



## **Filing Receipt**

**Filing Date - 2023-06-29 10:29:09 AM**

**Control Number - 53385**

**Item Number - 1523**

The City of Electra contracts with South West Rural Electra Coop as our electrical maintenance provider.  
The City of Electra uses SWRE for all our needs and follow their emergency plan.

Steve Bowlin

A handwritten signature in black ink, appearing to read 'Steve Bowlin', with a stylized, cursive script.

City Administrator

City of Electra

100 S. main

Electra Texas 76360

940-495-2146

## Summary

# EMERGENCY OPERATIONS PLAN FOR: **SWRE**

Southwest Rural Electric Assn., Inc. • Tipton, OK • Your Touchstone Energy Cooperative

## Southwest Rural Electric Association, Inc.

*The following is a summary of the current Emergency Operations Plan (2023) on file as required by the PUC Substantive Rule §25.53. The following summary also includes new requirements or changes requested in §25.53 (2008).*

*The new summary will supplement the expanded version of SWRE's EOP required by the PUC of Texas, the Corporation Commission of Oklahoma, FEMA and the Rural Utilities Service.*

*Various lists, templates, or procedures available in the comprehensive EOP may be omitted in this summary to expedite use. Critical care lists, emergency numbers, and contact lists are made available to our personnel in a pdf document sent to their iPads. This allows information to be updated periodically and downloaded immediately to personnel.*

## **NEED / PURPOSE**

- In every business, there exists a need for speedy recovery from different types of disasters. Acts of God and man-made disasters have been known to cripple or destroy business functions and even entire organizations. Since the terror attacks that occurred on September 11, 2001, electric utility interest in a disaster recovery plan has significantly increased.
- Given their natural exposure to weather related outages, electric utilities have long proven disaster mitigation plans in place to recover their electrical grid. For example, Texas Electric Cooperatives currently maintains an Emergency Work Plan that provides disaster planning resources and mutual aid agreements between member electric cooperatives.
- The missing element of disaster preparedness is a comprehensive plan that allows quick access to information about everyday business systems.
- Several types of disasters can occur that threaten our ability to efficiently provide service to our member-owners. Disasters such as fire, tornado, and earthquake can result in total loss situations where tools and equipment, on-site data, hardware, software, facilities, and even personnel are lost. Severe weather, such as lightning, and floods can be damaging to sensitive electrical equipment and the ability to do business from a particular location. Both of these disasters tie in with the potential for loss of power or other utilities. Sabotage can be either from external forces causing damage to structures, facilities, data through hacking or viruses, or from internal sources (personnel) damaging company resources.
- The purpose of this Emergency Operations Plan is to speed a cooperative's recovery from a wide range of disasters. Which though it may have a low probability of occurring, would nonetheless have a huge impact on a cooperative's ability to manage business systems. It will enable neighboring electric cooperatives to share resources more efficiently, establish procedures for mitigating losses, and provide quick access to critical business operations information.

## **OBJECTIVE**

The objective of this preparation manual is to provide the cooperative with a process to improve the effectiveness and responsiveness of all aspects of cooperative business following various disasters. The TEC Member Services Department coordinates this manual to assist a cooperative in developing a comprehensive plan by focusing on the following:

- Identification of the business and operations functions that could be affected by a wide range of disasters;
- Mitigation efforts that will have a direct effect of reducing the impact on critical functions;
- Short-term tactical restoration recommendations, and
- Long-term strategic restoration and/or risk reduction recommendations.

## EMERGENCY SERVICE RESTORATION PLAN

Southwest Rural Electric Association, Inc. maintains an Emergency Operations Plan in anticipation of natural disasters or situations involving curtailments or major interruptions in electrical service. The plan establishes organizational and personnel assignments, describes emergency communication procedures and lists emergency contacts. It also contains information concerning members with life sustaining electrical equipment and plans for communication with all customer classes.

A significant portion of the plan concerns the coordination of emergency assistance with Local Office of Emergency Management and other local emergency agencies, neighboring cooperatives, construction contractors, and other utilities. It outlines procedures for securing assistance according to the plan developed by Texas Electric Cooperatives through TEC Loss Control.

Our plan has been revised based on the model developed by Texas Electric Cooperatives so that there would be significant uniformity from cooperative to cooperative. The Table of Contents is attached to illustrate the elements of the plan.

### PURPOSE

Plan the restoration of service to our members prior to interruptions due to storms or other causes. The plan should maximize time, effort, and opportunity. This plan will be a guideline that will be varied as the situation requires.

### SCOPE

This plan will establish:

1. The levels of the emergency from pre-storm watch to major destruction.
2. The guidelines to be used at each level.
3. Assign responsibilities and duties to each department and sometime to specific individuals.

This plan will be reviewed periodically and continually updated by the Manager and Member Services and Operations Manager. The official copy will be maintained in the SWRE offices in Tipton, Oklahoma.

A critique of the plan and its effectiveness should be conducted following each major outage. The critique should generate improvements to the plan and formulate solution strategies with regard to noted weaknesses in the plan. **If the EOP is not initiated during the year, a tabletop exercise will be conducted annually and reported to the RUS.**

## **DEFINITION OF EMERGENCY LEVELS**

### **PRE-STORM WATCH**

The situation is prior to the arrival of an anticipated storm. This is a precautionary situation that would follow a weather broadcast of severe nature. The Dispatcher will monitor the situation and advise on-call Operations Manager. The Dispatcher and/or Operations Manager may request the assistance of phone operators to answer calls.

- Expected Outage Time: None
- Members Out of Service: None
- Initiated By: Dispatcher/Operations Manager

### **LEVEL 1**

An emergency/outage where cooperative crews can restore service in less than 4 hours without the assistance of outside crews. Personnel assemble as needed.

- Expected Outage Time: 0 To 4 Hours
- Members Out of Service: Less Than 100 Members
- Initiated By: Operations Manager

### **LEVEL 2**

An emergency where cooperative crews can restore service in less than 8 hours without the assistance of outside crews. All construction, operations, and service personnel report.

- Expected Outage Time: 4-12 Hours
- Members Out of Service: Substation Or Major Circuit
- Initiated By: Operations Manager

### **LEVEL 3**

An emergency where cooperative crews are going to need outside help to restore service. All Cooperative employees must report.

- Expected Outage Time: 12+ Hours
- Members Out of Service: Division Level, Widespread
- Initiated By: Operations Manager or General Manager/CEO

## **DUTIES FOR ALL GROUPS**

### **OPERATIONS MANAGER**

- Responsible for determining proper course of action to restore transmission and distribution systems to operating condition.
- Responsible for determining the priority for restoration.
- Determines the level of the emergency.
- Ensures all operating personnel are functioning as prescribed.
- Secures outside contract assistance if necessary.
- Determines and executes relief schedules during extended service restoration.
- Establish a crew rotation plan when restoration of the system is exceeding 16 hours.
- Meet daily with the Operations Group to assist in the development of the Restoration Plan for the following day.
- Provide central communication and status information updates to the District Managers, Communications Representative and Dispatcher.

### **DISTRICT MANAGERS / OPERATIONS GROUP**

- Coordinate, in the field, the execution of the power restoration plan for the transmission and/or distribution system during the entire period of any and all emergencies.
- Determine problems and a course of action to follow.
- Set priorities for switching, patrolling, and restoration.
- Control and direct all instructions for switching and patrolling.
- Determine extent of service interruptions by member count and by area.
- Log all events during the outage.
- Determine manning requirements and notify the Operations Manager if assistance is needed.
- Determine the need for outside contractor assistance.
- Take photos of all damage prior to making repairs. Send photos to the Manager of Member Services.

### **CONSTRUCTION GROUP**

- Repair, sectionalize, or restore all damaged transmission and distribution systems to acceptable operating condition during the emergency.
- Provide adequate personnel and equipment to repair or sectionalize damaged equipment.
- Provide personnel for patrolling circuits.
- Assist in the determination of severity and extent of damage to the transmission and distribution systems.

### **DISPATCH PERSONNEL**

- Sort outage reports and determine location and possible cause of the outage.
- Coordinate and dispatch all switching and patrol operations between the field and the Operations Manager.
- Identify each problem area on the system map.
- Track the location of personnel in the field and post on the map.

- Maintain a list of employees' phone numbers and addresses. Call-out personnel upon the request of the Operations Manager.
- Track working time on all service and construction crews.

#### **SYSTEM OPERATORS / INFORMATION TECHNOLOGY PERSONNEL**

- Monitor SCADA and PORSCHE Systems.
- Provide technicians to support relaying, PORSCHE, SCADA, substation, and radio system problems.
- Continually train personnel in the outage management program and the capabilities of the phone answering system.
- Work with Communications Representative to send member messaging through Call Capture, Messenger, SmartHub and other channel available.

#### **ENGINEERING/STAKING + PROJECT MANAGER PERSONNEL**

- Determine location of protective devices and switches involved for the restoration of power and recommend a course of action.
- Coordinate, in the field, the execution of the power restoration plan by maximizing the available crews, equipment, and material.
- Coordinate material requirements with the material supplier.
- Periodically review and determine the best utilization of equipment and personnel.
- Request mechanic personnel for emergency equipment and vehicular repair as needed.
- Serve as a liaison between the Cooperative Control Center and contractor crews.

#### **MEMBER SERVICE MANAGER**

- Provide trained and courteous personnel for answering member outage calls and verifying power restoration to members.
- Staff the facilities at the Cooperative Control Center/Dispatch.
- Maintain a list of members with special, life-support, or other critical problems.
- Assist with the prioritizing of outage calls in regards to special needs or critical loads.
- Identify key account customers for the Operations Manager. Serve as the primary contact for all key accounts.
- Provide members with additional information with respect to anticipated outage time and the extent of the damage as supplied by the Communication Representative's publications.
- Collect damage photos from field and survey personnel for later use on insurance/FEMA claims.

#### **MEMBER SERVICE REPRESENTATIVES (MSRs)**

- Answer member outage calls courteously, calmly, and professionally.
- Collect complete information using outage management program.
- Confirm restoration of power by follow-up phone call (if applicable)
- Provide members with additional information with respect to anticipated outage time and the extent of the damage as supplied by the Communication Representative's publications.

#### **OFFICE MANAGER/ADMIN ASSISTANT**

- Maintain function of offices with reduced staff during normal business hours.



- Provides Board of Directors with updates on the current situation as advised by the General Manager. Updates should include anticipated outage time and the extent of the damage as supplied by the Communication Representative's publications.

## **FACILITATORS**

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

The following list of duties and activities are representative only:

- May be directed to determine the extent of damage by field inspection.
- May provide guidance to damage areas and accumulate material lists.
- May coordinate and deliver materials and meals to Construction Crews.
- May guide out-of-town crews to the damaged areas.
- May visit members that are on life support systems if communication system is not working.
- May provide additional support to critical or "key" accounts.
- May help transport employees to and from homes or from one crew location to another.
- May assist MSRs with answering phones and completing outage tickets.

## **COMMUNICATIONS REPRESENTATIVE**

- Establishes and maintains information flow to the employee service group and membership.
- Writes, reviews, and approves all news releases, press releases, and public service announcements and advises the General Manager accordingly. General Manager will approve all press releases.
- Serve as the official spokesperson for the cooperative in answering inquiries and making position statements.
- Coordinates with appropriate department managers on matters requiring either media response or news releases in order to assure accuracy of reporting.
- Maintains current outage updates on social media and website.
- Responsible for distributing other pertinent information as may be deemed necessary for general instruction, safety and well-being of the membership and surrounding community.
- Issues updated information on a timely basis.

**ALL PERSONNEL** - Report information about employees or the operations and activities of the cooperative to the Communications Representative. Send photos of restoration efforts, employees (in the field and in the office), and contractors to the Communications Representative.

**DISPATCHER OR SYSTEM OPERATING (IT) PERSONNEL** – Notify the Communications Representative of any media inquiries or situations that need media or member advisories.

In the event of a major electric system outage or emergency (one in which a

substation or major feeder is interrupted for more than a few minutes in a heavily populated area or the same condition in a very rural area that is likely to last several hours), the Operations Manager should be notified immediately. If advisable, then notify the Communications Representative, and the General Manager where a decision will be made to either contact the news media or wait for an inquiry. Depending on the nature of the situation, the General Manager may decide to call in the Communications Representative to write a report (take photos, etc.) for either a news release or member advisory via the SWRE website/social media.

**ENGINEERING/STAKING + PROJECT MANAGER** - Notify the Communications Representative of system operating outages and other emergency conditions or situations that could invite media attention or need media or member advisories.

**ACCOUNTING MANAGER** - Notify the Communications Representative of rate and/or billing matters or other situations that could invite media attention or need media or member advisories. Act as official spokesman in the absence of both the Communications Representative and the General Manager on matters relating to this department.

**FIELD CREWS** - Keep the Operations Manager and Communications Representative fully informed of any situation that would invite media attention. In situations where the media is on location, cooperate fully to the extent that neither safety nor efficiency of work is impaired. Answer all questions as briefly as possible without speculating. Avoid the phrase “no comment” and instead refer reporters to the Communications Representative for further information.

All personnel shall take photographs of all damage prior to making repairs. These photos should be sent to the Manager of Member Services for use when filing claims with insurance and/or FEMA.

## **COMPLAINT HANDLING PROCEDURES**

During an emergency, the cooperative’s telephone system will be staffed around the clock in order to receive information from members, emergency authorities and others. Also, personnel will be on duty at all times to receive outage reports from consumers appearing in person. Trouble calls will be routed to the Manager of Member Services.

## **COORDINATION WITH VISITING WORK CREWS**

If visiting crews operate on the same radio frequency as the cooperative, the dispatchers will communicate directly with the radio-equipped trucks. For those trucks operating on a different frequency or without radio equipment, the cooperative may utilize cell phones to communicate with the dispatchers.

## **CRITICAL LOADS**

When telephone service is not available, the cooperative will attempt to notify critical loads either before or at the onset of an emergency through broadcast radio and television announcements, working with law enforcement officers and utility personnel in the field.

(See page 174 for critical care loads and definitions. Registry is located in Appendix A and is confidential).

## **CURTAILMENT PRIORITIES**

### **PROCEDURES FOR SHEDDING LOAD AND ROLLING BLACKOUTS**

The cooperative will attempt to inform members in advance of planned outages or rotating blackouts. These procedures include notifying critical care members when feasible prior to planned outages. Notification will be prioritized in the following order:

- A. Communications, including police radios for city, county and state; federal radio communications and broadcasting transmitters; local television and radio stations
- B. Telephone and telegraph
- C. Hospitals (surgical) and blood banks
- D. Public service facilities, Red Cross facilities, city halls, county court houses, garbage disposal facilities, incinerators, health departments, and US weather bureaus
- E. Designated sewage pump and disposal plants (sanitary and storm)
- F. Water supply utilities and fire pumps
- G. Residential
- H. Industrial
- I. Commercial

### **PRIORITIES FOR RESTORATION OF SERVICE**

The cooperative should list priorities for restoration of service by category rather than by name. Generally, this list would be the reverse of curtailment priorities. In addition to priorities concerning community health and safety, crews will be assigned to defined areas. Generally, crews will concentrate on a given feeder, working to the end or to a sectionalizing point, and then returning to restore service on single-phase lines or taps of the feeder. Restorations will be done systematically, avoiding pressure from individuals for special attention. However, one or more crews may be assigned to locations where special hazards exist or where especially critical loads require immediate attention. When not on special assignment, these crews may be used to repair individual services.

### **ESSENTIAL MEMBERS**

SWRE gives its highest priority to the following members or essential service groups who provide for health and safety. As much as possible, and depending on factors occasionally beyond SWRE's control, all receive equal priority attention. (Note: Not every category has members served by SWRE.)

- A. Installations necessary to providing National Defense and Homeland Security
- B. Communications, including police radios for city, county and state; federal radio communications and broadcasting transmitters; local television and radio stations
- C. Telephone and telegraph
- D. Hospitals (surgical) and blood banks
- E. Public service facilities, Red Cross facilities, city halls, county court houses, garbage disposal facilities, incinerators, health departments and U.S. weather bureaus
- F. Designated sewage pump and disposal plants (sanitary & storm)
- G. Water supply utilities and fire pumps
- H. Transportation services, including air transportation facilities, railroad stops,

signal systems and water towers

## REQUESTING ASSISTANCE FROM TEC/OAEC

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

Headquarters (city, state): \_\_\_\_\_

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

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

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

Other equipment and tools needed:

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

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

\_\_\_\_\_

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

\_\_\_\_\_

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

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

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

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

\_\_\_\_\_

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

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

## **TEC CONTACT INFORMATION**

Main Number: (512) 454-0311

### **Key Staff:**

- President/CEO Mike Williams  
Office: (512) 486-6203; Cell: (512) 736-4361
- Loss Control Manager Danny Williams  
Office: (512) 413-0509; Email: [dwilliams@texas-ec.org](mailto:dwilliams@texas-ec.org)

## **OAEC CONTACT INFORMATION**

Main Number: (405) 478-1455

### **Key Staff:**

- Manager/CEO Chris Meyers  
Office: (405) 607-0157; Email: [cmeyers@oaec.coop](mailto:cmeyers@oaec.coop)
- Loss Control Manager Derec Janaway  
Office: (405) 607-0171; Email: [djanaway@oaec.coop](mailto:djanaway@oaec.coop)

When calling for help, give the following information:

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

To facilitate giving of above information over substandard communications media, or when the message must be relayed through persons unfamiliar with the terms, use the "Form for Requesting Assistance". (See last page.)

## **TEC/OAEC PLAN OF ACTION**

- The person at statewide receiving any call for help will attempt to learn:
- The nature of the emergency and its apparent severity,
- What has been done,
- Who has already been contacted,
- What help the cooperative thinks it will need,
- Where they want help to report, and to whom,
- What equipment and materials are needed first,
- A rough guess as to how long help may be needed, and
- What means of communication seems likely to serve best.

After alerting the TEC/OAEC General Manager, TEC/OAEC Loss Control will start immediate action to enlist appropriate help. All calls and assignments will be logged in such manner that others can immediately determine what has been done.

## CONTRACTORS

If possible and if needed, SWRE will use in-house contractors and any of their extra crews before calling in or bidding other contract crews. The contractors will be contacted prior to the emergency and placed on standby. In-house crews are contractors the cooperative presently employs for contract construction work. These contractors may or may not need the direct supervision of a cooperative employee, depending upon their knowledge of the co-op's system, its substations, main feeder circuits, critical loads, etc. The in-house contractor should have their emergency storm repair rates on file with the cooperative, as well as rates for permanent repairs.

The Operations Manager should solicit bids for permanent repair work to be done. Bids from contractors must be received, along with price sheets for storm labor and equipment. It is recommended that bids be made on a per-unit basis, rather than hourly. However, if billing is hourly, proof must be shown that the contractor was supervised by the cooperative, complete with daily notes and documentation.

Contractors unfamiliar with local co-op service areas will require supervision and instruction by local co-op employees. It is suggested that trained and experienced employees be used to supervise these contractor crews, such as those employees from the co-op's staking department or key accounts department.

Have all contractors sign a simple contract stating that they are indeed contractors and that they agree to "hold harmless" the cooperative from liability, worker's compensation claims, damage to hotel/motel rooms, and damage to public/private property due to their crews' negligence. Include in this agreement that weekly invoicing for work performed by the contractor is expected by the cooperative.

Contractors should be required to submit weekly invoices, including time sheets, detailing individual crew member names, where they worked, hours worked, equipment used, etc., and listing costs for pieces of equipment used in both the emergency restoration and permanent repair efforts.

SWRE maintains rights-of-way contractors on an annual basis. These R-O-W contractors will be contacted prior to the emergency and assigned to the areas they are needed. These contractors may still need to be supervised by co-op personnel, and will need to provide complete details of their daily work to the affected cooperative, preferably submitting detailed invoices on a weekly basis.



## GENERAL INFORMATION

1. All crews will be given a list of basic safety rules to be strictly followed at all times.
2. All crews will be given a list of phone numbers for SWRE personnel and emergency numbers.
3. Each crew will be given two hand held radios and assigned a channel to communicate.
4. All communication with Cooperative Control Center will be with truck radios.
5. Cellular phones will be used only for technical questions with control center operators or if radio is unavailable.
6. Crews may work calls prior to sustained storm winds reaching 40 miles per hour, then crews will return to offices until after storm passes.
7. If outages last longer than 24 hours, crews will work daylight to dark.
8. An employee will be assigned to direct contractors to work sites and provide materials support. They will be the contact person between contractor and Cooperative Control Center.
9. Crews will be assigned sections of line to restore power. They shall not work on any other lines without permission from the Cooperative Control Center. Crews will follow restoration procedures at all times.
10. Landowners will be responsible to dispose of all limbs and trees removed from lines and SWRE owned equipment.
11. Damage Surveys:
  - a. Send several experienced field personnel on a 'Fast Survey' of the areas in which damage is suspected. Use enough personnel to drive through the damaged area(s) in one day or less. Make arrangements to do an aerial survey if possible.
  - b. Initially, some lineman may need to be utilized to patrol line rather than to repair it. The 'Fast Survey' is designed to rapidly determine the extent of damage throughout the co-ops' system. It will allow for better decision-making concerning crews, materials and equipment.
  - c. Damage reports from survey personnel should list the location, approximate length of damage in area, the type of damaged pole line.
  - d. Where feasible, allow survey teams to use cell phones to report damage; the Dispatcher will log these reports onto the Key Map and also log the reports into the database. This is also the time to note the locations of any lines that may be blocking major roadways, since main roads will need to be cleared quickly.
  - e. Collect all reports during the survey at the Cooperative Control Center/Emergency Operations Center and draw the damaged locations on a Key Map. Start a database using Excel or Access software to log each of the damage reports by line section or map location number. This will help the Engineering and Operations departments document the scope and location of the damage for later accounting purposes.
  - f. All personnel shall take photographs of all damage prior to making repairs. These photos should be sent to the Manager of Member Services for use when filing claims with insurance and/or FEMA.

## **BASIC SAFETY RULES**

**OSHA SAFETY RULES SHALL APPLY TO EACH CREW. SWRE EMPLOYEES WILL ABIDE BY SWRE SAFETY RULES AND THE OAEC SAFETY MANUAL. CONTRACTORS WILL BE RESPONSIBLE FOR THEIR SAFETY AND FOLLOWING THEIR COMPANY'S SAFETY RULES. VIOLATIONS WILL NOT BE TOLERATED! VIOLATIONS OF SAFE WORK PROCEDURES WILL RESULT IN TERMINATION OF CONTRACT.**

All safety rules shall be observed with particular emphasis on the following:

- A tailboard conference shall be conducted at each jobsite.
- Rubber gloves shall be worn ground-to-ground, lock-to-lock, and cradle-to-cradle.
- Rubber gloves shall be worn while handling conductors, including neutrals or equipment that could become energized by conductors.
- Rubber gloves shall be worn while handling poles or any object(s) that might come in contact with energized conductors or equipment.
- A test for voltage will be conducted prior to grounding lines or equipment.
- Ground all conductors prior to handling.
- Lockout/Tagout procedures shall be followed at all times.
- Tag all switches, poles, and openings with danger tags that are provided.
- Test all poles prior to climbing or shifting loads upon them.
- Notify Cooperative Control Center when arriving at each worksite and then again when leaving each worksite.
- Notify Cooperative Control Center of any and all temporary repairs.  
Notify Cooperative Control Center of all downed neutrals. The neutrals will be rolled up and secured and then repaired and picked up following full restoration of power to all members.
- Communication is the key to safety and success. It is imperative that crews stay in touch with the Cooperative Control Center at all times.