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INITIAL EMERGENCY OPERATIONS PLAN

**PURSUANT TO THE PUBLIC UTILITY COMMISSION OF TEXAS
SUBSTANTIVE RULE § 25.35
(16 TAC § 25.35)**

Version History

Version Number	Purpose/Change	Author	Date
0.0 - Initial	Initial EOP – Filed w/PUC	Chris Hendrix, Demand Control 2	4/18/2020

I. EXECUTIVE SUMMARY

Demand Control 2, LLC's (DC2's) Initial Emergency Operations Plan (EOP) begins with this Executive Summary which includes the Primary Emergency Contact and an example of the Record of Distribution at the end of this summary.

PRIMARY EMERGENCY CONTACT¹
Chris Hendrix CEO (479) 366-4650 mobile chendrix@demandcontrol2.com

This Electric Service Emergency Operations Plan outlines DC2's policies and procedures pursuant to the mitigation of hazards that are harmful to the continuity of electric service and, where within scope for an REP, also to life, information, operations, the environment, and property.

Section II of DC2's EOP is its Affidavit beginning on page 5.

The Approval and Implementation section (Section III of the EOP) includes the Introduction and Applicability of the EOP. Beginning on page 7, it explains that DC2 is an Option 2 Retail Electric Provider and within Section III is the required:

List of individuals responsible for maintaining (page 7), implementing (page 8), and having the authority to change the EOP (page 8); the Revision Control Summary is on page 2; the dated statement that the current EOP supersedes previous EOPs (page 8), and the date this EOP was most recently approved is on page 8.

Section IV of DC2's EOP is its Communication Plan begins on page 8.

Section V of DC2's EOP is its Plan to maintain pre-identified supplies is on page 10.

Section VI of DC2's EOP is its Plan addressing staffing on page 10.

Section VII of DC2's EOP is its Plan addressing how an entity identifies weather-related hazards—tornadoes, hurricanes, extreme cold or hot weather, drought, flooding—and the process for activating the EOP is on page 10.

Section VIII of DC2's EOP is its Plan addressing drills is on page 11.

The EOP contains four Annexes²:

- Cyber Security Annex located on page 13;
- Hurricane Annex on page 14;
- Pandemic and Epidemic Annex located on page 15; and
- Physical Security Incident Annex on page 16.

¹ 16 TAC § 25.53(c)(4)(B).

² 16 TAC § 25.53(e)(3)(A)-(D).

National Incident Management System (NIMS) Training is on page 17.

Record of Distribution includes the names and titles of the people receiving access to and training on the EOP as well as the date(s) of such.³ The Record of Distribution is shown below.

**DC2 INITIAL EOP
RECORD OF DISTRIBUTION AND TRAINING**

Name	Title	Distribution Date	Training Date
Chris Hendrix	CEO	4/18/2022	4/18/2022
Shannon K. McClendon	Chairman & President	4/18/2022	4/18/2022
Anoush Farhangi	Chief Risk Officer	4/18/2022	4/18/2022
Denise Hendrix	Chief Marketing Officer	4/18/2022	4/18/2022

Complete EMERGENCY CONTACT LIST is on page 19.

³ 16 TAC § 25.53(c)(4)(A).

AFFIDAVIT OF CHRIS HENDRIX

STATE OF TEXAS
COUNTY OF GALVESTON

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ON THIS DAY, Chris Hendrix, of Galveston, Texas APPEARED BEFORE ME, the undersigned authority, who, after being duly sworn, stated under oath that he is entitled to make this Affidavit, and that the statements contained below are true and correct to the best of his knowledge.

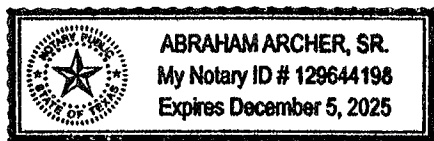
1. I, Chris Hendrix, am the Chief Executive Officer (CEO) of Demand Control 2, LLC, a Public Utility Commission of Texas (Commission or PUC) certified Option 2 retail electric provider (REP) in the Electric Reliability Council of Texas (ERCOT) [certificate number 10265]. As the CEO, I am one of the highest-ranking officers with binding authority.
2. This affidavit is being submitted with DC2's Initial EOP as required by 16 TAC § 23.53(c)(4)(C)(i)-(vi) (aka P.U.C. Subst. R. § 25.35(c)(4)(C)).
3. Contained herein is Demand Control 2, LLC's Initial Emergency Operations Plan (EOP) as required by P.U.C. Substantiative Rule § 25.53.
4. All relevant personnel of Demand Control 2 (DC2) are familiar with and have received training on the applicable contents and execution of DC2's EOP, and have been instructed to follow the applicable portions of DC2's EOP except to the extent deviations are appropriate because of specific circumstances during the course of an emergency.
5. Demand Control 2's EOP has been reviewed and approved by all appropriate DC2 executives.
6. Demand Control 2 will conduct drills as required by, and relevant to, 16 TAC § 25.53(f).
7. Demand Control 2's EOP and/or Executive Summary has been distributed to local jurisdictions as needed.
8. Demand Control 2 has a business continuity plan that addresses returning to normal operations after disruptions caused by an incident.
9. Demand Control 2's personnel designated to interact with local, state, and federal emergency management officials has received the IS-100, IS-200, IS-700, and IS-800 NIMS training.


10. A complete copy of DC2's Initial EOP has been filed at the PUC with all confidential portions removed, pursuant to the 16 TAC § 23.53(c)(1)(ii).
11. DC2's Initial EOP has been filed in its entirety, including all confidential, PROTECTED INFORMATION, pursuant to the 16 TAC § 23.53(c)(5). Such confidential information and materials contained herein are confidential by law, trade secrets, specific commercial and financial information, proprietary, economic development negotiation information, highly-confidential, commercially-sensitive, intellectual property, and/or confidential because it involves security matters and measures that involve the security of our company, the State of Texas, and the United States of America, including homeland security,
12. The confidential DC2 Initial EOP is for the sole use of the intended recipient(s) and contains confidential and privileged information. Any unauthorized review, copy, use, disclosure, or distribution is strictly prohibited. The unredacted version of this EOP is not intended to be subject to any disclosure.


Chris Hendrix
CEO, Demand Control 2, LLC

Signed before me on this 12th day of April 2022.

{Notary Stamp}




Notary