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Filing Date - 2023-08-30 04:27:51 PM

Control Number - 53385

Item Number - 1573

EMERGENCY OPERATIONS PLAN

CHEROKEE COUNTY ELECTRIC COOPERATIVE ASSOCIATION

CCECA

CHEROKEE COUNTY ELECTRIC
COOPERATIVE ASSOCIATION

2023

EMERGENCY OPERATIONS PLAN

CHEROKEE COUNTY ELECTRIC COOPERATIVE ASSOCIATION

CCECA
CHEROKEE COUNTY ELECTRIC
COOPERATIVE ASSOCIATION

2023

Approved: ___07_/__17__/_2023_

Revision: 1

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Comprehensive
Executive Summary

Introduction

In accordance with 16 TAC §25.53, effective February 25, 2022, relating to Electric Service Emergency Operations Plans, which seeks to implement requirements in SB 3 and revised Tex. Util.Code § 186.007, Cherokee Country Electric Cooperative Association (CCECA) maintains an emergency operation plan (this EOP) in anticipation of natural disasters or situations involving curtailments or major interruptions in electrical service. In our industry, there exists a need for a plan to help organize and recover from several different types of man-made and natural disasters. This plan will help ensure a safe but speedy recovery from disasters. This emergency operation plan will allow quick access to needed information during times of crisis. The plan establishes organizational, and personnel assignments that describe emergency communication with all customer classes. A significant portion of the plan concerns the coordination of emergency assistance with the Local Office of Emergency Management and other local emergency agencies, neighboring cooperatives, construction contractors, and other utilities.

Along with the Rural Utility Service (RUS) Bulletin 1730B-2, this plan helps CCECA fulfill its moral responsibility to protect employees, the community, and the environment, as well as facilitates compliance with regulatory requirements of federal, state, and local agencies. Developing, implementing, and updating the EOP strengthens CCECA's ability to recover from physical and financial losses, avoid regulatory fines, minimize loss of market share, minimize damage to equipment or business interruptions, and reduce exposures to civil or criminal liability in the event of an incident. Emergency management enhances CCECA's image and credibility with employees, members, suppliers, and the community.

CCECA does not maintain or operate any electrical generation facilities.

The description of contents in the EOP may be found in the foregoing Table of Contents section, which includes specific sections and page numbers that correspond with rule requirements.

This plan has been distributed to CCECA employees, and the titles and names of key

persons receiving access to and training on the EOP are as follows.

Greg Jones
Bart Bauer
Chris Young, P.E.
Adriel Mendoza
Glenn Vess
Rick Brashear
Andrew Owens

The dates of access or training are on or about the following.

July 30th, 2023

A list of primary emergency contacts is also listed just below in this Executive Summary, in the table under *Key Personnel*, and the CEO/GM affidavit relating to this EOP is included below at the end of this Executive Summary.

Objective

The objective of this operation plan is to provide the cooperative with a process to improve the effectiveness and responsiveness of all aspects of the cooperative business following various disasters. Outlined in each section of this plan should include the needed procedures, contact information, and any other needed information to handle that emergency. Below are the objectives of each section covered in this emergency operation plan. A comprehensive executive summary ("ES") has also been included to help define and summarize each section.

Critical Load Members:

The objective of this section is to list the critical load customers, as defined in Chapter 25.497(a)(1-4) of the Public Utility Commission of Texas' Electric Substantive Rules. This section is updated annually and includes the location of the registry, the process for maintaining an accurate registry, the process for providing assistance to critical load

customers in the event of an unplanned outage, the process for communicating with the critical load customers, and the process for training staff with respect to serving critical load customers.

Communication Plan:

This section's objective is to establish procedures on how to communicate with the public, the media, customers, and critical load customers directly served as soon as reasonably possible. This section includes operational procedures to forward calls to our outside call response center. The call response center helps answer calls when the volume of incoming calls reaches a level that can't be handled by onsite personnel. The communication plan also includes information for members' documents that can be used to send out to members. A communication log, emergency notification of utility outage, and sample news media communication procedure is also incorporated in this section

Curtailment Priorities:

This section will assist in outlining the procedure for shedding load, rotating outages, planned interruptions, and curtailment priorities. CCECA serves load in two different Regions that both operate independently of each other. This adds to the complexity of our curtailment priorities, load shedding, and rotating outages. CCECA has outlined manual and underfrequency load shed plans to comply with its corresponding regional entities standards. The manual and underfrequency assignments are listed by substation, feeder, feeder name, and load Case/Frequency.

Priorities for Restoration of Service:

The goal of this section is to detail the priorities for restoring service during an emergency. Depending on the cause of the emergency CCECA will choose the appropriate process to best handle the outage. A list of basic safety rules and substation location information is also included in this section.

Ensuring Continuous and Adequate Service During a Pandemic:

The objective is to prepare a plan to handle pandemics that affect the Cooperative, educate employees about the pandemic and possible impacts, implement reasonable measures to mitigate the impact, develop plans and policies for responding to a pandemic, promote employee wellness, minimize opportunities for employees to be exposed to the disease while at the Cooperative, develop plans and policies for responding to a pandemic, and to promote employee wellness and minimize opportunities for employees to be exposed to the disease while at the Cooperative.

Wildfire Mitigation Efforts:

CCECA has an ongoing aggressive vegetative management program that helps mitigate wildfires. As climatic conditions exist that increase the risk of wildfire outbreaks the cooperative will increase its vegetation crews to help lower the risks. A list of Sheriff offices, Fire Departments, and Emergency Management Coordinators are also included.

Identification of Potentially Severe Weather Events:

Weather related events are the most common causes of utility outages. This plan is to identify potential severe weather events, including but not limited to tornadoes, hurricanes, severely cold weather, severely hot weather, and flooding. CCECA has a 24-hour dispatch center that continually monitors local television and radio stations for potentially severe weather events. The dispatch center is responsible for alerting all key personnel of potential severe weather alerts. A list of radio, television, newspaper, TEC group 1 Cooperatives, and a list of subcontractors have also been included.

Supplies and Staffing During Severe Weather Events:

This section provides CCECA a list of items needed for restoration personnel, organizational and personnel assignments, and a procedure for securing emergency help. Included in this is TEC's Requesting Assistance form, TEC's Mutual Aid Agreement, and list of utility contractors.

Hurricane Plans:

CCECA is not currently in the Texas Division of Emergency Management (TDEM) defined hurricane evacuation zone, but its territory is along an evacuation route. A map of the Hurricane Evacuation Routes and Texas District Coordinators Areas are included.

Staffing During Severe Weather Events:

Staffing is critical during a severe weather event. This section will include a detailed list of Cooperative's staff and assignments during a severe weather event. During these types of events, CCECA asks for assistance from neighboring Cooperative and contractors. along with contact information for all of TEC's Group 1 Cooperatives.

Cyber Security

Cyber Security is a vital part of providing reliable electric service to our members. Several prosses and measures have been put in place to help minimize cyber security risks. CCECA Staff continuously monitors cyber security threats using various software. This section also outlines how to document and who to report to during a cyber security incident involving the SCADA or corporate network.

Physical Security

This section identifies areas of the cooperative where measures have been put in place to provide physical security for its employees and equipment. Outlined in this section are measures to respond, handle, and report incidents of breaches of physical security. Physical security breaches can also warrant the need to active the Cyber Security response section of this Emergency Response Plan.

Federal Emergency Management Agency (FEMA):

The section includes FEMA contact information and Electric Cooperative's guidance in FEMA Declared Disasters.

Annual Preparedness Review:

This section includes documentation of our annual review of the Emergency Operation Plan and the contacts that must be notified at the PUC of Texas and TDEM.

CHEROKEE COUNTY ELECTRIC COOPERATIVE
Key Contact Personnel
29880 Hwy 69 N Rusk, TX 75785-0257
Website: www.cceca.net - Telephone: (903) 683-2248

Key Personnel	**Email Address**	**Position**	**Cell Phone**
Greg Jones*	gregj@cceca.net	General Manager	[redacted]
Amanda Lindsey*	Amandal@cceca.net	Administrative Assistant	[redacted]
Bart Bauer*	bartb@cceca.net	Assistant General Manager	[redacted]
Chris Young, P.E.*	chrisy@cceca.net	Director of Engineering	[redacted]
Andrew Owens	andrewo@cceca.net	Director of Broadband	[redacted]
Kenneth Hicks		Accountant	
Adriel Mendoza*		Director of Operations	[redacted]
Glen Vess		Assist. Line Super. (Rusk)	[redacted]
Ricky Foster		Assist. Line Super. (Chapel Hill)	[redacted]
Linette Allen		Member Services Coordinators	
Chance Loden		Material Coordinator	
Rick Brashear		Network Administrator	
Scott Creech		Right-of-Way Supervisor	
Directors		**Address**	
Kyle Griffith, President		[redacted]	
Jim Tarrant Jr., Vice President		[redacted]	
Keith Youngblood, Sec.-Treas.		[redacted]	
Wes Barron, Board Member		[redacted]	
Dr. John Alexander, Board Member		[redacted]	
Rob Trimble III, Board Member		[redacted]	
Bruce Bradley, Board Member		[redacted]	
Total Number of Employees: 76			

Consultants
Attorney: Norman Law Firm, 215 E. Commerce, Jacksonville, TX 75766
Engineering Firm: POWER Engineers, 4100 Int'l Plaza STE 320, FW, TX 76109
Board Meeting Dates: Third Tuesday of Each Month — **Annual Meeting Date:** Third Tuesday in October
Members of Congress/Texas Legislature Representing CCECA's Service Area
U.S. Senators: John Cornyn, Ted Cruz
U.S. Representatives: Jake Ellzey, Nathaniel Moran, Pete Sessions
TX Senators: Bryan Hughes, Robert Nichols
TX Representatives: Travis Clardy, Cody Harris, Cole Hefner, Matt Schaefer
Statistics
Year Cooperative Was Organized:1939
Counties Served: Cherokee, Smith, Rusk, Nacogdoches
Miles of Line Energized: 3,504 Including 10 Mi of T. Line and 214 Mi of UG Line
Connected Meters: 22,470; Number of Members 16,980
Average Meters Per Mile of Line: 6.41
Average kWh Per Meter Per Month: Domestic 1,228; Commercial 3,055
Utility Plant in Service: $134,987,919
Wholesale Power Supplier: East Texas Electric Cooperative
Radio Frequency: Dual Freq – Trans: 158.13; Rec:153.53; Call Letters: KKB-893

PROJECT NO. _____

AFFIDAVIT OF CHIEF EXECUTIVE OFFICER FOR
CHEROKEE COUNTY ELECTRIC COOPERATIVE ASSOCIATION
FILED PURSUANT TO 16 TAC §25.53

STATE OF TEXAS §

COUNTY OF CHEROKEE §

BEFORE ME, the undersigned authority, on this day personally appeared the undersigned chief executive officer ("CEO / GM") who, after being duly sworn, stated on his oath that he is entitled to make this Affidavit and that the statements contained below are true and correct.

I, Greg Jones, swear or affirm that all relevant operating personnel within the Cherokee County Electric Cooperative Association (the "Cooperative") are familiar with the contents of and trained in the Emergency Operations Plan ("EOP") filed by the Cooperative in compliance with 16 TAC §25.53, effective February 25, 2022, and such personnel is committed to following the plan and the provisions contained therein in the event of a system-wide or local emergency that arises from natural or manmade disasters, except to the extent deviations are appropriate under the circumstances during the course of an emergency.

Moreover, the EOP has been reviewed and approved by appropriate executives of the Cooperative.

This is a new rule and new EOP for this year, so drills have yet to be conducted. However, the Cooperative is scheduled for conducting drills this first year during the month of May, and we will give the Public Utility Commission a notice of each drill as required by the rule.

A redacted version of this EOP or a summary has been distributed to local jurisdictions, as needed.

The Cooperative maintains a business continuity plan.

Finally, emergency management personnel who interact with local, state and federal emergency management officials have latest NIMS training.

Greg Jones, General Manager / CEO
Cherokee County Electric Cooperative Association

Sworn and subscribed before me this 17th day of July 2023.

Notary Public in and for the State of Texas

MELISSA MARTIN
Notary Public
STATE OF TEXAS
ID# 13243352-5
My Comm. Exp. Apr. 06, 2024

Critical Load

Members

Critical Load Members:

CCECA currently maintains a Critical Load Member (CLM) registry. This registry is located on CCECA's billing server, and a printed copy is filed in the EOP. The registry can be accessed by any CCECA employee by referencing the related account on the billing computer, or by referencing the EOP. Critical Load Public Safety Members (fire stations, police stations, and critical water and wastewater facilities) and Critical Load Industrial Members (members with dangerous or life-threatening conditions occurring from electrical service interruption) are not currently being served by CCECA. The Chronic Condition Residential Members (designated or re-designated by a physician - effective for 90 days) and Critical Care Members (designated or re-designated by a physician - effective for two years) registry is audited at least annually by the Member Services Department. CCECA will assist the CLM with updated outage and power restoration information in the event of an unplanned outage as it becomes available. The CLM will be contacted via the method of choice determined by the member. CCECA uses a VOIP phone system, cell phones, text messages, and mobile application alerts are the method of communication. CCECA staff is aware that the CLM may be put in a life-threatening circumstance during a prolonged outage, therefore extensive planning and training have been done to maximize time, effort, and opportunity resulting in effective power restoration. CCECA offers alternative suggestions for electric service but does not supply generators to any member.

Critical Load
Priority Accounts

CRITICAL LOAD PRIORITY ACCOUNTS 2022-2023

Chronic
Critical Care Accounts

None of CCECA's memebers have requested to be put on the Chronic Critical Care Account list.

Critical Care

Medical Priority Accounts

CRITICAL CARE MEDICAL PRIORITY RESIDENTIAL ACCOUNTS LIST 2022-23

Acct #	Name	Map Location	Address	City	State	Zip	Contact Number	Alt. Contact
Chapel Hill								
Lakes								
Middle								
South								

Communication Plan

Communication Plan:

In the event of a large scale, unplanned outage or emergency that affects over 25% of electrical service, the engineering department under the direct supervision of the engineering supervisor works with the Generation and Transmission (G&T) Cooperative to contact the PUC Emergency Response Team, media, and/or CLM's, as soon as reasonably possible, either before or on the onset of the situation or upon request. The correspondences are conducted via the method of choice depending on the entity. Email, fax, telephone lines, and cell phones are all being utilized. Contact information, formatted update templates, and communication policies are kept in CCECA's EOP. Updates are distributed using the above-mentioned preferred method of communication whenever pertinent updates become available.

CCECA has established an outage call/dispatch program that operates 24 hours a day and can be operated with backup generation in the event that the main office was to lose electric service. Any calls, emails, texts, or other forms of communication, either to the dispatch office or the call center, which involve member issues or complaints, are handled through the Member Services Department, and responses are communicated through the initial means of contact.

Information for Members:

Unopened food freezers can maintain stored frozen foods safely from 36 to 48 hours depending upon the number of food stores, the capacity of the freezer, and the normal temperature of operation of the freezer. Sources of dry ice, quantities available and prices will be determined by your statewide if requested.

During prolonged outages, dry ice can save thousands of pounds of stored food in a disaster area. Power suppliers can supply a real service during disasters by knowing where dry ice can be secured and even making arrangements in advance for it to be sent to a central location, whereby local radios can inform people of its availability.

Experience during past hurricanes and ice storms points out the necessity of assigning, in advance; a member of your staff who will handle member relations during times of disaster. It is important that he/she make arrangements with radio stations to keep them informed of your systems' plan for re-establishing service. When telephone services are available, a regular schedule should be set up with a direct circuit from the cooperative office to the radio station that will enable the manager to maintain contact with members.

There are many cases where members are isolated due to road conditions and they should be warned about energized lines that are down, they should be encouraged to notify the cooperative office when they notice broken lines, poles down, etc. They should be informed as to how your method of re-establishing service is progressing. Members cannot be expected to know when service to your substation has caused their outage. By keeping them thoroughly informed, you will be performing a vital member service and one that can pay handsome dividends for years to come.

In every cooperative area, there are dairies, hatcheries, etc. which must have electric service, certainly during part of the outage, therefore, it is recommended that a survey be made to determine the availability of portable generators of 5 KW and above. For example: In certain portions of Texas, the National Guard has available portable generators for providing emergency service of this nature. In emergencies, these units are moved from

dairy to dairy to provide power for milking. Continuous power is necessary for hospitals or in houses where someone is seriously ill. These portable generators, therefore, are most important.

Communications Log

I/O	Time	Company	Contact Person	Telephone #	Comments

Emergency Notification of Utility Outages

From: _____ at Fax #: _____
Name

Cherokee County Electric Cooperative Association

To: City of _____ Communications Supervisor

FAX Number: _____ Phone Number: _____

The outage occurred at _____, on _____, affecting approximately _____ in the
(Time) (Date) (# of Customers)

(Area Bound by Streets/Names)

_____
(Area Bound by Streets/Names)

Normal service is expected to be restored by _____ _____
(Time) (Date)

The contact person for the media concerning the outage is _____
(Name)

and he/she can be reached at _____
(Phone Number)

OFFICIAL USE ONLY:

Received by: _____

Date/Time Received: _____

Information Distribution: _____

News Media Communication:

To establish proper procedures for communicating with representatives of the news media and designate personnel with media contact authority.

Periodically, situations arise that require the Cooperative to respond to inquiries and/or make statements of position to representatives of the news media. Such inquiries can follow unusual outages or other emergency situations, legislative actions on a local, state or national basis, rate or billing changes, and a variety of other matters that tend to invite attention from news and other media. Such inquiries can come from local television stations, newspapers in the service area and industry or farm related periodicals. This directive is intended to establish guidelines for property initiating news or press releases and for properly responding to such inquiries when made to the Cooperative.

NEWS OR PRESS RELEASES:

The Communications Representative is authorized and directed to approve any such news releases. All personnel should be vigilant to inform the Communications Representative of any newsworthy information about an employee or director or an event in which the Cooperative is involved when such would enhance the member and public relations of the Cooperative or its image in the service area. The Communications Representative is responsible for recommending such information to the General Manager for release to the media. Releases should be made to media representatives in the service area or any applicable local area within the service area for which the information would be pertinent.

NEWS MEDIA INQUIRIES:

The Communications Representative is authorized and directed to be the official spokesman for the Cooperative when inquiries are received by the news media or when it is necessary for the Cooperative to make a statement of position or explanation. The General Manager will determine when such statements should be made. In the absence of the Communications Representative and the General Manager, the Director of Engineering is authorized to respond to media inquiries concerning electric system

operations and the Accounting Representative is authorized to respond to inquiries concerning rate or billing matters.

Curtailment Plan
and
Load Shed Annex

Curtailment Plan:

CCECA serves load in both the Electric Reliability Council of Texas (ERCOT) and the Southwest Power Pool (SPP) service territory. In order to maintain the integrity of the "grid," a copy of curtailment procedures and affected areas for curtailment, load shedding, rolling outages, and planned interruptions are maintained in the EOP. CCECA lists the priorities for curtailment in times of emergency or generation shortage by substation feeder number rather than by name. These procedures include both Manual Load Shed (MLS) and Under Frequency Load Shed (UFLS) specifications. Upon receiving a directive from ERCOT or SPP via the Transmission Operator (TO) informing CCECA of the need to shed the appropriate load case, personnel would be dispatched to the designated substation to "open" the appropriate feeder breaker. Supervisory Control and Data Acquisition (SCADA) would be utilized by a trained administrator, should it be available, to send the command to curtail the appropriate load. UFLS is conducted using relaying technology. Each under-frequency relay is programmed to trip to lockout if the frequency drops below the set point. The required percentage of under-frequency ERCOT and SPP load will be dropped in stages when the frequency reaches the assigned minimum threshold designated for a specific load case. Outages may be rotated by first shedding the appropriate amount of new load, then restoring the previously shed amount should the outage time become extensive.

Load Shed Assignments

ERCOT – Manual Load Shed			
Substation	Feeder #	Feeder Name	Load Case
[redacted]			

ERCOT – UFLS			
Substation	Feeder #	Feeder Name	Frequency
[redacted]			

SPP – Manual Load Shed			
Substation	Feeder #	Feeder Name	Load Case
[redacted]			

SPP – UFLS			
Substation	Feeder #	Feeder Name	Frequency
[redacted]			

ETEC Manual Load Shed Contact List and Script

Entity	Contacts	Cell Phone	Office Phone
East Texas Electric Cooperative	Aaron Wagner	[redacted]	936-560-9532
Cherokee Country Electric Coop. Assoc.	Bart Bauer	[redacted]	903-683-5206
	Chris Young	[redacted]	903-683-3075
Deep East Texas Electric Cooperative	Jessie Morgan	[redacted]	936-229-3948
	Kelly Parker	[redacted]	936-229-3958
	Edwin Henly	[redacted]	936-229-3940
Houston County Electric Cooperative	Mike Lane	[redacted]	936-852-7261
	Stacy Freeman	[redacted]	936-852-7247
	Dispatch	[redacted]	936-544-7558

Call/Text Script from STEC Operator to ETEC Member	
STEC Operator:	I, _____ (STEC Operator) at _____ (Timer), have received an EEA Level III alert from _____ (ERCOT Operator), and ERCOT has requested ____ MW be shed. Without delay, begin executing your load shedding plans. The calculated value for CCECA to shed is ____ MW. Please repeat this instruction (repeated by _____ (ETEC Member) at _____) (time).
ETEC Member:	CCECA at _____ (time) acknowledges and understands that the ERCOT Operator issued EEA Level III and has requested _____ MW be shed and without delay will begin executing its load shedding plan. The calculated value for CCECA to shed is ____ MW.
STEC Operator:	Load may be rotated but the load shed obligation must be maintained. Please provide an update of the of your load shed actions no later than thirty minutes from _____ (the time ERCOT issued the directive).
ETEC Member:	CCECA acknowledges and understands that load may be rotated but the load shed obligation must be maintained. CCECA will provide STEC an update on its load shed actions no later than _____ (time).

After the load shed directive has been completed, the ETEC Member will alert the STEC Operator:

Call/Text Script from ETEC Member to STEC Operator	
ETEC Member:	CCECA has executed the load shedding plan by opening the _____ circuit at the _____ Point-of-Delivery. ____MW was shed and at _____ (time).
STEC Operator:	STEC acknowledges and understands that CCECA has executed the load shedding plan by opening the _____ circuit at the _____ Point-of-Delivery. _____ MW was shed and at _____ (time).

Restoration of Service

Priorities for Restoration of Service:

CCECA lists the priorities for restoration of service by category rather than by name. In the event of MLS or UFLS, the restoration list would be the reverse of the curtailment priorities. In the event of a large-scale unplanned outage (>25%) or emergency, restoration priorities concerning community health and safety would be assigned first and crews would be dispatched to defined areas.

[redacted]

Basic Safety Rules:

All safety rules shall always be followed with emphasis on the ones below.

[redacted]

[redacted]

[redacted]

h. [redacted]

[redacted]

CCECA
CHEROKEE COUNTY ELECTRIC COOPERATIVE ASSOCIATION

BRINGING FIBER TO EAST TEXAS

ELECTRICITY • BROADBAND

CCECA Substation Location Information

Name	***Year Built***	***Address / Coordinates***	***MVA***	***Regulators***
# 1 - Alto Voltage: 7.2	1998	[redacted]	10/12.5/14	833 kVA
# 2 - Cushing Metering Point Voltage: 7.2	N/A	[redacted]	N/A	150 kVA
# 3 - Troup Voltage: 14.4 (FDR #4 IS 7.2)	1991	[redacted]	15/20/25	578 kVA
# 4 - New Summerfield Voltage: 14.4	1997	[redacted]	10/12.5/14	578 kVA
# 5 - Pine Grove Voltage: 14.4	2001	[redacted]	12/16/20	833 kVA
# 7 - Teaselville Voltage: 14.4	1996	[redacted]	12/16/20	833 kVA
# 8 - Gwartney Voltage: 14.4	2008	[redacted]	12/16/20	833 kVA
# 10 - Owentown Voltage: 7.2	N/A	[redacted]	N/A	219 kVA
# 11 - Swinneytown Voltage: 7.2	1989	[redacted]	15/20/25	833 kVA
# 12 - Walnut Grove Voltage: 14.4	2005	[redacted]	12/16/20	833 kVA
# 14 - Bullard Voltage: 14.4	2015	[redacted]	12/16/20	833 kVA
# 15 – Lake Palestine Voltage: 14.4	2022	[redacted]	N/A	
# 38 - Arp Switch Voltage: 138	2012	[redacted]	N/A	
# 38 - Lake Tyler Voltage: 138/6900	TBD	[redacted]	20/27/33	
# 39 - Lufkin / Transcanada Voltage: 138/6900	2013	[redacted]	20/27/33	
# 39 - Bayou Loco Voltage: 138/6900	2013	[redacted]	N/A	

Pandemic Response Plan

Annex

Ensuring Continuous and Adequate Service During a Pandemic:

CCECA has educated its employees about the possibility of an epidemic or pandemic, how to prepare for each, and the impact on the Cooperative's business operations. Reasonable measures have been implemented to mitigate the impact of an influenza epidemic or pandemic of an infectious disease outbreak affecting the Cooperative. Plans and policies for responding to an outbreak have been established. Employee wellness opportunities which include but are not limited to seasonal epidemic and pandemic practices have been encouraged in order to minimize the effect of exposure.

Background

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

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

Planning Assumptions

The following pandemic planning assumptions are taken from the **Electricity Sector Influenza Pandemic Planning, Preparation and Response Reference Guide,** developed by the North American Electric Reliability Council (NERC):

1. The timing of the outbreak of a pandemic is uncertain and depends on many factors.
2. Once human to human transmission begins, the disease will spread very rapidly around the world within three to eight weeks.
3. Attack rate for the general population is expected to be in the range of 25 percent and these people would be very ill for up to a week.

4. Absentee rates for employees may be in the range of 35 percent for the duration of the pandemic due to illness and other factors such as needing to take care of family members. The pandemic could last for 6 months. Absentee rates will not be uniform across an organization and will be caused by employee illness as well as family care issues, inability to get to work, etc.
5. Persons who contract the virus are not expected to contract it a second time due to a build-up of immunity. However, if the virus mutates, recurrences for the same individual would be possible.
6. Personnel will need to be managed differently to conduct essential business processes and to minimize the spread of the virus.
7. Not enough anti-viral medicines or vaccines will be available for the entire population. There may be none in the early stages and then limited quantities for select populations. Anti-viral medicines, such as Tamiflu, present a variety of difficult issues such as availability, effectiveness against specific virus strains and dosage levels for pre-infection prevention as compared to post-infection treatment.
8. A pandemic will strike in at least two waves, each lasting six to eight weeks. The first wave will peak in three to four weeks. The second wave will be three to six months after the first and will likely be stronger than the first. There may also be a third wave with characteristics similar to the second.
9. It will be important to provide accurate and timely information distribution to employees, labor organizations and government before and during the pandemic.
10. Interdependencies with other segments of the electricity sector (Generators, transmission operators, distribution providers) and other critical infrastructures (Communications, nuclear, natural gas, petroleum. Transportation, emergency services, etc.) as well as contractors and suppliers will be severely tested during a influenza pandemic.

Levels of Response

Given that the exact nature of the next pandemic cannot be determined in advance, this plan addresses the threat with three general levels of response: **Seasonal, Epidemic** and **Pandemic**. These levels are defined as follows:

Seasonal

The normal winter-season outbreak of influenza, affecting 5-15% of the population. The strains of influenza seen during a normal season are generally the same as or similar to strains in previous seasons, and there exists some pre-existing immunity to the virus. Flu shots also provide some level of protection, in that they provide a level of immunity to commonly seen strains of the flu.

Epidemic

A widespread outbreak of influenza, affecting 10-20% of the population. Like the seasonal flu, the strains of influenza seen in an epidemic are those previously seen in humans. An epidemic occurs when a group of people with little or no immunity to the strain(s) of influenza common during the season are exposed and become ill. Often seen in schools, where children, by virtue of young age, have no immunity to a common strain of flu. The rapid spread through any segments of the population can raise the risk for other segments (e.g., if a majority of children in a school come down with a particular strain of flu, then a large number of households are exposed to the flu, increasing its impact on adults).

Pandemic

A worldwide outbreak of influenza, affecting +20% of the population. As defined above, a pandemic occurs when a strain of influenza, previously unknown in humans, develops the ability to infect humans and spread from person to person.

Recommended actions are given for each level of a flu outbreak. The response for each successive level would include the action items for prior levels (e.g., the response for an epidemic would include all of the action items for seasonal flu, as well).

Preparation & Response Efforts

Employee Education

Efforts will be made to educate employees about influenza, how it spreads and how the Cooperative is preparing.

Numerous educational resources are available from the World Health Organization (WHO) and the Centers for Disease Control (CDC). Employee luncheons, posters and broadcast e-mail will be used to convey this information to employees.

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

Seasonal	• How to avoid the Flu • Preventing the spread of the Flu • Symptoms of the Flu • Do not report to work if sick • Do not return to work until all symptoms have cleared (provide specific guidance from public health organizations
Epidemic	• Limit face-to-face meetings • Limit travel to affected areas • Communicate changes in policy and/or practices
Pandemic	• Preparing for the pandemic • Cooperative pandemic response procedures • Suspend face-to-face meetings • Suspend non-critical business travel

Flu Shots

Employees will be encouraged to obtain flu shots and opportunities to obtain them will be offered. While no flu vaccine exists for a yet unknown strain of flu, there is some evidence that immunity to one strain of flu may provide some benefits related to other strains. Having more of our employees vaccinated would be beneficial at any rate.

Seasonal	• Schedule opportunities for employees to obtain flu shots Encourage employees to participate
Epidemic	• Schedule additional opportunities for employees to get flu shots
Pandemic	• Concerted effort to vaccinate all employees

Sanitary Practices

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

1. Hand Sanitizer
2. Disinfectant Spray
3. Rubber Gloves
4. Masks

Seasonal	• Alcohol-based hand sanitizer in all common areas (restrooms, break rooms, conference rooms, and at all meetings where food and drink are served) • Disinfectant spray (e.g. Lysol) in all restrooms • Facial tissues (e.g. Kleenex) in all meetings rooms and break rooms • Brief cleaning crews on disinfecting techniques
Epidemic	• No additional measures
Pandemic	• Respiratory masks and rubber gloves for employees

Policy Modification/Development

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

1. A possible relaxing of the definition of sick leave during a pandemic to allow leave to be taken to care for an employee's sick family members.
2. The possibility of mandatory leave for employees with symptoms of illness
3. A set of return-to-work guidelines to prevent employees from returning while still contagious
4. Some guidance on the handling of missed time for employees that do not wish to come to work for fear of exposure.

Other policies/guidelines to be considered are:

1. A work from home guideline to allow employees the ability to work from home to minimize contact during a pandemic
2. A set of guidelines to minimize business travel and face-to-face contact during a pandemic.

Seasonal	• Normal leave policies
Epidemic	• Limited Work from Home permitted (with Supervisor approval)
Pandemic	• Work from Home encouraged (with Supervisor approval) • Relax definition of sick leave to allow leave to be taken to care for sick family members (specific details to be dealt with following the pandemic)

Business Continuity

Department Heads will be asked to re-examine their critical business process plans to determine if changes are necessary to cover a contagious disease pandemic. Specifically:

1. Are employees within the Department and/or Division cross-trained in job functions related to critical business processes?
2. Could the Department continue to perform its critical business processes with a 40-50% employee absentee rate?
3. Which employees' job functions could be performed from home?
4. Which of those employees are equipped to work from home (home computer, Internet access, etc.)?
5. If the Cooperative, by nature of its critical service provider status, were to be provided with a limited number of doses of vaccine, who would they be given to?

The IT Division is developing plans for a wide deployment of software and services during a pandemic to support a large number of "Work from Home" employees. IT will also provide instruction on the use of the Cooperative e-mail system and the Cooperative Network from a remote location.

Coordination/Monitoring

The Cooperatives were included in a statewide pandemic educational and planning seminar on March 8, 2006

The Pandemic Planning Team will monitor information from the Health Department and the Centers for Disease Control for notification of pandemic activity. This should provide adequate lead time to prepare for arrival of the pandemic.

A significant increase in the level of contagious disease activity would be reported to the Crisis Management Team, which would then be responsible for determining if specific action related to the activation of a pandemic response is required.

Post-Pandemic Evaluation

Following the pandemic, all procedures and policies related to pandemic response would be examined for effectiveness and modified to prepare the Cooperative for a similar event in the future.

Sick Leave	
Seasonal	• Employees should not report for work if they show symptoms • Employees should not return to work from an illness-related absence until they are symptom-free
Epidemic	• Supervisors encouraged to send sick individuals' home
Pandemic	• Relax definition of sick leave to allow leave to be taken to care for sick family members
Business Travel	
Seasonal	• No changes
Epidemic	• Employees should be cautioned concerning travel
Pandemic	• Non-critical business travel suspended
Meetings	
Seasonal	• No changes
Epidemic	• Face-to-face meetings should be minimized
Pandemic	• Face-to-face meetings suspended

Work from Home	
Seasonal	• No changes
Epidemic	• Employees with the ability to work from home and a demonstrated need to do so would be allowed to do so (with Supervisor approval)
Pandemic	• Employees with the ability to work from home would be encouraged to do so (with Supervisor approval) • Employees working from home would be expected to put in a normal work week and be available during normal business hours • The restrictions on the use of employee home computers to access the Cooperative Network would be temporarily rescinded • Employees working from home would be provided anti-virus and virtual private networking software via a Cooperative website.

Preparation
• Identify potential "Work from Home" (WFH) employees 1. Job function can be performed remotely 2. Employee has Internet access at home 3. Employee has a home PC or Cooperative laptop
• Train WFH employees on remote access to e-mail
• Install VPN software on Cooperative laptops of WFH employees
• Train WFH employees on VPN access to Cooperative Network
• Cross-train Department employees on critical business processes
• Update Critical Business Process restoration plans to address potential for 50% absenteeism

Stages of a Pandemic

The World Health Organization (WHO) has developed a global influenza preparedness plan, which defines the stages of a pandemic, outlines the role of WHO, and makes recommendations for national measures before and during a pandemic. The phases are:

Interpandemic period

Phase 1: No new influenza virus subtypes have been detected in humans. An influenza 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 influenza virus subtypes have been detected in humans. However, a circulating animal influenza 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.

Phase 4: Small cluster(s) with the limited human-to-human transmission but the 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: increased and sustained transmission in general population.

Notes

The distinction between phases 1 and 2 is based on the risk of human infection or disease resulting from circulating strains in animals. The distinction is based on various factors and their relative importance according to current scientific knowledge.

Factors may include pathogenicity in animals and humans, occurrence in domesticated animals and livestock or only in wildlife, whether the virus is enzootic or epizootic, geographically localized or widespread, and other scientific parameters.

The distinction among phases 3, 4, and 5 is based on an assessment of the risk of a pandemic. Various factors and their relative importance according to current scientific knowledge may be considered. Factors may include rate of transmission, geographical location and spread, severity of illness, presence of genes from human strains (if derived from an animal strain), and other scientific parameters.

Adapted from information provided by the Center of Disease Control

How does seasonal flu differ from pandemic flu?

Seasonal Flu	Pandemic Flu
Outbreaks follow predictable seasonal patterns; occurs annually, usually in winter, in temperate climates	Occurs rarely (three times in 20th century last in 1968)
Usually some immunity built up from previous exposure	No previous exposure; little or no pre-existing immunity
Healthy adults usually not at risk for serious complications; the very young, the elderly and those with certain underlying health conditions at increased risk for serious complications	Healthy people may be at increased risk for serious complication
Health systems can usually meet public and patient needs	Health systems may be overwhelmed
Vaccine developed based on known flu strains and available for annual flu season	Vaccine probably would not be available in the early stages of a pandemic
Adequate supplies of antivirals are usually available	Effective antivirals may be in limited supply
Average U.S. deaths approximately 36,000/yr	Number of deaths could be quite high (e.g., U.S. 1918 death tool approximately 500,000)
Symptoms: fever, cough, runny nose, muscle pain. Deaths often caused by complications, such as pneumonia.	Symptoms may be more severe and complications more frequent
Generally causes modest impact on society (e.g., some school closing, encouragement of people who are sick to stay home)	May Cause major impact on society (e.g., widespread restrictions on travel, closings of schools and businesses, cancellation of large public gatherings)
Manageable impact on domestic and world economy	Potential for severe impact on domestic and world economy

Adapted from information provided by PandemicFlu.gov

8 Things to know about pandemic influenza
11 March 2019

The threat of pandemic influenza is ever-present. A pandemic can arise when a new influenza virus that hasn't affected humans before emerges, spreads, and causes illness in humans.

Influenza viruses are unpredictable – we can never be certain of when or from where the next pandemic will arise. However, another influenza pandemic is inevitable. In this inter-connected world, the question is not if we will have another pandemic, but when.

To protect people across the globe from this threat, the WHO has released a Global Influenza Strategy for 2019-2030. The new strategy is the most comprehensive and far-reaching influenza strategy that WHO has developed. The strategy outlines a framework for WHO, countries and partners to work together to prepare for, prevent, and control the influenza.

1. Another influenza pandemic will happen – it's a question of when
   We know there will be another influenza pandemic at some point. In 1918, we had the most devastating infectious disease event in recorded history: the 1918 influenza pandemic. Since 1918 three influenza pandemics have occurred - in 1957, 1968 and 2009 (H1N1). The risk of a new influenza virus transmitting from animals to humans and potentially causing a pandemic is real and serves as a warning that we must continue to be prepared for the next pandemic.

2. Influenza is already a major health challenge
   Seasonal influenza represents a year-round disease burden. Every year, there are an estimated 1 billion cases, of which 3 to 5 million are severe cases, with 290 000 to 650 000 influenza-related respiratory deaths worldwide. Reducing the impact of seasonal flu through better surveillance, prevention and control helps countries prepare for a pandemic.

Do your part to help prevent influenza and get your annual influenza shot. It is the most effective way to prevent the flu.

3. We are better prepared than we have been – but still not prepared enough
   While there has been much work over the years to prepare for a pandemic, there is still much work to be done. It is critical that all health systems across the world are ready to prevent and control influenza. We need our health systems to be strong and healthy.

4. We are all connected
   Because we are all connected, collaboration is key to ensuring the world's preparedness for an influenza pandemic. WHO countries and partners will work together to achieve the strategy's goals and will align global and national capacities for influenza prevention, rapid detection, and response.

5. We need better tools to combat influenza
   Through this strategy, WHO and partners will promote the development of better global tools to prevent, detect, control, and treat influenza. These tools include more effective vaccines, antivirals, and treatments. The goal is to make these accessible for all countries.

6. All countries are affected
   Building stronger country capacities in disease surveillance, response, prevention and control, and preparedness is a primary goal of this strategy. To achieve this, it calls for every country to have an evidence-based and tailored influenza program.

7. It costs less to prepare than to respond
   The cost of major influenza outbreaks will far outweigh the price of preparedness. A severe pandemic can result in millions of deaths globally, with widespread social and economic effects. The cost of pandemic preparedness has been estimated at less than US$ 1 per person per year, which is less than 1% of the cost estimates for responding to a pandemic.

8. The Global Influenza Strategy benefits more than just influenza preparedness
   By investing in influenza prevention, control, and preparedness efforts, countries will all see benefits beyond influenza through the overall strengthening of their health care systems. Countries can link their influenza efforts with other national and global efforts dedicated to health security and universal healthcare.

https://www.who.int/news-room/feature-stories/detail/8-things-to-know-about-pandemic-influenza

PandemicFlu.gov
http://www.pandemicflu.gov
http://www.pandemicflu.gov/plan/ (Planning Templates)

US Department of Health & Human Services
http://www.hhs.gov

World Health Organization
http://www.who.int/csr/disease

North American Electric Reliability Council (NERC)
http://www.nerc.com/comm/CIPC_Security_Guidelines_DL/NAERC200701.pdf
(Pandemic Planning Guides)

Wildfire Mitigation

Annex

Wildfire Mitigation Plan:

CCECA's service territory is in the Piney Woods of Rural East Texas. An aggressive vegetative management program is essential for not only power quality and reliability but also aids in reducing the chances of hot wildfires burning in close proximity to the distribution system. Systematically maintained Right-Of-Ways (ROWs) serve as a firebreak, aiding in the containment process of a wildfire. When climatic conditions exist and are conducive to wildfire outbreaks, extra Operation and Maintenance (O&M) steps are enacted. These O&M steps include, but are not limited to, grubbing, removal of vegetative debris, inspecting and maintaining utility crossing clearances, visually inspecting de-energized distribution lines before re-energizing, and issuing additional firefighting equipment.

Emergency Contacts

Sheriff's Offices

County	Sheriff / Police
Cherokee County	903-683-2271
Nacogdoches County	936-560-7794
Rusk County	903-657-3581
Smith County	903-535-0910

Volunteer Fire Departments by County

Department	City	Address	Phone
Alto Vol Fire Dept	Alto	404 West San Antonio	936-858-4711
Earl's Chapel Vol Fire Dept	Jacksonville	3289 US-79	903-589-9282
Gallatin Vol Fire Dept	Gallatin	130 East 1st Ave	903-683-6000
Jacksonville Fire Dept	Jacksonville	301 South Main Street	903-586-7131
Lake Palestine East Vol Fire Dept	Bullard	243 FM 346 North	903-825-2151
Maydelle Vol Fire Dept	Maydelle	Highway 84	903-795-3470
New Summerfield Vol Fire Dept	New Summerfield		903-726-3568
North Cherokee County Vol Fire Dept	Jacksonville	10617 State Hwy 135 North	903-721-3316
Reklaw Vol Fire Dept	Reklaw	530 Nacogdoches Street	936-369-9917
Wells Vol Fire Dept	Wells	153 Homer Road	936-867-4411

Emergency Management Coordinator

County	Name	Address	Phone
Cherokee	Sergio Servin	135 S. Main, Rusk, TX 75785	903-683-5947 (O) [redacted]
Nacogdoches		101 W Main St, Ste 170 Nacogdoches, TX 75961	936-560-7755 (O) 936-560-7841 (F)
Rusk	Patrick Dooley	115 N. Main ; Suite 500-A, Henderson, TX 75652	903-657-8571
Smith	Brandon Moore	11325 Spur 248 Tyler, TX 75707	903-530-6267
TDEM Region Coordinator	Kevin Starbuck	Kevin.Starbuck@tdem.texas.gov 801 Cherry St. Suite 850, Fort Worth TX 76102	817-372-3068 (O)
TDEM Coordinator Cherokee, Smith, Rusk	Deaun Stinecipher	deaun.stinecipher@tdem.texas.gov	[redacted] 903-939-6072 (O)
TDEM Coordinator Nacogdoches	Jon Clingaman		[redacted] 936-699-7313 (O)

Weather Emergency
and
Severe Weather Events
Annex

Identification of Potentially Severe Weather Events:

CCECA's 24-hour dispatch center is continually monitoring local television and radio stations for potentially severe weather events. Dispatch also monitors an Outage Management System (OMS) that keeps logs of outages and their locations. Supervisors have extreme weather alert Smartphone apps and vehicular emergency response scanners. The dispatch center is responsible for alerting all key personnel of potential severe weather alerts. The dispatch center will also establish communications with the cooperatives Supervisors on the onset of severe weather events to aid in the determination of severity, and the center will make efforts to identify severe weather events at least 72 hours ahead of time (or as soon as otherwise practical) and start the communications, preparations and supply chains in motion as may be warranted under the circumstances of a given impending severe weather event.

Emergency Media Contact List

Radio			
Station Name	**Email**	**FAX**	**Phone**
KOOI – 106.5 FM		903-534-5300	903-581-9966
KTBB – 97.5 FM		903-597-8378	903-593-2519
KNUE – 101.5 FM		903.581.2011	903-581-0606
KTYL – 93.1 FM		903-581-2011	903-581-0606
Television			
Station Name	**Email**	**FAX**	**Phone**
KETK CH 56	info@ketknbc.com	903-561-2459	903-581-5656
KLTV CH 7	news@kltv.com	903-510-7777	903-597-5588
KYTX CH 19	news@cbs19.tv	903-581-5769	903-581-2211
Newspapers			
Name	**Email**	**FAX**	**Phone**
Jacksonville Daily Progress	readercare@jacksonvilleprogress.com	903-586-0987	903-586-2236
Tyler Morning Telegraph / Courier Times	webmaster@tylerpaper.com	903-595-0335	903-597-8111
Cherokeean		903-683-5104	903-683-257

Supplies During
Severe Weather Events

Supply Plans for Severe Weather Events:

CCECA has taken steps to ensure adequate staffing, material, and fuel sources can be maintained during an emergency while maintaining the highest safety standards. Below is a list of CCECA material, and fuel suppliers. The list of material supply vendors have standing agreements to supply CCECA with the needed material in the event of an emergency or large-scale unplanned outage. These vendors keep extra "storm" material on hand for their regular customers of which CCECA is one of the above referenced regular customers. CCECA also maintains "storm" stock which is inventoried as such under the direct supervision of the Material Coordinator. Fleet fueling cards allow numerous vehicles to be refueled in non-affected areas. If it becomes necessary, there is an agreement in place with the local fuel supplier that CCECA's equipment can be refueled at their headquarter location. Should a substation power transformer succumb to catastrophic failure, CCECA owns half interest in a mobile substation which is stored at CCECA's headquarters. An in-place agreement spells out the terms and conditions for availability, which is on a first-come, first-serve basis with the shared cooperative. Several of the surrounding Cooperatives also have mobile substations that may be used if needed.

Suggested Items Needed for Restoration Personnel

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

Material Supplier Information

Construction Material				
Vendor	**Address**	**Contact**	**Email**	**Phone**
KBS	4801 Hwy 21 W Bryan, TX 77803	Tommy McGuire	Tmcguire13@verizon.net	[redacted] 800-860-5272 (O)
Techline	702 E. Cherokee Jacksonville, TX 75766	Zeke Collins	zeke.collins@techline-inc.com	[redacted]
		Randy Berry	Randy.Berry@techline-inc.com	[redacted] 903-589-1889 (O)
Priester-Mell & Nicholson	3939 N Panam Expressway San Antonio, TX 78219	Dennis Jenke		800-292-1186 (O)
		Ross Nicholson	Ross.nicholson@pmn-inc.com	512-452-7634 (O) [redacted]
TEC	100 Cooperative Way Georgetown, TX 78626	John Derrick	jderrick@texas-ec.org	[redacted]

Office Supplies				
Vendor	**Address**	**Contact**	**Email**	**Phone**
Ables Land	P.O. Box 7933 Tyler, TX 75711	Billy Harris		903-593-8407
SupplyWorks		Jon Estes	Jon.estes@supplyworks.com	936-414-5576

Fuel				
Vendor	**Address**	**Contact**	**Email**	**Phone**
Hubert Glass Oil	533 SE Loop 456 Jacksonville, TX 75766			903-586-8026 (O)
Wright Express Fleet Services	P.O. Box 6293 Carol Stream, IL 60197			866-231-8735 (O)

Food Services				
Vendor	**Address**	**Contact**	**Email**	**Phone**
Sadler's Kitchen	221 S. Main Jacksonville, TX 75766	Rob Gowin		[redacted] 903-589-0866 (O)

Tires				
Vendor	**Address**	**Contact**	**Email**	**Phone**
Allen's Tire	1617 S Jackson St, Jacksonville, TX 75766			903-586-1144

Equipment Rental				
Vendor	**Address**	**Contact**	**Email**	**Phone**
ArkLaTex Forklift of Longview	P.O. Box 7276 Longview, TX 75607			903-758-8231 (O)
A-1 Rental	1038 N. Jackson Jacksonville, TX 75766			903-589-3696 (O)
Preferred Equipment, LLC	3111 N Jackson St, Jacksonville, TX 75766	Austin Gwartney		903-541-9229(O) [redacted]

Hubert Glass Oil Co.

36036 Hwy 69N * Jacksonville, TX 75766 * 903-586-8026 * Fax 903-589-1232

April 7, 2020

Cherokee County Electric Coop

Reference: Fuel Availability in Event of Emergency

In the event of an emergency, Hubert Glass Oil Co. will provide the Coop with the ability to fuel their vehicles at our facility. In the event of a power outage at our facility, we will provide a solution to fuel the vehicles for the Coop.

Todd Travis, President

Staffing During
Severe Weather Events

Staffing Plans for Severe Events:

CCECA has taken steps to ensure adequate staffing can be maintained during a weather emergency while maintaining the highest safety standards. This section contains a list of CCECA personnel, legal representatives, engineering contractors, and construction contractors' emergency contact information. Standing agreements are also in place with other cooperatives, subcontractors, and Texas Electric Cooperative (TEC) to aid CCECA in times of emergency, epidemic, pandemic, or large-scale unplanned outages, supplying the needed manpower. Below is a comprehensive list of personnel assignments for CCECA staff.

Organizational and Personnel Assignments

1. Situation Assessment

   The General Manager (GM) is responsible for monitoring threats to the reliability of the system and for assessing damages. The GM will determine if outside assistance is required and may be delegated to the Line Superintendent.

2. Incoming Calls

   The Member Services Department, under the supervision of the Member Services Coordinator, is responsible for managing incoming telephone calls.

3. Dispatching

   The Line Superintendent has the authority and responsibility to coordinate all dispatching duties and may assign these dispatching duties to qualified individuals when necessary.

4. Communications Equipment

   The Network Administrator is responsible for the maintenance of vehicle radios and other communications equipment for use during an emergency.

5. Reporting

   The Member Services Coordinator is responsible for reporting emergency information

to the Public Utility Commission, the Cooperative's power supplier, the Reliability Council Control area, local news media, and local government emergency operations centers.

6. Securing Repair and Reconstruction Assistance

   The General Manager is responsible for contacting other cooperatives and/or Texas Electric Cooperative to request emergency assistance. This duty may be delegated to the Line Superintendent.

7. Maintaining System Maps

   The responsibility of maintaining the appropriate number of up-to-date system maps is the responsibility of the Engineering Supervisor.

8. Inventory Control

   The Material Coordinator is responsible for issuing all materials and keeping accurate records.

9. Tree Removal Equipment

   The Right-of-Way Supervisor is responsible for tree cutting and removal labor and equipment and for securing assistance from local residents or businesses if needed.

10. Power Feeds

    The Line Superintendent is responsible for informing each crew of source(s) of all power being fed into the area to be worked.

11. Consumer Assistance

    The Member Services Department is responsible for assisting consumers with locating portable generators, dry ice, and other items or services.

12. Support for Visiting Work Crews

    The Line Superintendent is responsible for coordination with visiting crews including

the following duties:

A. Secure lodging and food
B. Arrange for fuel and servicing of trucks
C. Ensure that visiting crews understand and agree to comply with safety rules
D. Provide information concerning persons in charge of operations and dispatching
E. Provide revised estimates of work left to be completed
F. Oversee the handling of expenses

13. Identification Cards

The Line Superintendent is responsible for proper identification and verifying employment with the Cooperative or other assisting utilities/contractors. This will allow admittance to areas restricted by law enforcement authorities and identify members of visiting crews in the procurement of food, lodging, gasoline, etc.

14. Emergency Contact

The Engineering Supervisor is the emergency contact for the PUC and is responsible for contacting and obtaining information from the transmission providers and/or the Generation and Transmission (GT) suppliers.

Procedures for Securing Emergency Help

1. Survey the extent of damage and determine as nearly as possible the outside personnel and equipment needed.
2. Contact the TEC Loss Control director and advise the director of your needs.

Directors Name	Title	Phone	E-Mail
Danny Williams	Loss Control Manager	512-899-0971	dwilliams@texas-ec.org
Curtis Whitt	Loss Control Assist. Manager	512-964-0232	cwhitt@texas-ec.org
Wesley Caldwell	Loss Control Regional Supervisor	512-942-9351	wcaldwell@texas-ec.org
Phillip Henricks	Loss Control Regional Supervisor	806-438-0067	Phenricks@texas-ec.org

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

Key TEC staff that may be able to assist you:

The main number at TEC is **512-454-0311.**

TEC telephone extensions and home numbers for key staff are as follows:

- Mike Williams, 512-486-6203 Office [redacted] Cell
- Eric Craven, 512-486-6222 Office [redacted] Cell
- Tiffin Wortham, 512-486-6215 Office [redacted] Cell
- Johnny Andrews, 512-868-8330 Office [redacted] Cell

To facilitate the giving of the 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 next page.)

Requesting Assistance from TEC

Cooperative requesting emergency assistance: _____

Telephone number(s): _____
(Use headquarters town name)

Nature of disaster: _____

Number and type of trucks needed: _____

Other equipment and tools needed:

_____

_____

_____

_____

_____

Personnel and classifications needed: _____

Materials needed: _____

Weather and road conditions: _____

Where crews should report and to whom: _____

Estimate of how long the help may be needed: _____

How to contact your cooperative during the emergency: _____

Name of person to receive this information: _____

Date: _____Time: _____

Uniform Method of Reimbursement

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

Every reasonable precaution shall be used to determine whether an employee is mentally and physically qualified to follow safe work practices. The crew foreman of the co-op providing the assistance will determine the total number of continuous work hours.

It is also recommended that the current FEMA Cost Code listing be considered.

TEC MUTUAL AID AGREEMENT

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

1. Request for aid. The Requesting Signatory agrees to make its request in writing to the Aiding Signatory within a reasonable time after aid is needed and with reasonable specificity. The Requesting Signatory agrees to compensate the Aiding Signatory as specified in this Agreement and in other agreements that may be in effect between the Requesting and Aiding Signatories.

2. Discretionary rendering of aid. Rendering of aid is entirely at the discretion of the Aiding signatory. The agreement to render aid is expressly not contingent upon a declaration of a major disaster or emergency by the federal government or upon receiving federal funds.

3. Invoice to the Requesting Signatory. Within 90 days of the return to the home work station of all labor and equipment of the Aiding Signatory, the Aiding Signatory shall submit to the Requesting Signatory an invoice of all charges related to the aid provided pursuant to this Agreement. The invoice shall contain only charges related to the aid provided pursuant to this Agreement.

4. Charges to the Requesting Signatory. Charges to the Requesting Signatory from the Aiding Signatory shall be as follows:

    a) Labor force. Charges for labor force shall be in accordance with the Aiding Signatory's standard practices.

    b) Equipment. Charges for equipment, such as bucket trucks, digger derricks, and other special equipment used by the aiding Signatory, shall be at the reasonable and customary rates for such equipment in the Aiding Signatory's locations.

    c) Transportation. The Aiding Signatory shall transport needed personnel and equipment by reasonable and customary means and shall charge reasonable and customary rates for such transportation.

d) Meals, lodging and other related expenses. Charges for meals, lodging and other expenses related to the provision of aid pursuant to this Agreement shall be the reasonable and actual costs incurred by the Aiding Signatory.

5. Counterparts. The Signatories may execute this Mutual Aid Agreement in one or more counterparts, with each counterpart being deemed an original Agreement, but with all counterparts being considered one Agreement.

6. Execution. Each party hereto has read, agreed to and executed this Mutual Aid Agreement on the date indicated.

Date _____ Entity _____

By _____

Title _____

Emergency Contact Listing

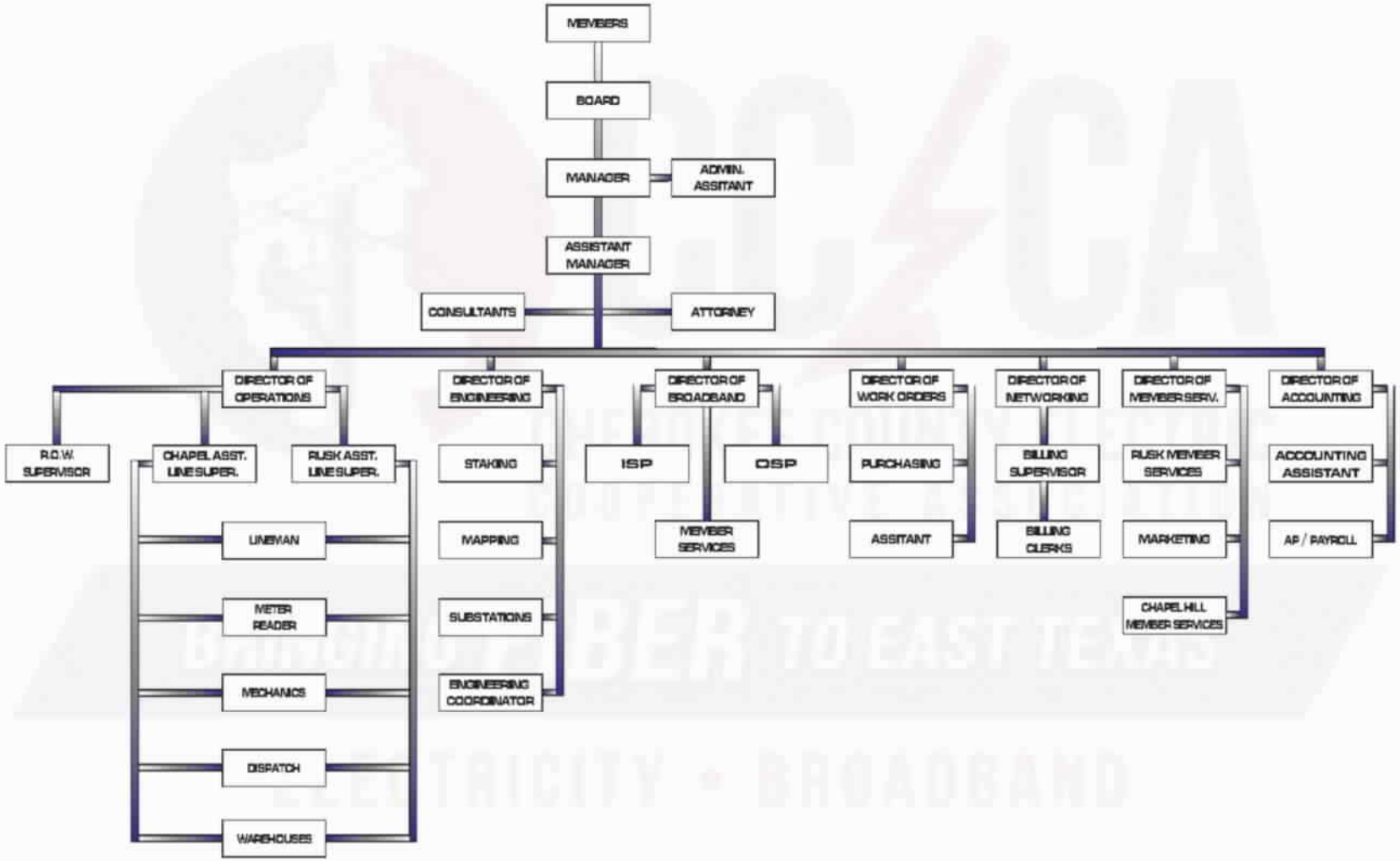
CCCA
CHEROKEE COUNTY ELECTRIC COOPERATIVE ASSOCIATION
BRINGING FIBER TO EAST TEXAS
ELECTRICITY • BROADBAND

Employee Name	Phone Number	Alt. Phone Number
Adriel Mendoza	[redacted]	
Alissa Davis	[redacted]	
Amanda Lindsey	[redacted]	
Andrew Johnson	[redacted]	
Andrew Owens	[redacted]	
Austin Davis	[redacted]	
Austin Peacock	[redacted]	
Bart Bauer	[redacted]	
Brandy Richards	[redacted]	
Brittany Frazier	[redacted]	[redacted]
Caleb Hall	[redacted]	
Caleb Holcomb	[redacted]	
Chance Loden	[redacted]	
Chris Young	[redacted]	
Clay Northern	[redacted]	
Cody Dowling	[redacted]	
Colby Stroud	[redacted]	
Cole Lucas	[redacted]	
Cooper Coughlin	[redacted]	
Corbin Renfroe	[redacted]	
Crystal de la Cruz	[redacted]	
Debra Rodgers	[redacted]	
Derrick Alcorn	[redacted]	
Diana Kinney	[redacted]	
Ethan Dowling	[redacted]	
Gayle Wheat	[redacted]	

Employee Name	Phone Number	Alt. Phone Number
Glen Vess	[redacted]	
Greg Jones	[redacted]	
Haley Kadlecek	[redacted]	
Holly Lucas	[redacted]	
Jason Kellis	[redacted]	
Jennifer Keahey	[redacted]	
Jett Ketchum	[redacted]	
Jonathan Sparks	[redacted]	
Jose Moreira Montes	[redacted]	
Josh Langston	[redacted]	
Justin Brown	[redacted]	
Kenneth Hicks	[redacted]	[redacted]
Kenny Geisleman	[redacted]	
Kody Stanley	[redacted]	
Konner Gayle	[redacted]	
Larry Gentry	[redacted]	
Lindsey Glover	[redacted]	
Linette Allen	[redacted]	
Mallory Martin	[redacted]	
Manuel Giron	[redacted]	
Matt Evans	[redacted]	[redacted]
Melissa Martin	[redacted]	
Mickie Ruiz	[redacted]	[redacted]
Misty Collins	[redacted]	
Monica Cardenas	[redacted]	[redacted]
Orlando Muniz	[redacted]	
Patrick Lowery	[redacted]	
Quinton Brandon	[redacted]	
Rafael Calvillo	[redacted]	
Richie Gould	[redacted]	
Rick Brashear	[redacted]	
Ricky Arredondo	[redacted]	
Ricky Foster	[redacted]	[redacted]
Robert Chandler	[redacted]	
Robert Jenkins	[redacted]	

Employee Name	Phone Number	Alt. Phone Number
Rodney Thompson	[redacted]	
Ronny Gates	[redacted]	[redacted]
Royce Whitaker	[redacted]	
Russell Stephenson	[redacted]	
Scott Creech	[redacted]	
Shane Wright	[redacted]	
Taylor Clay	[redacted]	
Tiffanie Craft	[redacted]	
Tony Rollins	[redacted]	
Tyler Cirkle	[redacted]	
Trey Thompson	[redacted]	
Virginia Adams	[redacted]	[redacted]
Yadira Provost	[redacted]	

CCECA ORGINIZATIONAL CHART 2023



TEC Group 1 Cooperatives and G&T

G&T Cooperatives				
Cooperative	**Address**	**Contact**	**Email**	**Phone**
East Texas Electric Coop., Inc.	2905 Westward Drive P.O. Box 631623 Nacogdoches, TX 75963-1623	Aaron Wagner	Aaronw@gtpower.com	936 560-9532 (O) [redacted] 936 560-9215 (F)
Northeast Texas Electric Coop.	2221 H.G. Mosley Parkway, Suite 100 Longview, TX 75604	Ron Ray	rray@ntecpower.com	[redacted]

Distribution Cooperatives				
Cooperative	**Address**	**Contact**	**Email**	**Phone**
Bowie-Cass Electric Coop.	117 N Street P.O. Box 47 Douglassville, TX 75560	Mark Boyd Todd Corbin	markb@bcec.com todc@bcec.com	903-846-2311 (O) [redacted] [redacted]
Cherokee Country Electric Coop.	29880 US Hwy. 69 North P.O. Box 257 Rusk, TX 75785	Greg Jones Bart Bauer Chris Young	Gregj@cceca.net Bbauer@cceca.net cyoung@cceca.net	903-683-2248 (O) [redacted]
Deep East Texas Electric Coop.	US Hwy 21 East P.O. Box 736 San Augustine, TX 75972	Bryan Wood Jessie Morgan	bryanw@deepeast.com Jessiem@deepeast.com	936-275-2314 (O) [redacted] [redacted]
Houston County Electric Coop.	1701 Loop 304 SE P.O. Box 52 Crockett, TX 75835	Kathi Calvert Mike Lane Stacy Freeman	Kcalvert@houstoncountyelec.com mlane@houstoncountyelec.com sfreeman@houstoncountyelec	936-852-7237 (O) 936-852-7261 (O)
Jasper-Newton Electric Coop.	812 South Margaret Ave. Kirbyville, TX 75956	Mark Tamplin Aaron Crawford	mark@jnec.com aaron@jnec.com	409-981-1915 (O) [redacted]
Panola-Harrison Electric Coop.	410 East Houston P.O. Box 1058 Marshall, TX 75671	Austin Haynes Robert Fisher	ahaynes@phec.us rfisher@phec.us	903-935-7936 (O) 903-935-7936 (O)
Rusk County Electric Coop.	3162 Hwy 43 East P.O. Box 1169 Henderson, TX 75653	Rhett Reid Zach Tippit	rhett@rcelectric.org ztippit@rcelectric.org	903-657-4571 (O) [redacted]
Sam Houston Electric Coop.	1157 East Church Street P.O. Box 1121 Livingston, TX 77351	Doug Turk Ryan Brown	dturk@samhouston.net rbrown@samhouston.net	936-327-5711 (O) 936-328-1288 (O)
Upshur Rural Electric Coop.	1200 West Tyler Street P.O. Box 70 Gilmer, TX 75644	Rob Walker Jeff Gee	rwalker@urecc.com jgee@urecc.com	903-843-2536 (O) 903-680-0237 (O)
Wood County Electric Coop.	501 South Main St. P.O. Box 1827 Quitman, TX 75783	Trey Teaff C.H. Campbell	treyt@wcec.org ccampbell@wcec.org	903-763-6534 (O) 903-763-6578 (O)

Contractors

Construction				
Company	**Address**	**Contact**	**Email**	**Phone**
East Texas Utility Service, Inc.	P.O. Box 1673 Jacksonville, TX 75766	Russell Brown	Russellbrown2176@yahoo.com	[redacted] 903-586-3779 (O) 903-586-5172 (O) 903-586-5511 (F)
Northeast Texas Power LTD	3163 FM 449 P.O. Box 557 Cumby, TX 75433	David Petty	petty@hortheastpower.com	[redacted]
Thedford Construction, Inc.	5117 Steel Road Tyler, TX 75703	Paul Thiem	Paul.thiem@hotmail.com	[redacted] 903-561-1584 (O)
Texas Electric Coop.	1122 Colorado St., 24th Floor Austin, TX 78701	Martin Bevins		[redacted] 512-486-6215 (O)
REI	10820 FM 1615 Athens, TX 75752	Mitchell Mayo	Mitch.Mayo@reiutilityservices.com	[redacted]
AK Innovative Systems, LLC	P.O. Box 1301 Jacksonville, TX 75766	Austin Gwartney	austin@akinnovativesystems.com	[redacted] 903-520-0843 (O)
Capco Construction Inc.	13044 CR 192 Tyler, TX 75703	Brian Capps	brian@capco-engineering.com	[redacted]

Substation Contractors				
Company	**Address**	**Contact**	**Email**	**Phone**
Re Con	12 NE 52nd St. Oklahoma City, OK 73105	Corky Bowker	cbowker@reconcompany.org	[redacted]
Keasler	2530 W. White Avenue, Suite 300 McKinney, TX 75071	James De La Cruz Perry Reeder	james@keasler.com perry@keasler.com	[redacted] [redacted]
Cherokee Services "A/C Contractor"	2605 CR 2717 Alto, TX 75925	Spencer Smith	cherokeeservices@hotmail.com	[redacted]

Environmental Contractors				
Company	**Address**	**Contact**	**Email**	**Phone**
ETTL Engineers & Consultants, Inc.	1717 East Erwin Tyler, TX 75702	Steven Kennedy	Skennedy@ettlinc.com	903-595-4421 (O)
Masters Advanced Remediation Services, Inc.	P.O. Box 413 Humble, TX 77347	James Wilson	jwilson@mastersars.com	[redacted]
DLS Environmental	P.O. Box 2467 Longview, TX 75606		danna@dlsenvironmentalservices.com	772-215-3997 (O)

Right of Way Contractors				
Company	**Address**	**Contact**	**Email**	**Phone**
Arbor Resources	P.O. Box 519 Diboll, TX 75941	Jason Nichols	jason@arborresourcesllc.com	[redacted]
Harris Line Service Company	P.O. Box 7165 Longview, TX 75602	Carmon		903-643-7712 (O) [redacted]

Computer Software / Call Center				
Company	**Address**	**Contact**	**Email**	**Phone**
Valquest Systems	351 S. Sherman St., Suite 100 Richardson, TX 75081	Toby Landes	Toby_landes@valquest.com	[redacted]
SEDC	100 Ashford Center North, Suite 500 Atlanta, GA 30338	Jim Burress	jimbu@sedata.com	
Cooperative Response Center	2000 8th Street NW Austin, MN 55912	Cheryl Haney	cherylaney@crc.coop	800-892-1578 (O)
DataVoice	101 W. Main St. Allen, TX 75013	Denna Sandoval	denna@datavoiceint.com	[redacted]

Engineering Consultants				
Company	**Address**	**Contact**	**Email**	**Phone**
GDS Associates	1850 Parkway Place, Suite 720 Marietta,GA 30067	Claudiu Cadar David Brian	Claudiu.Cadar@gdsassociates.com David.brian@gdsassociates.com	[redacted] [redacted]
Power Engineers	4100 International Plaza, Suite 320 Fort Worth, TX 76109	Brian Tomlinson	Brian.tomlinson@powereng.com	[redacted]

Attorneys				
Company	**Address**	**Contact**	**Email**	**Phone**
Holland and Knight	111 Congress Ave., Suite 450 Austin, TX 78701	Mark Davis	Mark.davis@hklaw.com	[redacted]
Parish & Wright PLLC	7401 W. Slaughter Ln. Suite 5064 Austin, TX 78739	John T. Wright	johnt@parishwright.com	[redacted] 512-954-6523 (O)
Norman Law Firm	215 East Commerce, 2nd Floor Jacksonville, TX 75766	Steven Guy	steveguy@normanlawfirm.com	903-721-4200 (O)

Insurance				
Company	**Address**	**Contact**	**Email**	**Phone**
Insurance Network of America	105 East Austin Giddings, TX 78942	Patty Brown	pattyb@utiltiyinsurance.com	[redacted]

Banks				
Company	**Address**	**Contact**	**Email**	**Phone**
Southside Bank	1015 S. Jackson Jacksonville, TX 75766	Patty Rivers	Patty.rivers@southside.com	903-539-4227 (O)
National Rural Utilities Cooperative Finance Cooperation	274 Ranch Ridge Dr. Dripping Springs, TX 78620	Jeff Kilpatrick		[redacted]

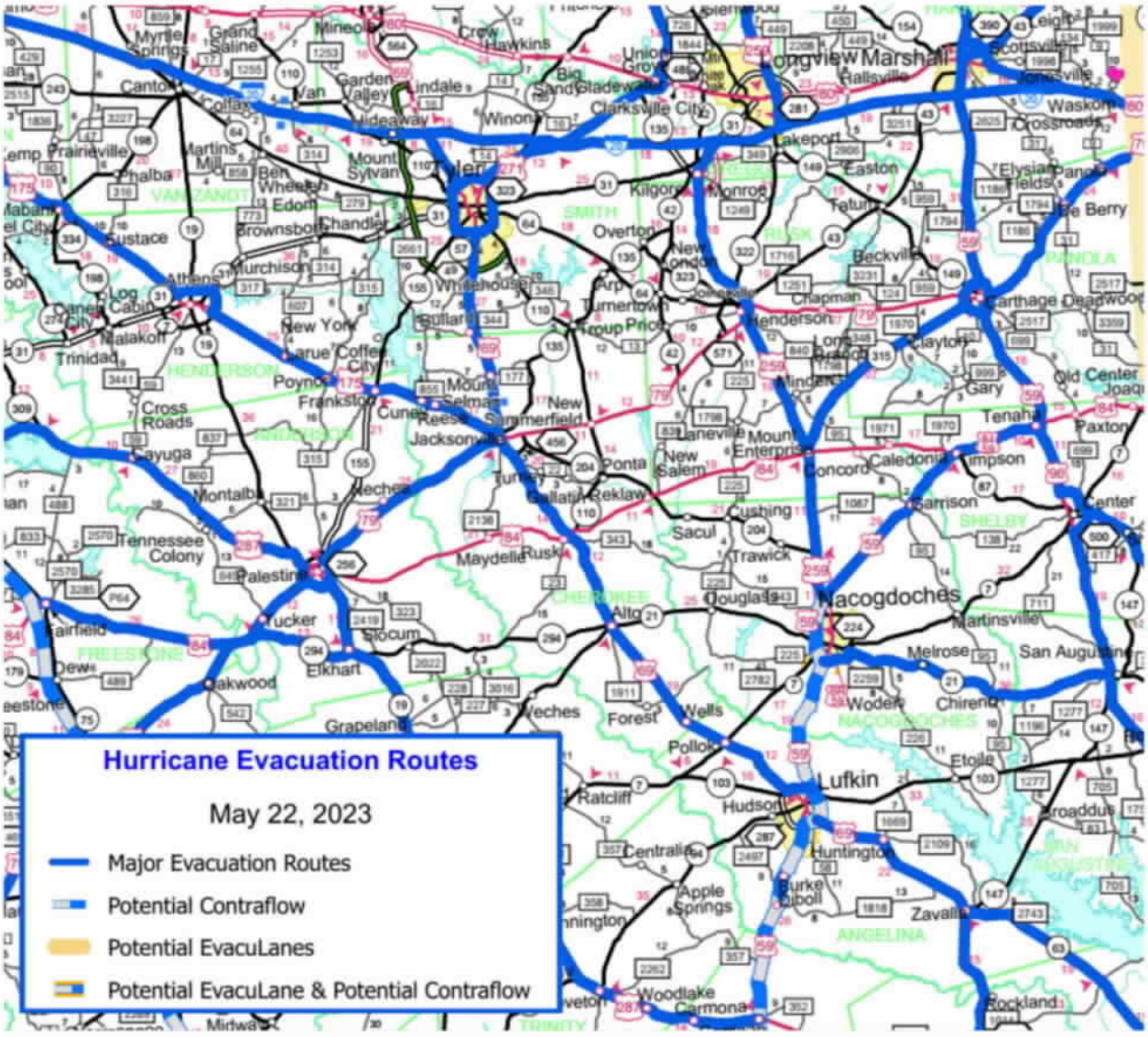
Oncor				
Area	**Contact**	**Title**	**Email**	**Phone**
Oncor	Brian Smith	Transmission Services Consultant	bsmith8@oncor.com	[redacted]
Oncor	Tom Trimble	Area Manager	Tom.trimble@oncor.com	[redacted]
Lufkin/Nac	Nolan Smith	Op Supv Distribution	Nolan.Smith@oncor.com	[redacted]
Tyler/Jac/Lindale	Victor Ontiveros	Distribution District Manager	Victor.Ontiveros@oncor.com	[redacted]

Hurricane Plan

Annex

Hurricane Plans:

While CCECA is not in the Texas Division of Emergency Management (TDEM) defined hurricane evacuation zone, its territory is along an evacuation route. Measures have been taken throughout the EOP to lay out the groundwork for preparedness in the event of any natural disaster. Coordination, communication, and notification procedures have been established with the district coordinator for the Cooperative's service territory.



Cyber Security Plan

Annex

Cyber Plans:

CCECA has taken measures throughout the EOP to lay out the groundwork for preparedness in the event of any disasters, including related to cyber security. Coordination, communication, and notification procedures established throughout the plan will be followed in the event of a cyber-attack anywhere in the Cooperative's service territory. [redacted]

Electrical Operation Systems

[redacted]

Response to Cyber Security Incidents

[redacted]

[redacted]

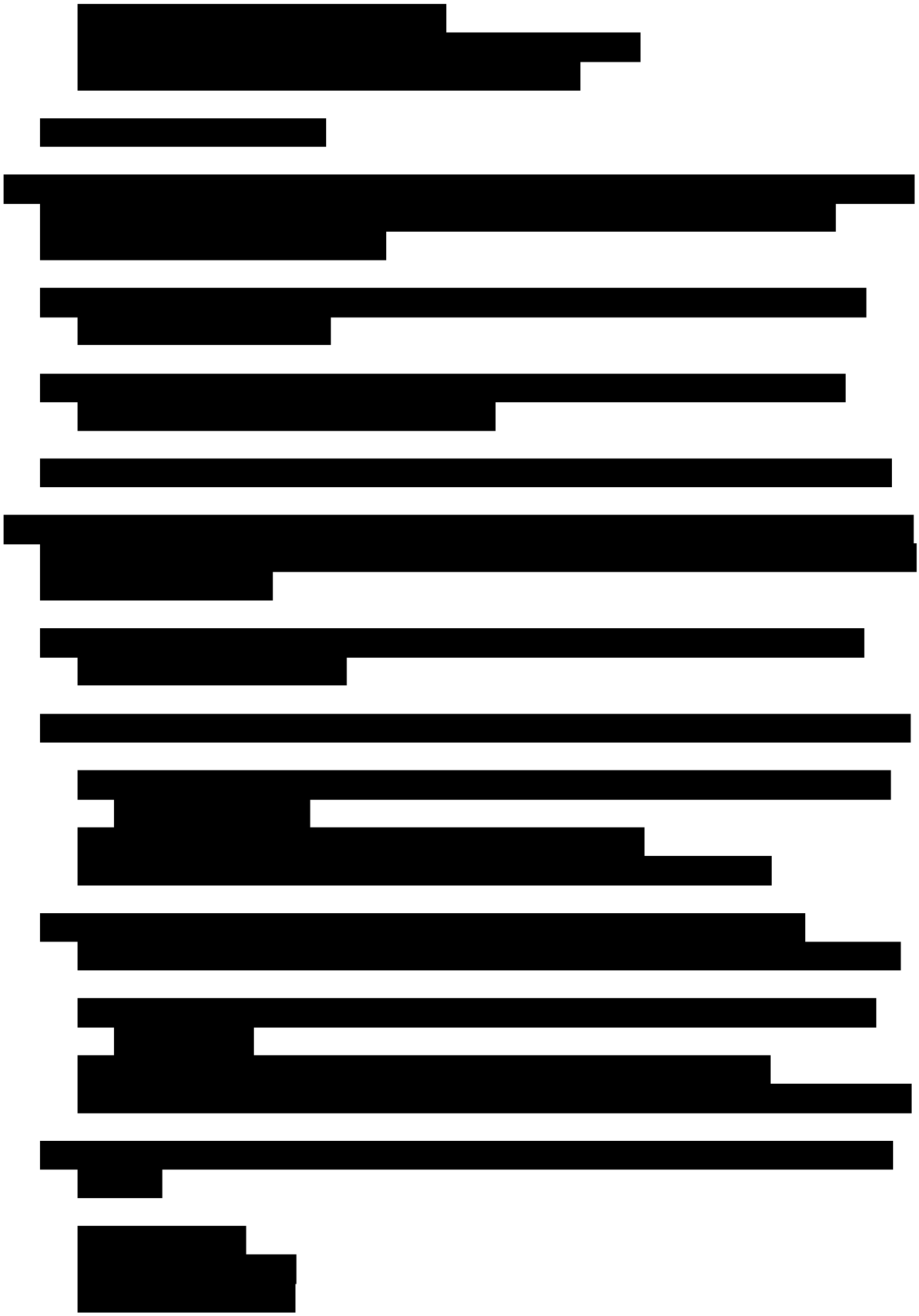
Cyber Security Team Members

Name	Company	Email	Phone Number	Title
[redacted]				

[redacted]

Incident Handling

[redacted]



[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

E-ISAC e-mail: operations@eisac.com
E-ISAC telephone number: (202) 790-6000
E-ISAC web address: https://www.eisac.com

[redacted]

Corporate Network Systems

All internal systems are managed by CCECA's IT Department. [redacted]

Response to Cyber Security Incidents

[redacted]

[redacted]

Incident Handling

[redacted]

Physical Security Incident Plan
Annex

Physical Security Plans.

CCECA has taken measures throughout the EOP to lay out the groundwork for preparedness in the event of any disasters, including those related to cyber security. Coordination, communication, and notification procedures established throughout the plan will be followed in the event of a physical security incident or attack anywhere in the Cooperative's service territory. [redacted]

Electrical Operation Systems

[redacted]

[redacted]

Response to Physical Security Incidents

[redacted]

[redacted]

Cyber Security Team Members

Name	Company	Email	Phone Number	Title
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
Chris Young	CCECA	[redacted]	[redacted]	[redacted]

[redacted]

Incident Handling

[redacted]

Reporting Physical Security Incidents

[redacted]

E-ISAC e-mail: operations@eisac.com
E-ISAC telephone number: (202) 790-6000
E-ISAC web address: https://www.eisac.com

[redacted]

Corporate Network Systems

[redacted]

Response to Physical Security Incidents

[redacted]

Incident Handling

[redacted]

Federal Emergency Management Agency (FEMA)