for traffic, including signage
- Establish parking
- Ensure the safety of the staging site
- Resolve issues that arise over the course of the restoration effort

Outputs

- Safe, functional staging site

D.3.5 Finance Section

D.3.5.1 Summary

The Finance Section is a critical part of ICS in complex incidents involving significant funding. The Section Chief tracks and reports to Incident Command the accrued cost as the incident progresses and may also be asked to provide forecasts to ensure operations are not negatively impacted. Some of the functions that fall within the scope of this Section are conducting overall cost analysis for the incident and maintaining typical operations such as accounts payable, and revenue billing. The Finance Section is responsible for:

- Minimizing financial risk and loss for CNP
- Tracking costs related to the event

- Reimbursing applicable parties per their existing agreements with CNP
- Helping to put together damage estimates for smaller events

Within the Finance Section, four primary Branches fulfill functional requirements:

- Reporting: provides cost analysis and forecasts to Incident Command
- Financial Services: continues typical operating functions such as accounts payable, remittance processing and revenue billing
- Insurance: administers all claims other than auto, general liability and excess liability
- Treasury: manages cash funding requirements

Although most groups in the Finance Section operate as normal, their activities are related to the Storm EOP. A brief summary of responsibilities are listed below.

D.3.5.2 Reporting Unit Summary

The Reporting Unit provides cost analysis and forecasts to Incident Command.

Staffing

- Reporting Unit branch director
- Liaisons

Inputs

Restoration:

Ad hoc reporting requests

Post-restoration:

- Requests for reporting

- Assumptions related to the regulatory recovery of storm costs (from Regulatory Reporting)

Tasks

Pre-storm:

- Send out information on how internal employees track time during a Storm EOP
- Setting up the cost collectors for an anticipated storm event

Restoration:

- Put together an estimate of what the storm will cost
- Coordinate with other Finance groups to gather the information needed for internal and external reporting, including:
  - Analysis of the impacts to revenues, operating expenses and capital
  - Timing and amount of regulatory recovery of storm costs
- Respond to requests for reports

Post-restoration:

- Coordinate with other Finance groups to gather the information needed for reports
- Respond to requests for reports
- In the event is serious enough that the Company service area is declared a federal disaster area, coordinate with the Tax department and Insurance to determine the amount of tax deduction

Outputs

Restoration:

- Estimate the amount that the storm will cost and the amount of regulatory recovery (to Investor Relations and Regulatory Reporting areas)
- Information on how to track costs

Post-restoration:

Financial reporting as required to support regulatory efforts (to Regulatory Reporting branch director)

D.3.5.3 Financial Services Summary

Accounts Payable ensures timely payment for goods and services rendered during restoration. Remittance Processing ensures the timely processing of checks. Payroll and Administration ensures timely payment to staff. Electric Revenue Billing determines the correct billing information to send to REPs on behalf of customers and calculates lost revenues

Financial Services does not have an official Storm EOP status. They will continue their normal activities during a Storm EOP. However, these activities are related to Storm EOP.

D.3.5.4 Insurance Risk Management Unit Summary

The Insurance Risk Management Unit is responsible for administering all claims other than auto, general liability, and excess liability.

Staffing

This group does not have an official Storm EOP status. They will continue their normal activities during a Storm EOP. However, these activities are related to a Storm EOP.

The staff includes 3 Corporate Insurance Coordinators and 1 administrative assistant.

The other Insurance staff are loaned to other branches during a Storm EOP, except the administrative assistant. The administrative assistant reports workers compensation claims through the One Call procedure.

Inputs

- Insurance claims information from daily status conference calls
- Injury information from Disability Management
- Workers compensation claim payments (from an outside vendor)

Tasks

- Notify property insurance brokers and adjusters if damage exceeds deductible
- Assist Environmental, Safety, Legal and Human Resources' representatives with submission of company incident reporting forms to meet insurance policy discovery and reporting time deadlines/restrictions.
- Gather preliminary facts and create reports for adjusters based on damage inspections of locations.
- Coordinate arrangements for adjusters to be at the damaged sites.
- Provide estimate of the property loss
- Assist affected business units, gather documentation to support an insurance claim.
- Manage claims through settlement.
- Process workers compensation claim payments on a weekly basis

Outputs

- Reports for executives as needed
- Deposit proceeds as directed by affected business unit
- Payments for workers compensation claims

- Information on lost time workers compensation claim payments (for Payroll salary continuation)

D.3.5.5 Treasury Summary

Shareholder Services: Serves as transfer agent, registrar and dividend paying agent for CNP common stock and administers CNP's Investor's Choice Plan. Long-term Finance: Long- Term Finance evaluates and implements financings, ensures that compliance reporting and other requirements in financing agreements are satisfied and administers trust relationships.

This branch does not have an official EOP status. They will continue their normal activities during EOP. However, these activities are related to EOP.

Tasks

Coordinate with the Director Operations for cash funding requirements prior to the storm. Per the CNP General Expense and Reimbursement policy, cash advances during an emergency other than EOP must be approved by the Business Unit President or functional area leader. Cash advances normally not available may be made available during an EOP situation when the card holder has established the cash feature of his or her OnePay card.

Section E: Annexes

Per 25.53. the following annexes are included in this section:

- Annex A – Weather Emergency Annex
- Annex B – Load Shed Annex
- Annex C – Pandemic and Epidemic Annex
- Annex D – Wildfire Annex
- Annex E – Hurricane Annex
- Annex F – Cyber Security Annex
- Annex G – Physical Security Incident Annex
- Annex H – Mobile Generation/Long Lead Time Facilities Annex

Annex A

Weather Emergency Annex

Hot Weather Emergency

PURPOSE

The purpose of the hot weather emergency annex is to provide a guide on preparing for and responding to extreme heat measures that could impact the CenterPoint Energy Houston Electric (CEHE) footprint.

SCOPE

There are two distinct responses that could cause an elevated response from CEHE during an extreme heat situation.

- Load Shed as directed by ERCOT
- Widespread outages due to heat related transformer outages (also known as a Transformer Tsunami)

RESPONSE – Load Shed

- CEHE's Real Time Operations (RTO) utilizes and maintains a response plan for Load Shed that is directed and coordinated by ERCOT. The RTO Team will utilized the Emergency Operation Plan (EOP) as necessary to support this response.
- For additional information regarding the load shed plan, please reference (Annex B)

RESPONSE – Equipment Failure

- Distribution Operations maintains a Storm Response Organization to respond to localized weather events. It is the responsibility of the Incident Commander (IC) on duty to monitor the situation and determine if the Response Plan within Distribution Operations should be activated.
- Upon activation, the Incident Command structure will be based on the roles identified in the Storm Response Plan. The IC and support team will make determinations on staffing, resources and materials as necessary.
- In the event of a significant shortfall of materials, staffing, or other issues the IC has the discretion to activate the EOP at Level 1 to provide additional support and garner additional awareness from leadership.
- For additional information, please reference the CEHE Storm Response Plan.

Cold Weather Emergency

Proactive Weatherization

- CEHE designs its transmission circuits to conform with the latest edition of the NESC, which is the industry standard for ice and wind design for coastal and inland areas. The Company's practice for designing all new transmission lines is to utilize Grade B loading requirements. Grade B applies the highest geographically applicable NESC values for wind and ice loading as well as the highest safety overload factors. CEHE also incorporates anti-cascade design features in its transmission lines.
- CEHE designs its substations to conform with the latest version of the NESC wind maps. The Company's practice for new substations and equipment is to utilize 2 wind zones:140-mph (Coastal) and 120-mph (Non-Coastal), which meets or exceeds the NESC wind load based on the substation's location.
- CEHE's equipment specifications and acceptance testing standards include the use of ANSI/IEEE standards, which specify temperature ranges for service conditions covering a wide temperature range. The temperature ranges vary based on type of equipment from -4°F or -22°F to 104°F or 131°F. CEHE equipment specifications specify -22°F for all major substation equipment.
- CEHE installs heaters in substation transformer and breaker control cabinets.
- CEHE's substation control cubicles are climate controlled.
- CEHE utilizes antifreeze for cooling its station service backup generation equipment, and the equipment is oriented in a manner that avoids water and ice buildup on components which could inhibit operation.
- CEHE utilizes station service voltage transformers (SSVTs) in new substation installations, which have been retrofitted to key transmission substations where the station service feed is provided by local distribution providers.
- CEHE installs weep holes in substation buses to avoid water and ice buildup.

Transmission Routine Maintenance

- CEHE has a comprehensive transmission line inspection and rehabilitation program based on a 5-year cycle to ensure that the integrity of existing transmission structures and wires is maintained. Twenty percent of the transmission system is ground inspected and maintainedeach year. Any line component identified that will likely cause a failure or a circuit outage within a critically short period of time is promptly addressed.

Substation Routine Maintenance

- CEHE performs periodic station checks on applicable equipment to verify pressures and levels for Sulfur Hexafluoride (SF6), oil, nitrogen levels, transformer and breaker cabinet heaters, alarms, and supporting circuitry. Station checks are scheduled

monthly for 345kV and select 138kV substations. Station checks for the remaining substations are scheduled every 2 months.

- CEHE performs additional substation equipment and protection system maintenance according to manufacturer recommendations or in accordance with NERC maintenance interval requirements, generally whichever is more frequent.

Distribution Routine Maintenance

- CEHE has a comprehensive distribution wood pole inspection and rehabilitation program based on a 10-year cycle to ensure that the integrity of existing wood pole structures is maintained. Ten percent of the transmission system is ground inspected and maintained each year. Any line component identified that will likely cause a failure or a circuit outage within a critically short period of time is promptly addressed.

Anti-galloping

- Additionally, beginning in 2015 and continuing into 2022, CEHE has completed system hardening projects to retrofit portions of 69 kV and 138 kV transmission circuits with anti-galloping devices to avoid damage from icing conditions.

As referenced previously, the Company utilizes three emergency activation levels, designed to ensure sufficient resources are available to effectively respond to any type of event impacting CEHE's service territory. The alert levels may be activated, based on need, during a variety of event types. Please see Section A: Overview for additional details regarding the Company's response to emergency events.

Annex B

Load Shed Annex

Load Shed Annex

Procedure for controlled shedding of load

Pursuant to the ERCOT Protocols, the Company coordinates with ERCOT during an Energy Emergency Alert (EEA) event. Real-Time Operations Dispatchers coordinate electric grid activities with ERCOT System Operators using ERCOT Protocols and Operating Guides as well as in-house procedures. CNP is required to implement ERCOT-directives to maintain grid reliability.

In accordance with NERC Standard TOP-001-5 R1, without direction from ERCOT, the Company has the flexibility to curtail load by a variety of means, which include implementing the following measures, as time permits:

1. Curtailing all non-essential load within Company facilities;
2. Reducing distribution circuit voltage to achieve load reduction; and
3. Appealing through the media that all customers voluntarily reduce load.

After implementing the above measures, if circumstances require that load be reduced further, the Company will initiate its manual load shedding programs. This is accomplished by shedding distribution circuits as necessary to maintain system frequency, while rotating the outages of distribution circuits. Circuits are divided into four categories called "blocks". The blocks consider the following: Emergency Load Reduction Schedule (ELRS), NERC standards, and ERCOT Protocols and Operating Guides. In the event that the manual load shedding program does not correct the emergency conditions, automatic under-frequency programs will be activated at the following specific frequency levels: 59.3 Hz, 58.9 Hz and 58.5 Hz. Load assigned to the block for each frequency will in turn be curtailed.

Priorities for restoring shed load to service

Load manually shed as a result of an ERCOT declared EEA load shed event will be rotated and restored based on the order of the distribution feeders for each block as defined in the ELRS.

Hazardous conditions, such as downed power lines, are the highest priority. Because the objective is to restore service to as many customers as possible, restoration of transmission circuits, substations, and distribution feeder mains are begun simultaneously. The distribution restoration proceeds in the following order:

1. primary feeder lines;
2. primary fused laterals;
3. transformers;
4. secondaries; and

5. service drops.

Inspection of and repairs to the feeder circuits are prioritized, so that service to large blocks of customers can be restored as soon as possible. Crews are directed that they must sweep the circuit (i.e. repair ALL damage related to that circuit: circuit, fuses, transformers and service drops) before moving on to the next circuit. After this, the restoration effort is guided by information provided by the Company's Outage Management System (OMS). The information printed on each trouble order includes the name of the device determined to be out of service as well as the number of customers affected. After a device is determined to be out of service, the Company stops printing further orders unless a hazardous condition is reported. Trouble orders from OMS are dispatched to the crews in the affected area in the following order:

1. line-fuse vicinities;
2. transformer vicinities; and
3. single order lights out.

The crews then schedule repairs on the basis of the critical nature of the customers and the location and number of customers affected. This system allows for an orderly and prompt response in restoration of the Company's delivery system.

Procedure for maintaining an accurate registry of critical load customers

Critical loads are defined by the PUC as "loads for which electric service is considered crucial for the protection or maintenance of public safety; including but not limited to hospitals, police stations, fire stations, critical water and wastewater facilities and customers with special in-house life-sustaining equipment."

The Company maintains a registry of critical load customers, which includes two lists: a list of critical load public safety customers, critical load industrial customers, and critical natural gas facilities and a list of chronic condition residential customers and critical care residential customers. The list of critical load public safety customers, critical load industrial customers, and critical natural gas facilities is managed by the Company's Distribution Accounts group, and the list for chronic condition residential customers and critical care residential customers is managed by the Company's Revenue Protection. The registry of critical load customers is an electronic database located in a secured area within the Company's corporate information technology architecture. The registry is updated as necessary but, at a minimum, annually.

The registry of critical load is updated as customers are approved through the application process. Approved Critical natural gas facilities are tracked for awareness during load shed and restoration planning. To ensure that the critical load registry is accurate, the Company's

personnel interact with various local government and area representatives to review and validate the information.

The critical load registry is used to develop circuit prioritization. When a critical load customer is initially added to the registry, the Company circuit serving that critical load is included in that critical load customer's record. Within the critical load registry, reports can be extracted by circuit, and this information is then utilized in an annual circuit prioritization process. In addition, both the Company's Outage Management System and the Geographic Information System depict critical load accounts. The Company assists critical load customers by restoring power after an unplanned outage in a systematic way that takes critical loads into account.

Critical Load, Critical Care Residential and Chronic Condition Residential customers are notified when they are approved to be in the Registry of Critical Load Customers. Critical Care Residential and Chronic Condition Residential customers receive notification by mail reminding them to reapply for inclusion in the Registry of Critical Load Customers. Since a load shed event is an emergency order from ERCOT based on a shortfall of electricity being generated, electric utilities, including CEHE, do not have the information to be able to notify individual customers if they may lose power, when they may lose power or how long the load shed event may last. However, we will work to keep our customers informed about the situation through local media outlets, social media, and direct communications.

Customer Service conducts formal training on aspects of serving Critical Load Customers for all Customer Service Representatives. Operations and Engineering personnel are trained to refer customers inquiring about acquiring Critical Load, Critical Care Residential, or Chronic Condition Residential customer status to their Retail Electric Provider and the electric portion of the CNP website.

As referenced previously, the Company utilizes three emergency activation levels, designed to ensure sufficient resources are available to effectively respond to any type of event impacting CEHE's service territory. The alert levels may be activated, based on need, during a variety of event types. Please see Section A: Overview for additional details regarding the Company's response to emergency events.

Annex C

Pandemic and Epidemic Annex

Pandemic and Epidemic Annex

Introduction

CNP, like many other businesses and governmental entities, has developed over the years a variety of business continuity plan in response to uncontrollable events and natural disasters. One area of increasing concern has been the possible need to conduct operations over a number of weeks or months with a substantially reduced workforce and without the ability to call or rely on outside contractor assistance. This more recent requirement has been based on the realization that a world-wide infectious disease or a pandemic could strike unexpectedly.

CNP, drawing from a wide variety of authoritative governmental and scientific sources, as well as its own experience in responding to natural disasters affecting its service area, has developed detailed plans in preparation of a possible pandemic. The response activities can apply to other similar catastrophes that might cause large scale workforce absenteeism.

Objectives

CNP's interest is in preparedness, not panic. It is recognized that a knowledgeable, confident and healthy workforce will represent a key factor in the success of our response plan activities. CNP has three main objectives for the Pandemic Preparedness Plan:

1. Educate employees on how to be personally prepared for a potential infectious epidemic. Employees should understand their roles and responsibilities in support of the company's response activities and continue to have the opportunity to work in a safe and healthy environment.
2. Respond in an appropriate manner to any such threat and attempt to limit the spread of infection, thereby protecting our workforce as much as possible. The plan will identify critical corporate and infrastructure energy delivery functions and devise methodologies for continuing such tasks without undue interruption.
3. Maintain essential services to the community and protect the enterprise and safety of our customers through coordinated efforts with various governmental authorities represented in our area and business footprint.

Key elements

Since we live and work in a highly mobile, global economy, an outbreak of a pandemic infectious disease may provide little lead time before operations are affected. CNP will continue to encourage education of its employees, customers and other business partners as to how they can prepare for such an epidemic.

Employees:

A high priority will be to protect our workforce from the threat of illness by:

- Emphasizing a clean and healthy working environment,
- Coordinating our activities with federal, state and local public health authorities to assist in providing vaccinations and other medications to the extent that they are available, and
- Stressing the need for the sick or those potentially exposed/impacted to remain away from the workplace.

An important weapon against the spread of infectious disease is the isolation of personnel where practical and the use of temporary "physical distancing". Families should stockpile necessary provisions to be self-sufficient within their homes. However, during a pandemic event some sheltering in place may be required for a lengthy period of time, perhaps weeks, since travel and daily shopping may be limited. In addition, schools and day care will likely be closed during community outbreaks, placing an additional need for food, water and other essentials within the home. While ensuring that families are reasonably secure and protected, CNP employees will also need to focus on supporting the business services upon which our communities heavily rely.

Managers:

Each manager and supervisor should develop and maintain business process alternatives and business continuance plans with the expectation that a significant portion of their staff may be unavailable or away from usual work locations. In order for this to be an effective and sustainable plan during an actual infectious outbreak, it will be essential to retain the active participation of all available employees and contract personnel regardless of their normal job duties or work locations.

Crises Response Plan Team (CRPT) Notification

1. The Corporate Response Plan is the Company's strategic resource on how to respond to various types of incidents and crises. The CRP is designed to ensure that resources and other support are provided to the business following an incident.

2. If an incident shows potential for escalation, it is recommended you notify the CRPT immediately.

3. To report incidents and contact CRPT during an incident, please utilize the Corporate Response Telephone and Mailbox.
4. The CRPT consists of the following personnel:

Function	CRP Description
Finance	Finance Officer
Legal	Legal Officer
CCR	Corporate Communications Officer
Safety	Safety Officer
Gas Operations	Gas Operations Officer
Electric Operations	Electric Operations Officer
IT	IT Officer
HR	HR Officer
Regulatory	Regulatory Officer
ERM	Head of ERM
Security	Head of Corporate Security
Customer	Customer Officer
ERM Analyst	ERM Analyst
Emergency Operations	EOP Coordinator

Critical company functions

Unlike the disasters contemplated by some of the company's other business continuity plan, a pandemic does not significantly damage or destroy company facilities or directly affect service to customers. Well into the outbreak, it is expected that our electric utility facilities and gas utility facilities will be operating normally. Should such a disaster affect our service territories, it is not about the equipment itself, but rather the skilled workers that operate that equipment and the multitude of support personnel that constitute CNP.

Further, it will not only be important to maintain service to critical institutions such as hospitals, fire and police stations and government health organizations, but to our customers in general who may have increased needs of critical infrastructure entities. CNP's Pandemic Preparedness Plan Team, in conjunction with others within our organization, is charged with maintaining a current list of important company functions, and ensuring that detailed response plans are in place to continue operations with a reduced workforce. The following work type levels are utilized by this plan to describe those important business, service and support activities.

Level 1 – Business activities that must continue uninterrupted, even in the face of significant workforce absenteeism, in order to maintain appropriate service delivery levels, public safety and corporate financial integrity. Work activities that fall into this critical category may have to be modified so that any absenteeism experienced will not:

- cause disruptions to service according to current emergency plan restoration priorities or
- impact functions that maintain public or private safety.

Level 2 – Business activities that could be delayed for as much as a week without serious business or service consequences. This delay should not:

- jeopardize the supply chain and inventory levels,
- seriously impact company infrastructure, including
  - voice, data and information systems
  - inter-company billings
  - transportation systems
  - payroll processing
- place the company in a serious adverse position relative to contracts, laws or regulations or
- materially impact the financial stability and/or cash flow of the company.

Level 3 – Non-critical business functions that could be delayed indefinitely and rescheduled based on available workforce. Personnel associated with activities in this category could be redeployed as needed to perform Level 1 or Level 2 type work.

Strategies

The strategies outlined below are generally based on a pandemic threat like those monitored by the World Health Organization (WHO). WHO uses phased alerts to inform world health authorities and governments of the changing status of influenza pandemic threats as well as other health-related public threats.

Interpandemic period

Phase 1: No new virus subtypes have been detected in humans. A virus subtype that has caused human infection may be present in animals. If present in animals, the risk of human infection or disease is considered to be low.

Phase 2: No new virus subtypes have been detected in humans. However, a circulating animal virus subtype poses a substantial risk of human disease.

Pandemic alert period

Phase 3: Human infection(s) with a new subtype, but no human-to-human spread, or at most

rare instances of spread to a close contact. Table B within the Appendix details the actions CNP will take at this phase of a Pandemic event.

Phase 4: Small cluster(s) with limited human-to-human transmission but spread is highly localized, suggesting that the virus is not well adapted to humans.

Phase 5: Larger cluster(s) but human-to-human spread still localized, suggesting that the virus is becoming increasingly better adapted to humans but may not yet be fully transmissible (substantial pandemic risk).

Pandemic Period

Phase 6: Pandemic: New virus is spreading rapidly within human populations around a significant portion of the globe causing serious health concerns. It should be noted that a pandemic may affect countries, as well as populations within a county, to varying degrees during any of these alert phases as the infectious disease spreads.

Recovery Period

Once the pandemic wave has passed, CNP will begin recovery of its workforce and develop schedules for completing work that may have been temporarily delayed. The possibility for additional infectious waves must also be considered; therefore, recovery activities should be prioritized as to importance.

Generally, an important activity during the Interpandemic period is the review of key areas, functions and personnel that are vital to a sustained delivery infrastructure and corporate financial integrity. During Pandemic Alert period, CNP will be focused on employee education, departmental contingency planning, workplace health and safety, and response activity practice. Beginning with Pandemic period, CNP may need to limit employee business travel and discourage other nonessential outside travel. The timing of these and other response activities will be based on information from various authoritative sources such as the Centers for Disease Control (CDC), as well as management's assessment of the nature of specific pandemic threats.

Communication

Accurate, timely and objective communication with all CNP stakeholders has been identified as a key element to the effectiveness on the Preparedness Plan.

Coordination with employees at all levels of the organization, as well as contractors, suppliers, customers, regulatory agencies, news media and the public may prove critical to the level of success we have as a company and community leaders in quickly responding to a pandemic should it occur. Described below is an outline of some of the communication strategies that will be employed in our preparedness efforts.

Communication plan

- Maintain effective communications with all stakeholders
- Coordinate activities with federal, state and local authorities
- Sustain a knowledgeable and confident workforce
- Respond appropriately as threats materialize to protect and reassure our employees

Employees

CNP's employees are our most valuable assets and will continue to be given careful attention in preparation for a potential pandemic. The company will endeavor to maintain a healthy and safe work environment, as well as emphasize the vital role and responsibility of the employee in CNP's response activities should a highly infectious disease affect our service territory. This requires an understanding of the issues by all involved, communication of our Preparedness Plan, discussion with the employees about their roles and responsibilities and rehearsing response activities as appropriate for each work group to sustain confidence in the effectiveness of the plans.

Therefore, several types of employee communication will be used as appropriate to the audience and situation.

Individual preparation

- Brief email messages about the issues and their national and local importance.
- Listings of useful web sites for self-exploration and education.
- Web access to CNP's Pandemic Preparedness Plan
- Executive updates at employee meetings and/or through electronic messages to provide current information and respond to questions.
- Emails and posters encouraging seasonal flu vaccination and vaccination to address new viruses for all family members, personal hygiene and social etiquette.

- Education and preparation storyboards for computer-based employee education.
- Special reports and voice mail broadcast messages as necessary

Departmental Preparation

- Presentation planning material for staff and safety meetings.
- Custom communication for first responder personnel as needed.
- Instructional material for telecommuting and teleconferencing from home.
- Website and Pandemic Hotline with current information and work instructions.

Other stakeholders

CNP will continue to coordinate its pandemic preparedness plans with its outside stakeholders, including suppliers, contractors, federal, state and local governments and emergency management offices, and regulatory agencies, to clarify roles and responsibilities, verify current contact information and assess and revise response strategies and activities as appropriate.

Training:

The Pandemic Preparedness Plan Team will meet annually to discuss necessary updates to the plan. A corporate communication will be sent to CNP managers annually to educate on the purpose of the plan and to encourage their employees to prepare for such a threat.

Educational resources will be available and accessible to all employees on the CNP Today Pandemic page.

Educational resources

CNP's Pandemic Preparedness Plan is based on a foundation of employee knowledge and understanding of the issues, as well as their dedication and support in executing response activities both at home and work. In that regard, employees should occasionally check for and familiarize themselves with current information on CNP's intranet website.

The following additional websites also provide excellent background information on pandemics, personal and family preparation and current news articles:

- Centers for Disease Control
  http://www.cdc.gov/
- World Health Organization
  http://www.who.int/topics/influenza/en/

- University of Minnesota's Center for Infectious Disease
  http://www.cidrap.umn.edu/cidrap/content/influenza/panflu/index.html
- American Red Cross
  www.redcross.org/news/ds/panflu

Conclusion

CNP will routinely review and update this preparedness plan so that response activity strategies can remain current and effective. The success of the company's response activities, if and when they are needed, will not only be dependent on full employee participation in the review and understanding of these plans, but their practice as well.

Annex D

Wildfire Annex

Wildfire Mitigation Efforts

The Company performs periodic maintenance including clearing trees away from the conductors and equipment on approximately 1,600 circuits. This proactive maintenance takes place on a cyclical basis. For 35kV voltage and some selected 12kV circuits, maintenance is performed about every three years while the remaining 12kV circuits are maintained on a five-year basis. Unplanned tree clearing maintenance may be performed at other times based on locations identified by area operations personnel or as reported by customers.

A proactive hazard tree inspection program is performed along the main feeder portions of circuits in areas with tree species that traditionally experience higher mortality rates. Other circuit feeders may be included during times of drought or infestations.

Periodic transmission circuit and Right-of-Way (ROW) tree clearing maintenance is performed on a five-year cycle basis with the facilities inspections performed the quarter following the vegetation work. CEHE performs an annual inspection of the whole transmission system to identify hazardous trees or other vegetation issues that need immediate attention. Additional inspections may be performed in selected areas as warranted by conditions or situations conducive to increased tree mortality or risk exposure.

Additionally, when advance notice of a hazardous fire conditions are issued by the local Fire Marshal that could involve transmission ROWs and facilities, mowers are dispatched to reduce brush within the ROWs along with herbicide contractors to apply fire retardants to the bases of the Company's towers and structures to mitigate or reduce potential fire damage.

As referenced previously, the Company utilizes three emergency activation levels, designed to ensure sufficient resources are available to effectively respond to any type of event impacting CEHE's service territory. The alert levels may be activated, based on need, during a variety of event types. Please see Section A: Overview for additional details regarding the Company's response to emergency events.

Annex E

Hurricane Annex

HURRICANE ANNEX

A. Introduction

This annex provides a framework for the activation of the EOP for both a system-wide and partial system hurricane response. Hurricane events that may cause disruption to the area's electric service are varied and unpredictable as to severity and portion of the system affected.

In order to activate the plan, clear communication must be provided to all personnel involved in the planning, response and recovery phases supporting the restoration of electric service.

Electric Operations leadership, or authorized designees, shall have the following responsibilities:

- Activating the EOP when a system-wide storm emergency situation exists or a threat is imminent
- Directing all operations once the EOP is activated
- Keeping the President and Chief Executive Officer of CNP informed of system conditions, activities, and progress towards restoration of electric power under the EOP

B. Pre-Storm Preparation

Hurricane Drill

To promote familiarity with the EOP, a general hurricane drill exercise is outlined below. When possible, this exercise coincides with the State Hurricane exercises to provide increased realism. Mock hurricane advisories are communicated similar to those given by the local National Weather Service (NWS) during an actual storm. These notifications are designed to test tracking and activation procedures. These advisories are given regularly during the exercise. Minor disruption of some regular employee activities is anticipated but there are no line crews engaged.

The primary objectives are:

- Testing the communications involved with activation of the Emergency Operations Plan;
- Testing employee information systems:
    - Corporate email
    - Corporate employee hotline
- Evaluating pre-season preparations;
- Verifying knowledge of specific EOP duty assignments;

- Activating the Incident Command Center in the Greenspoint Annex ;
- Activating the Distribution, Transmission and Substation, and the Energy Control Evaluation Centers;
- Utilizing recommendations from previous exercises and events to test and practice Storm EOP procedures;
- Evaluating implementation of Incident Command processes and procedures;
- Simulating media and regulatory reports; and
- Simulating damage assessments and restoration schedules between evaluation centers, and posting them in a test version of Outage Tracker.

If the annual Company functional exercise coincides with the State of Texas hurricane exercise and the City of Houston and/or the Harris County Office of Homeland Security and Emergency Management have activated their Emergency Operations Centers, then the Company will also test communication techniques with those entities.

EOP Storm Roster

The Employee Storm Roster (ESR) is a web-based application that has been developed in house in SAP to help:

- Manage Storm EOP assignments for Company personnel
- Manage and track mutual assistance and contract personnel
- Manage lodging facilities required during a storm event

A process is in place to manage the assignment of personnel as employees are hired, transferred or leave the Company. Employees are encouraged to log into ESR at any time to update and review their EOP-related information as needed. Employees can access ESR by clicking on the "Employee Storm Roster" button on the Company's internal website.

Hurricane Vacation Policy

During Hurricane Season (June 1st through November 30th), when an EOP event is declared, no vacation requests will be approved for Operations staff in CEHE and Houston Gas who serve in Storm Rider and First Responder roles, including critical support functions. Furthermore, vacations already scheduled during the restoration period may be cancelled by management, and no new vacation requests will be authorized.

If a non-operations employee has a planned vacation, but an EOP event is declared prior to the start of that vacation, the employee is expected to talk to his or her EOP leader and direct supervisor. The EOP leader and the employee's direct supervisor have the discretion to allow the employee to take the vacation as planned or deny the time off based on the criticality of his or her EOP role.

If an employee is already on vacation and out of town at the time the Company declares a storm EOP event, the employee is not expected to immediately return to fill his/her EOP role. Upon returning from vacation the employee is expected to immediately report for EOP duty in the designated role. If the vacationing employee is in town, he or she is expected to return to work immediately to fulfill his or her EOP assignment, and any unused vacation may be rescheduled after the Company returns to normal operations.

If the employee is denied the time away from work and suffers financial loss directly associated with the vacation, such as airline tickets, hotel/condo rental, tour or cruise expenses, he or she shall submit a request for reimbursement to the Company's designated Human Resource Manager, within 10 days after being relieved of EOP duties. The request will be reviewed by management and a decision made within 30 days after the final day of the EOP event.

Employee Responsibilities

If the Company activates the EOP because of a threat to the continuation of electric service to our customers, employees may be called upon to change job assignments prior to and/or during service restoration. There will be a plan for employees to be released for final storm preparation prior to a Storm EOP event and lodging planned for "First Responders" with established criteria will be communicated by local management.

Business continuity during an EOP is critical. All employees, whether in their normal job or an EOP assignment, are essential to successful service restoration. The Company values the role each employee plays in serving the needs of our community. Employees are expected to:

• Understand their roles and responsibilities.

• Understand that the primary reporting relationship during the EOP is to the assigned EOP Leader. Daily assignments during EOP will be determined by the EOP Leader and employees may be asked to take on different assignments as needs change during the service restoration process.

• Participate in the annual EOP Drill, training, and other planning activities as required.

• Make the necessary personal pre-storm preparations to be ready and available to perform the EOP assignment.

• Establish storm plans with their families in advance to ensure employees are prepared to report as directed and to fully execute their assignments during EOP.

• Maintain a hard copy of important phone numbers, including EOP contacts, immediate supervisor, CNP Storm Mailbox (which provides general information during EOP) and the HR Hotline (which provides employee assistance).

• Be aware that employees in "Day 1" assignments will not be allowed to leave the greater Houston area once EOP is declared (72 hours or less until storm landfall).

• Make their management aware of any special needs that may impact their ability to report to duty for EOP assignments, in advance of EOP activation.

• Understand that employees are ultimately responsible for their own personal safety and that of their families and take appropriate actions to ensure a safe and timely execution of their roles and responsibilities in the EOP.

• Maintain current contact information in Employee Service Roster (ESR) and ensure their EOP Leader and immediate supervisor have the most current information.

• Notify immediate supervisor and EOP Leader throughout the year and during EOP assignment, if necessary, of any change in personal needs or responsibilities that may affect their ability to fulfill their EOP assignment. Examples could include: change in residence, phone numbers, or fitness for duty.

• Establish and maintain contact with immediate supervisor and EOP Leader in the event of EOP activation and throughout the active period.

• Recognize EOP assignments will require working extended hours with shifts ranging from 10 to 16 hours per day, seven days a week. Some assignments require long periods of exposure to all weather conditions, walking several miles a day, standing for hours, or taking vehicles off road.

• Recognize that failure to report to duty as scheduled or failure to fully execute the EOP assignment may subject employees to disciplinary action, up to and including termination of employment.

C. INITIAL STORM ACTIVATION

Basis of activation

The Company determines when it activates the EOP and response activities based on StormGeo data on the anticipated intensity of the event. The StormGeo program issues trigger reports every six hours leading up to the event. These reports help determine the appropriate course of action. The Company uses the following phases to guide the actions to be taken but the Incident Commander has the authority to deviate from these guidelines:

Trigger parameter	Phase
Response Plan Activator (RPA) is positive *	1
The Worst Case Scenario (WCS) for 39 mph winds reaching this location is < 120 hours and the probability of 58 mph Wind Impacting (PWI) this location is > 8%	2
The WCS for 39 mph winds reaching this location is < 96 hours and the PWI of 58 mph at this location is > 15%	3
The WCS for 39 mph winds reaching this location is < 72 hours and the PWI of 58 mph at this location is > 20%	4
The WCS for 39 mph winds reaching this location is < 66 hours and the PWI of 58 mph at this location is > 25%	5
The WCS for 39 mph winds reaching this location is < 60 hours and the PWI of 58 mph at this location is > 25%	6
The WCS for 39 mph winds reaching this location is < 54 hours and the PWI of 58 mph at this location is > 25%	7
The WCS for 39 mph winds reaching this location is < 48 hours and the PWI of 58 mph at this location is > 30%	8
The FTA for 39 mph winds reaching this location is < 36 hours and the PWI of 58 mph at this location is > 50%	9

Activation Alerts

The Company has a three level alert system for weather and system conditions which are used in operations and are not exclusive to a hurricane , storm, weather related or other event. These three EOP levels are designed to ensure sufficient resources are available to effectively respond to any type of event impacting CEHE's service territory. The Company is beginning to implement three activation levels in 2021.

The following is a summary of the alert levels that may be activated, based on the needs, during a specific type of event:

EOP Level 1:

- Short duration or low impact event affecting the entire CEHE service territory
- Severe impacts to only a specific area of the CEHE service territory
- Additional support roles may be needed

EOP Level 2:

- Medium duration and impact event
- Severe impacts to multiple areas of the CEHE service territory
- Additional support roles needed

EOP Level 3:

- High duration and impact event
- Severe impacts to all or nearly all areas of the CEHE service territory
- All support roles needed unless otherwise notified
- Individual department emergency plans and/or business continuity plans initiated as needed, and Corporate Response Plan activated as appropriate

Regardless of the EOP level declared, employees must be prepared to respond. Employees should connect with their supervisor and know their EOP role if any level of EOP is declared. If necessary and called upon, management is encouraged to release their employees from their normal responsibilities to assist in the EOP response. Since emergency events can change quickly, employees should be prepared to escalate response is necessary. Employees who have an electric storm assignment that requires participation in both response activities, and any drills will be contacted by their EOP storm response leader and provided with EOP instructions on where to report. For those who do not currently have a role, the EOP team will make assignments after determining where assistance is most needed.

Evacuation and Re-Entry Procedures

In the event of a storm, the Galveston and Baytown Service Centers evacuate in conjunction with activation of the evacuation plans of Harris and Galveston Counties. The Galveston Service Center evacuates to the South Houston Service Center, and the Baytown Service Center evacuates to the Humble Service Center. All CNP personnel that live in evacuation zones and that also have Day 1 or Day 2 EOP Storm assignments will be offered lodging by the Company, so that they can be readily available for duty immediately after a storm. The Company has worked with local emergency officials and the State of Texas Phased Re-entry Plan to obtain written permissions and to facilitate/expedite the movement of restoration resources into evacuated areas for the purpose of restoring power.

Toll Road Procedures

A key route utilized to access portions of the Company's service area is the Harris County Toll Road system. The following procedures have been put in place to address usage:

The Security Branch Director will contact the Harris County Toll Road Authority (HCTRA) to obtain approval from Harris County Commissioners Court for a specific start and end time that restoration vehicles can utilize the toll roads "toll" free. Providing license plate information is imperative to this process.

In the event of a storm:

1. Fleet will send a list of the license plate information for any rental vehicles to Corporate Security as soon as possible.
2. Fleet will send a list of the license plate information for Houston-area fleet vehicles and trailers.
3. Service Area Managers will provide a list of the license plate information for any EOP responders needing access to the toll roads and submit it to the Security Branch.
4. Check-in Support at the staging sites will gather CNP personnel license plate information and submit it to Corporate Security.
5. During check-in of mutual assistance crews at staging sites:
6. Check-in Support will verify any license plate information provided on the rosters and attach CNP decals near the back license plate (such as on the bumper below license plate or on the tailgate above license plate) on each non-CNP vehicle.
7. If license plate information is not provided, Check-in Support will record license plate numbers and the state issued for mutual assistance vehicles and trailers.
8. Site administrators will send these lists to the Security Branch via fax or email.
9. The Security branch will send the license plate information to HCTRA for entry into their system to automate the "No Fine" process.