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A Touchstone Energy® Cooperative 

Emergency Operations Plan

Revised and adopted: March 15, 2022

Houston County Electric Cooperative, Inc.

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Approval & Implementation

Introduction

Houston County Electric Cooperative, Inc. (HCEC) maintains an emergency operations plan (EOP) in anticipation of natural disasters, situations involving curtailments, cyber/physical attacks 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 supporting critical infrastructure or dependent on life-sustaining electrical equipment and provides plans for communication with all customer classes.

This plan includes coordination of emergency assistance with local offices of emergency management and other emergency agencies, neighboring cooperatives, construction contractors, and other utilities.

The Table of Contents is attached to illustrate the elements of the plan. The main part of the plan follows the requirements set forth by the Public Utility Commission of Texas (PUCT). Furthermore, this plan includes annexes in which specific emergency events are addressed with additional detail of department roles and responsibilities. Specific procedures within each department are the responsibility of the respective department's manager to maintain, update and communicate to employees.

Purpose

The plan provides processes to prepare for emergency events as well as safely and efficiently respond and recover from any emergency focusing on full electric service restoration and communication to all members. This plan will be a guideline that will be varied as the situation requires.

Primary Emergency Contacts

The following individuals are the primary emergency contacts and are responsible for maintaining, implementing, and making changes to HCEC's EOP:

- CEO/General Manager
 - o Kathi Calvert (936) 204-6474 cell; (936) 852-7237 office;
kcalvert@houstoncountyelec.com
- Chief Operating Officer – Distribution
 - o Mike Lane (936) 545-5410 cell; (936) 852-7261 office; (936) 544-7221 home;
mlane@houstoncountyelec.com
- Chief Operating Officer – Transmission
 - o Stacy Freeman (936) 544-0684 cell; (936) 852-72xx office; (936) 636-2240 home;
sfreeman@houstoncountyelec.com

Scope

This plan will be reviewed and discussed at least annually with key emergency operations personnel and updated by the CEO/General Manager, Chief Operating Officer – Distribution, or the Chief Operating Officer - Transmission. The official copy will be maintained in the CEO/General Manager's office, Dispatch Office, and the Vault. A saved version of the plan will be kept on HCEC's network with offsite backup. HCEC performs EOP training annually to ensure that all relevant personnel are familiar with the contents of the emergency operations plan, and such personnel are committed to following the plan except to the extent deviations are appropriate under the circumstances during an emergency.

A critique of the plan and its effectiveness will be conducted following each major outage emergency. Upon review, if the HCEC EOP requires a significant change on how the cooperative would respond to an emergency, the revised plan shall be filed appropriately with the Public Utilities Commission no later than March 15 of the following calendar year.

The Management Team of HCEC is responsible for making their department aware that the EOP is enacted when deemed necessary by the General Manager, Chief Operating Officer – Distribution, or the Chief Operating Officer – Transmission.

REVISION CONTROL SUMMARY

<u>May 2015</u>	This is an updated version of the HCEC Emergency Operations Plan. This version replaces any / all previous versions of the HCEC EOP.
<u>July 2018</u>	Changes were administrative and not substantive.
<u>March 2022</u>	Prior versions of the HCEC Emergency Operations Plan are redacted and completely replaced.

As of April 15, 2022, this March 2022 EOP for HCEC supersedes all previous plans. The March 2022 EOP has been reviewed and approved by management.

EMERGENCY RESPONSE PROCEDURES

Activation Of the EOP

In cases where there is a warning of a potential event, the EOP will be activated with the pre-event watch. When an emergency occurs without warning, the plan will be activated immediately as appropriate. The EOP relies on communication and coordination internally with each department manager ensuring employees know their role in EOP execution. EOP responsibilities are defined as follows:

EOP Responsibilities

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

CEO/General Manager — Responsible for oversight of EOP and resolving resource issues to ensure safe execution plan. Coordination with Communication Specialist for providing external communication to the Board, elected officials, federal/state/local government agencies, media, members and general public.

COO - Distribution — Responsible for execution of the EOP by ensuring adequate staffing, material and equipment are available for safe, efficient restoration of electric service. This includes authorizing and staging addition contract resources as well as activated mutual aid agreement with other cooperatives. Manages field personnel and crew assignments including damage assessment, right-of-way/road clearing and restoration construction. Directs dispatch operations. Communicates projected material and equipment needs. Communicate resource needs and restoration status to the CEO/General Manager or Communications Specialist. (Back-up and support CEO/General Manager and COO – Transmission.)

Dispatch Supervisor — Ensures adequate dispatch staffing for level of emergency. Directs Dispatches to enter consumer reported outages, handle consumer calls, verify and update restoration status, contact consumers as requested by field and update Outage Management System (OMS) for all emergency events. Assigns crews on Level 1 Emergency. For Level 2 or 3 emergency events, communicate with and follow the direction of the COO – Distribution.

Fleet Manager — Ensures fuel tanks are full. Ensures back-up generator for office is maintained and operational. Ensures 2-way radio communication has generator back-up. Repairs and maintains all equipment. Locates rental equipment to handle heavy debris or challenging access areas. Provide field maintenance to support restoration as necessary. May deliver equipment or material to crews in field. Communicate with and follow the direction of the COO – Distribution.

Line Staking Technicians — Survey and assess damage areas (location, pictures, construction material). Lead contract/mutual aid crews. Assist with field restoration. Documentation of damaged areas including pictures, locations, and actual damage that occurred. Communicate with and follow the direction of the COO – Distribution.

Foremen/Serviceemen — Lead field restoration efforts with linemen, apprentice linemen and arborists. Responsible for the safety of the crew during restoration. Includes damage assessment. Collect pictures and locations of damage and of repair. Maintain records of personnel, equipment and material used for restoration. Communicate with and follow the direction of the COO – Distribution.

COO - Transmission — Directs operations in the event of transmission outages or outages requiring the use of the mobile substation. Maintains contracts with transmission and substation contractors to activate during an

emergency. Coordinates switching activity and field support with South Texas Electric Cooperative for ERCOT, AEP Arsenal Hill Operations for SPP and East Texas Electric Cooperative. Responsible for NERC compliance and SCADA operations to execute Manual Load Shed and Under Frequency Load Shed. Responsible for 2-Way Radio functionality. Communicate resource needs and restoration status to the CEO/General Manager or Communications Specialist. (Back-up and support COO – Distribution.)

GIS/Meter Data Manager — Supports dispatch operations device outages and fault location. Ensures AMI meter system and map are functional to efficiently locate outages. May also survey and assess damage areas (location, pictures, construction material). Lead contract/mutual aid crews. Assist with field restoration. Communicate with and follow the direction of the COO – Distribution.

Procurement & Inventory Manager— Ensures adequate supply of material is readily available at warehouse including personal tools and safety equipment. Coordinate with key vendors to procure material and schedule delivery. Track damage information reported to provide crews with adequate supply of materials. Check out material, receive debris/retired plant, maintain records of transactions, provide work order accounting and deliver supplies on-site as required. Responsible for coordinating with vendors for alternate warehousing facilities if required. Communicate with COO-Distribution for direction and coordinates actions of warehouse/work order.

Member Services Manager— Coordinate and staff call center. Ensure call handling modes and messaging is appropriate for the situation. Provide updates to critical infrastructure accounts and critical care consumers with status and expected duration of the outage. As necessary, train other office personnel on call handling and expand call center function. Ensure personnel handling calls have most recent status updates. Receive incoming damage information from public and update COO-Distribution, Dispatch Supervisor or member account information as appropriate. Communicate with CEO/General Manager for direction and coordinates actions of member services.

Communications Specialist — Coordinate communication effort internally and externally. Gather field information through pictures and video to explain what has occurred and provide clear expectations for timing of restoration following the direction of CEO/General Manager and Member Services Manager.

Network Administrator — Maintain the corporate network, desktop/laptop and field devices. Ensure all critical systems/processes are functional including communication infrastructure, SCADA, OMS, CIS, GIS, IVR and MDM. Ensure system back-up and emergency operation center is maintained and equipped to handle Operations and Dispatch functions. Communicate with CEO/General Manager or COO – Distribution for direction.

Human Resources Manager — Secure temporary housing and meals for internal crews as well as all external resources. Communicate with CEO/General Manager or COO – Distribution for direction.

Controller — Provide accounting functions, including payroll, accounts payable, assistance as necessary with work order accounting, ensuring contracts are maintained along with insurance certificates. Following FEMA guidelines on all storms to maximize reimbursement potential. Ensure adequate liquidity of organization. Communicate with CEO/General Manager or COO – Distribution for direction.

Pre-Event Watch

The Chief Operating Officer - Distribution monitors weather conditions in and around HCEC's service area daily. Possible severe weather alerts prior to the arrival of an anticipated storm are evaluated at least daily and more frequently as a weather system approaches. If a dangerous weather event is predicted, the COO - Distribution will advise the CEO/General Manager and on-call personnel. The CEO/General Manager will determine if a pre-event meeting is necessary.

The Pre-Event meeting will be organized by the CEO/General Manager include leadership of functional areas of the organization. Availability of materials, supplies, equipment will be reviewed. Any deficiency will be addressed immediately. A determination will be made on securing external resources ahead of the event as well as housing. The communication plan will be reviewed and placed into action with warning messages for members as well as specific messaging for critical care consumers. Any known or anticipated issues with any functional area will be addressed in the Pre-Event meeting(s).

The severity of the Emergency will dictate response procedures with resource requirements increasing as emergency levels increase. Emergency levels are defined below.

Emergency Levels

Level 1

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

- EXPECTED OUTAGE TIME: 0 TO 4 HOURS
- OUTAGES: LESS THAN 10% OF METERS
- INITIATED BY: COO - DISTRIBUTION

Level 2

An emergency where cooperative crews can restore service in less than 24 hours without the assistance of outside crews. All construction, operations, and service personnel report.

- EXPECTED OUTAGE TIME: 4-24 HOURS
- OUTAGES: GREATER THAN 10%, BUT LESS THAN 25% OF METERS
- INITIATED BY: COO - DISTRIBUTION

Level 3

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

- EXPECTED OUTAGE TIME: MORE THAN 24 HOURS
- OUTAGES: GREATER THAN 25% OF METERS
- INITIATED BY: CEO/GENERAL MANAGER, COO – DISTRIBUTION

Communication Plan

Draft scripts and message content is maintained for different emergency situations to facilitate timely distribution of information to membership.

Types of Communications utilized during normal and emergency conditions:

- Radio
- HCEC Mobile App and Website
- Social Media – Facebook, Twitter, Instagram
- Mass Phone Call Lists
- Front-End Phone Message
- Email and Text

The communication plan is initiated during the Pre-Event Watch when the situation allows. In the event of an emergency or planned outage, the Communication Specialist will take the following steps to communicate with members and local media:

- Draft a call-out message for affected members. Once approved by the CEO/General Manager, the message should be recorded and set to call as soon as possible. If necessary, a specific message for critical care members may be recorded and scheduled.
- Press releases will be emailed to all local radio stations and newspapers for immediate broadcast and print (if available).
- Board members and all cooperative employees will be given copies of any information given to the media so that questions are answered uniformly.
- If time permits, arrange for radio airtime for the CEO/General Manager or another Cooperative official to inform the public of the situation and actions.
- Update messages through social media (Facebook, Twitter, Instagram)
- Update messages on the HCEC website and mobile app.

For Emergency Level 1, members will receive estimated restoration time on our app, have access to the outage map on our website, or may contact us directly by phone and receive updates.

For Emergency Levels 2 and 3, the CEO/General Manager maintains an email distribution list with all county emergency management officials, local media outlets, offices of state and federal elected officials representing our service area, TDEM, PUC, HCEC Board of Directors, and HCEC management team and legal counsel. In coordination with COO-Distribution, the CEO/General Manager will communicate a detailed status update with

- an overview of the situation,
- outages by county,
- where crews are working and
- additional information relevant to our membership.

The communication is updated and emailed at least three times per day during a Level 3 event. The Communication Specialist ensures detailed information is updated on our website, social media, HCEC app notifications, and other external messaging platforms. The Dispatch Supervisor and Member Services Manager ensure all employees handling calls have the latest information to provide members with realistic expectations.

Additional changes are made to our operating systems during Emergency Levels 2 and 3 to support greater call volume. The IVR system is changed to storm mode with simpler queues specifically addressing emergency outage restoration efforts as well as providing on-hold messaging relevant to the event. Hold messaging will address how to report known damage to lines, critical care consumer issues, and other topics based on the circumstances of the emergency.

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 social media, working with law enforcement officers and utility personnel in the field.

Member Complaints

During an emergency, the cooperative's telephone system will be staffed around the clock to receive information from customers, emergency authorities, and others.

Member complaints may come via any communication method (email, in-person, call). The Member Services Manager and Communications Specialist monitor the official HCEC email and respond to any complaints in a timely manner. If the person handling the complaint is unable to address the issue or satisfy the member, it will be escalated to a member of the management team. If unresolved, complaints will be given to the CEO/General Manager to address.

Internal Communication

Internal communication will follow the chain of command and communicated through normal operating channels with adjustments as required to adequately address circumstances ensuring all employees and external support have a clear direction.

Maintaining Pre-Identified Supplies for Emergency Response

The COO-Distribution and COO-Transmission will communicate inventory levels and supply needs for common construction standards to effectively address most emergency situations. The Procurement & Inventory Manager will maintain and store sufficient supplies and materials to support all emergency types and levels of emergency event(s). This includes maintaining personal tools, protective equipment, and safety gear.

In Emergency Level 3 situations, the Procurement & Inventory Manager will communicate with key vendors and coordinate the shipment and warehousing of additional material. A mutual aid network is in place for all cooperatives, and other cooperatives are contacted as necessary for materials in extreme situations.

Maintenance of materials and supplies as well as coordination with the COO-Distribution and COO-Transmission is an on-going, daily, weekly responsibility of the Procurement & Inventory Manager. The Procurement & Inventory Manager ensures physical material is available for any emergency event. In addition, the Procurement & Inventory Manager maintains key vendor relationships and contacts which are shared with other management personnel. Any specific or unique situations will be addressed in the Pre-Event meeting(s) during Pre-Event watch if there is adequate warning. Otherwise, HCEC stands ready to respond at all times.

Staffing During an Emergency

The CEO/General Manager is responsible for oversight of the EOP and will direct the management team during the Pre-Event meeting(s) if circumstances allow. During the Pre-Event meeting(s) the COO-Distribution and COO-Transmission will determine how much external support is required to remain on stand-by and contractors will be notified. Should the emergency occur without Pre-Event planning, staffing and additional resource requirements will be addressed immediately through existing contractor relationships, followed by support from neighboring cooperatives in the East Texas area and then through the statewide association, Texas Electric Cooperatives.

Should the CEO/General Manager not be available, the COO-Distribution will assume responsibility for oversight of the EOP. Detailed roles are provided in the EOP Responsibilities section, and employee responsibility for reporting is defined by Emergency Level.

Each department manager is responsible for ensuring all duties are filled. Personnel may be placed on rotating schedules to guarantee that all departments are staffed at the capacity needed to ensure the continuity of HCEC. Each department manager maintains key vendor relationships for critical systems and processes within the organization. In addition to internal staffing, department managers ensure backup capabilities are addressed to fulfill support functions to maintain critical operations regardless of an emergency event.

The management team is responsible for cross-training personnel, communicating and coordinating efforts to ensure the needs of our membership are met and we safely, restore service as efficiently as possible.

Priorities for Restoration of Service

In a time of emergency and restoration, HCEC will work quickly and safely to get power restored. HCEC will first address damage affecting transmission and substations. Restoration of service will be prioritized for critical infrastructure including gas facilities, water supply systems, cellular and radio towers, schools, and prison systems. The Cooperative shall then restore power starting with substations and main feeders, working down to smaller elements of its power infrastructure.

Members whose accounts have been flagged as “critical care” within the Cooperative’s system have been notified through various methods that they are responsible for having adequate backup power supplies for support devices. During small-scale outages, however, these individuals will be given priority when possible.

Generally, crews will concentrate on a given feeder, working to sectionalize lines to restore service to the greatest number of members as quickly as possible. Following the restoration of main circuits, crews will return to restore service on single-phase lines or taps off the main circuit. 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.

For pre-planned maintenance outages, HCEC has call-out procedures to notify members of planned power outages. This call-out module allows HCEC to provide information including the date, time, and duration of the planned outage. HCEC also notifies members through various media, such as mail-outs, radio, and social media sites.

Emergency Action Plan Annexes

The following plans are in place to protect Houston County Electric Cooperative employees from serious injury, property loss, or the loss of life which may occur in the event of a major outage. Operational checklists are maintained by each functional department. Each emergency event is unique and reviewed post-event. Operational checklists are edited from lessons learned to improve performance for future emergency situations.

Weather Emergency

In the event of approaching severe weather, including extreme hot/cold temperatures, tornados, snow/ice storms, flooding, wildfires, high wind events, etc., the following procedure shall be put into effect by the CEO/General Manager or COO-Distribution:

Checklist for Weather Emergencies:

- Follow the latest weather advisories and schedule calls with a weather service provider to gain additional clarity on potential impacts
- Schedule Pre-Event meeting(s)
- Implement Communication Plan (Internal/External)
- Address physical infrastructure such as capacitors, regulators, station settings as necessary for anticipated extreme weather conditions
- Ensure physical safety of employees during the event by standing down in conditions where it is unsafe to work based on APPA/OSHA guidelines and providing personal protective equipment as circumstance dictates
- Assess damage through incoming member communication, assign crews to survey and begin emergency restoration efforts
- Determine if additional resources (crews, material, supplies, etc.) are necessary and secure additional resources

Load Shed

Houston County Electric Cooperative load shed plan involves two regional transmission organizations (RTO), the Electric Reliability Council of Texas (ERCOT) and Southwest Power Pool (SPP). HCEC functions under East Texas Electric Cooperative, Inc. (ETEC) as the Transmission Owner Control Center for North American Electric Reliability Corporation (NERC). HCEC receives direction from ETEC or ETEC's agent on load shed actions for both Under Frequency Load Shed (UFLS) and Manual Load Shed (MLS).

Circuit loading data is updated quarterly for compliance with NERC standards. HCEC maintains a list of substation circuits providing service to critical infrastructure and makes every effort to avoid shedding identified circuits if MLS targets are obtained with other circuits that do not have critical infrastructure load.

During any load shed event, the Communication Plan will be implemented. Load shed will be operated remotely via SCADA. To the extent possible member outages will be rotated with no more than one hour off at a time for each group. The severity of the situation and megawatt load shed required will dictate the frequency of consumer interruptions and whether critical infrastructure will be shed. Should the situation require load shed of critical infrastructure, direct calls will be made to members providing critical infrastructure support.

Load shed will be tracked with time-stamped records for the amount (MW) of load shed required, who provided the direction to shed load, starting time of load shed by each group, the MW shed for each group, and restoration time for each group. This tracking system will be maintained to

- ensure compliance with the RTO,
- protect critical infrastructure, and
- maintain a balanced rotation to protect the health and welfare of consumers.

Information concerning load shed procedures will be provided to the membership annually as well as how to apply for the critical designation.

Note: Pre-planned maintenance outages are not load shed. Members affected by pre-planned outages will be notified in advance with the time and anticipated duration for a planned maintenance outage.

Pandemic And Epidemic

Determining the existence of a pandemic condition will involve federal, state, and local health officials. HCEC will follow actions required by federal, state, and local officials to protect employee and public health.

Reports of verified infections, the severity of symptoms, location and percentage of population affected, and other information readily available from health officials or news resources will factor into HCEC response. The response to a pandemic condition will vary depending on the severity of the virus and its potential and actual effect on the company. It is very unlikely that a pandemic will originate locally, therefore, it is probable that we will have the advantage of seeing the pandemic conditions originate elsewhere, providing adequate preparation time.

At all times, HCEC will focus on business continuity and maintain the ability to operate with at least 50% of the workforce working remotely to avoid contact spread. HCEC may implement alternate hours of operation, eliminate group work situations or scale work to essential functions only. HCEC will adjust operations to prevent infected employees from working while maintaining reliable service. Each department will maintain procedures to enable remote work capabilities and provide cross-training for redundancy and documentation to ensure essential functions are performed.

The Communication Plan will be followed as applicable in a Pandemic situation to communicate effectively internally and externally.

Wildfire Mitigation Plan

An effective vegetation management program is perhaps the best mitigation effort the cooperative can utilize to minimize the risk of wildfires from electrical contact. HCEC consistently budgets to maintain an effective vegetation management program. HCEC has in-house right-of-way personnel as well as contract right-of-way crews. HCEC maintains a 30-foot easement on a perpetual clearing cycle which has been effective at minimizing the risk of wildfires. The clearing cycle is adjusted based on weather patterns. During wet years with high growth, the effort is focused on trimming and clearing easements. In drought years, the effort is shifted to addressing hazardous trees outside of our easement to prevent dead or diseased trees from contacting the electric system if they fall.

HCEC maintains contact with the U.S. Forest Service in Davy Crockett National Forest and local fire departments. In the event of wildfires, HCEC will shed load as directed by local officials to protect public interests. Emergency operation procedures will be followed, and the Communication Plan will be implemented.

Hurricane

Houston County Electric Cooperative is not located within the hurricane evacuation zone defined by the Texas Department of Emergency Management. Therefore, a Hurricane Plan is not required.

Cybersecurity

HCEC cybersecurity plan involves preventive measures and emergency response capabilities to minimize disruption of service while maintaining critical operations. Cybersecurity is designed to protect member data, secure the HCEC network, safeguard critical communication channels and provide operational redundancy. Preventive actions include items such as:

- Quarterly employee security awareness training and testing
- Internal and external penetration detection systems
- Current anti-virus signatures
- PCI compliance
- Network diagram maintenance
- Redundant off-site storage of data
- Off-site network replication to restore systems in less than one hour

During a cybersecurity emergency, the response will depend on the type of attack. Should the attack affect operation technology, NERC protocols will be followed, and emergency restoration efforts will occur to isolate the risk and restore operations and electric service.

Cybersecurity emergencies affecting information technology will be addressed as follows:

- Isolate, shut down infected devices to prevent further intrusion
- Limit/disable remote access
- Implement Communication Plan as appropriate for the specific event
- Contact key vendors to acquire essential hardware, software, network, and communication support services
- Evaluate the level of attack to determine the integrity of data and systems
- Evaluate redundant backup systems and integrity of backup data
- Restore critical functions from the disaster recovery location
- Restore data from the most recent backup that is verified clean

Cybersecurity events will be reported to authorities and insurance with guidance from HCEC legal counsel.

Physical Security

Houston County Electric Cooperative is subject to angry and violent consumers, employees, or the general public. Most situations can be dealt with by understanding and a calm willingness to solve the problem. Occasionally situations arise where no amount of explanation or understanding is enough. Employees must use caution when a person becomes angry. Employees should try to help a person regain control of their emotions. If a situation escalates or poses an immediate threat, the following procedures are in place.

1. Verbal violence is often a precursor to more serious violence. Be prepared to act and maintain as much physical separation as possible. Ask the person to leave.
2. Based on the assessment of the situation, call 911, ask a fellow employee to call 911, or seek assistance from a member of the management team.
3. If there is a request for assistance, be certain someone has responded or is responding.
4. Remain calm, empathize, and sympathize with the person, ignore personal attacks and sarcastic remarks until help arrives.

Any time a customer or anyone is acting in a manner that causes us to fear for the safety of HCEC employees we should take immediate action. If a threat is made to you or others, or if you see a weapon, call 911 if it can be done safely. If possible, use a telephone that is not in sight of the incident. If the scene has not become violent but you feel that it may become violent, get yourself and others away from the situation as quickly as possible. HCEC personnel will not threaten or attempt physical intervention unless another employee or customer has been attacked. It is important that we use good judgment. Do not let yourself become another victim. Alert and seek help from all employees available and get enough help to ensure the assailant can be restrained with minimal risk to HCEC employees.

Field employees who are confronted with similar situations should leave the scene immediately. Inform your supervisor by telephone if it can be done quickly. If any circumstances delay communication by telephone the radio will be used. If an actual assault has occurred law enforcement will also be contacted. If assaulted, employees should use only the amount of force necessary to defend themselves or restrain the assailant.

Backup/Alternate Office

In the event that any emergency issue causes disruption to tasks held at the HCEC office building, we have created an offsite workplace for continuity of business. Critical office functions for the restoration of electric service will be directed to report to the back-up location by the COO-Distribution.

Houston County Electric Cooperative, Inc.
Emergency Operations Plan
Executive Summary

Houston County Electric Cooperative, Inc. (HCEC) maintains an emergency operations plan (EOP) in anticipation of natural disasters, situations involving curtailments, cyber/physical attacks 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 supporting critical infrastructure or dependent on life-sustaining electrical equipment and provides plans for communication with all customer classes.

The EOP includes coordination of emergency assistance with the local offices of emergency management and other emergency agencies, neighboring cooperatives, construction contractors, and other utilities.

The executive summary includes:

Table of Contents

The Table of Contents is attached to illustrate the elements of the plan while the full EOP is filed separately. The main part of the plan follows the requirements set forth by the Public Utility Commission of Texas (PUCT). Furthermore, this plan includes annexes in which specific emergency events are addressed with additional detail of department roles and responsibilities. Specific procedures within each department are the responsibility of the respective department's manager to maintain, update and communicate to employees.

Record of Distribution to Employees

Employee response is critical to effective restoration efforts in any emergency scenario. Contents of the EOP have been reviewed to ensure common understanding of roles and responsibilities to facilitate safe recovery. All employees received a copy of the EOP and multiple training sessions were held on April 11, 2022 and April 12, 2022 to review the contents of the EOP.

CEO/General Manager Affidavit

Primary Emergency Contacts

2022 Emergency Operation Plan Exercise

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Record of Distribution

Titles and Names of Employees receiving training on this Plan, including the date of training


BB	Arvizu	2nd Class Lineman	4/11/2022
Jason	Avery	Maintenance Assistant	4/11/2022
Riley	Barrett	1st Class Lineman	4/11/2022
Ross	Beshears	Lineman Helper	4/11/2022
Jeremy	Bobbitt	Construction Crew Foreman	4/11/2022
Ryan	Bobbitt	3rd Class Lineman	4/11/2022
Kelby	Bond	Communications Specialist	4/11/2022
Jeff	Brown	1st Class Lineman	4/11/2022
Duane	Burleson	Substation Foreman	4/11/2022
Brenda	Byrd	Operations Clerk	4/11/2022
Kyle	Campbell	Line Staking Technician	4/11/2022
Casey	Corry	Warehouseman	4/11/2022
Justin	Currie	Serviceman	4/11/2022
Cody	Currie	Vehicle Maintenance Supervisor	4/11/2022
Donny	Davis	2nd Class Lineman	4/11/2022
James	Driskell	2nd Class Lineman	4/11/2022
Cody	Duke	1st Class Lineman	4/11/2022
Lynne	Erickson	Human Resources Manager	4/11/2022
Efrain	Fajardo	Utility Arborist 1	4/11/2022
Dan	Fedak	1st Class Lineman	4/11/2022
Beaver	Franklin	1st Class Lineman	4/11/2022
Stacy	Freeman	COO - Transmission	4/11/2022
Jeremy	Frizzell	Heavy Construction Foreman	4/11/2022
Kraig	Goolsby	Construction Crew Foreman	4/11/2022
Sarah	Goolsby	Member Service Manager	4/11/2022
Hannah	Goyens	Dispatcher	4/11/2022
Kaden	Hallmark	Lineman Helper	4/11/2022

Cody	Hammons	Member Service Representative	4/11/2022
David	Hildebrand	Warehouseman	4/11/2022
Huntter	Hollis	1st Class Lineman	4/11/2022
David	Howard	GIS-Meter Data Manager	4/11/2022
Aurora	Ibarra	Head Cashier-Billing Analyst	4/11/2022
Timothy	Johnson	Serviceman	4/11/2022
Cherry	Kellum	Accounting Assistant	4/11/2022
Sonja	Key	Controller	4/11/2022
Mike	Lane	COO - Distribution	4/11/2022
Allen	Lawrence	Construction Crew Foreman	4/11/2022
Randy	Lively	Construction Crew Foreman	4/11/2022
Elliott	Marshall	Utility Arborist 1	4/11/2022
David	McKinney	1st Class Lineman	4/11/2022
Steve	Millhouse	Energy Solutions Specialist	4/11/2022
Ruth	Millhouse	Member Service Representative	4/11/2022
Erin	Pemberton	Cashier-Member Service Representative	4/11/2022
Shannon	Pickens	Dispatch Supervisor	4/11/2022
Brandon	Quillin	1st Class Lineman	4/11/2022
Lewis	Robinson	Junior Systems Administrator	4/11/2022
Danica	Saxon	Accounting Assistant	4/11/2022
Dean	Shupak	Procurement & Inventory Manager	4/11/2022
Brendan	Smith	3rd Class Lineman	4/11/2022
Joseph	Smoldas	1st Class Lineman	4/11/2022
Megan	Spellman	Senior Billing Analyst	4/11/2022
Leanne	Westbrook	Member Service Representative	4/11/2022
Doug	Whitehead	Serviceman	4/11/2022
Larry	Wickersham	ROW Foreman	4/11/2022

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Crockett, Texas 75835
800-657-2445 • 936-544-5641

A Touchstone Energy® Cooperative 

AFFIDAVIT

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

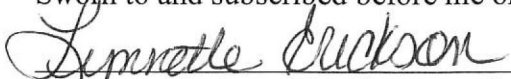
I, Kathi Calvert, swear or affirm the following on behalf of Houston County Electric Cooperative, an electric cooperative operating in the State of Texas:

- i. Relevant operating personnel are familiar with and have received training on the Emergency Operations Plan (EOP), and such personnel are able to execute the EOP as applicable and appropriate given specific circumstances during the course of an emergency;
- ii. The EOP has been reviewed and approved by the executive leadership team;
- iii. The EOP has been executed from March 21, 2022 – March 24, 2022 following an EF2 tornado in Houston County;
- iv. The EOP has been distributed to local jurisdictions and reviewed with local jurisdictions in a meeting held on April 12, 2022 at cooperative headquarters;
- v. A business continuity plan is maintained to sustain operations after disruptions caused by an incident; and
- vi. Emergency management personnel designated to interact with local, state, and federal emergency management officials during emergency events have received IS-100, IS-200, IS-700, and IS-800 National Incident Management System Training.

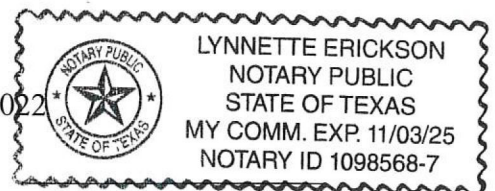


Kathi Calvert, CEO/General Manager

Sworn to and subscribed before me on this 12th day of April, 2022



Notary Public in and for the State of Texas



Notary Seal

Houston County Electric Cooperative, Inc.
Emergency Operations Contacts

The following individuals are the primary emergency contacts and are responsible for maintaining, implementing, and making changes to HCEC's EOP:

Kathi Calvert, CEO/General Manager

Office (936) 852-7237

Cell (936) 204-6474

Home (936) 204-6474

Email kcalvert@houstoncountyelec.com

Mike Lane, Chief Operating Officer - Distribution

Office (936) 852-7261

Cell (936) 545-5410

Home (936) 544-7221

Email mlane@houstoncountyelec.com

Stacy Freeman, Chief Operating Officer - Transmission

Office (936) 852-7247

Cell (936) 544-0684

Home (936) 636-2240

Email sfreeman@houstoncountyelec.com

Houston County Electric Cooperative, Inc.
2022 Emergency Operations Plan Exercise

On Monday, March 21, 2022, a tornado rated as an EF-2 struck Houston County at approximately 10:10 pm, 18 miles southwest of Crockett and traveled northeast with a path 26.49 miles long, 200 yards wide and winds of 125 miles per hour. Restoration effort began at approximately 10:30pm. This prompted the start of our Emergency Operations Plan at a Level 3 (more than 25% of the HCEC system lasting more than 24 hours)

Damage sustained consisted of 56 broken three phase double circuit distribution poles and damage to the Latexo substation. In addition, there were 14 broken concrete transmission poles on the Latexo-Mustang Prairie 138kV radial transmission line owned by East Texas Electric Cooperative, Inc., Houston County Electric Cooperative's generation and transmission provider. The transmission line was the sole source of power for three substations serving Houston County Electric Cooperative's members.

Houston County Electric Cooperative's Emergency Operations Plan was enacted and followed which included, but was not limited to: (1) securing additional construction crews, heavy construction/track equipment, and additional materials; (2) contacting critical infrastructure and critical care members; (3) implementing communication processes to inform members, media outlets and government officials/authorities; and (4) extending hours of operation.

Members without power peaked at 6,567, broken down as follows:

Monday, March 21, 2022, 10:30 pm: 6,567 Members without power
Tuesday, March 22, 2022, 8:00 am: 0 Restored, 6,567 remaining without power
Tuesday, March 22, 2022, 8:00 pm: 979 Restored, 5,588 remaining without power
Wednesday, March 23, 2022, 8:00 am: 1,713 Restored, 4,854 remaining without power
Wednesday, March 23, 2022, 8:00 pm: 2,686 Restored, 3,881 remaining without power
Thursday, March 24, 2022, 8:00 am: 5,173 Restored, 1,394 remaining without power

All restoration work was completed Thursday, March 24, 2022, at 7:30 pm.