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Emergency Operations Plan of Young Energy, LLC

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EXECUTIVE SUMMARY

This Executive Summary provides an overview of Young Energy, LLC’s (“Young Energy”) process for maintaining all aspects of Young Energy’s business following various disasters in compliance with 16 Tex. Admin. Code § 25.53, Public Utility Commission of Texas’ (“PUC”) substantive rule regarding Electric Service Emergency Operations Plan (“Rule”).

The following Index of Rule 25.53 provides an overview of the contents and policies included in Young Energy, LLC’s Emergency Operations Plan:

Index of Rule 25.53			
Rule Subsection	Section Number	Page Number	Topic Heading
(d)(1)(A)	I.(a)	6	Introduction of Emergency Operating Plan (EOP) and Applicability
(d)(1)(B)	I.(b)	6	Individuals Responsible for Maintaining and Implementing the EOP and Those Who Can Change the EOP
(d)(1)(C)	I.(c)	6	Revision Control Summary That Lists Dates of Each Change Made to the EOP
(d)(1)(D)	I.(d)	7	Dated Statement That the Current EOP Supersedes Previous EOPs
(d)(1)(E)	I.(e)	7	Approval and Implementation
(d)(2)(C)	II.	8	Description of Procedures for Communicating During an Emergency with the Public, Media, Customers, the Texas PUC, and OPUC
(d)(2)(C)	III.	10	Procedures for Handling Complaints During an Emergency
(d)(3)	IV.	11	Plan to Maintain Pre-Identified Supplies for Emergency Response
(d)(4)	V.	12	Plan That Addresses Staffing During Emergency Response
(d)(5)	VI.	13	Plan for How Young Energy, LLC Identifies Weather-related Hazards, Including Tornadoes, Hurricanes, Extreme Cold Weather, Extreme Hot Weather, Drought, and Flooding
(d)(5)	VII.	14	Process to Activate the EOP
(e)(3)(A)	Annex A	15	Pandemic and Epidemic Annex
(e)(3)(B)	Annex B	16	Hurricane Annex Including Evacuation, and Re-entry Procedures for Facilities Located Within a Hurricane Evacuation Zone
(e)(3)(C)	Annex C	17	Cyber Security Annex
(e)(3)(D)	Annex D	19	Physical Security Incidents


The following chart is a Record of Distribution as required per Subparagraph (c)(4)(A) of Rule 25.53:

Persons receiving access to and training on the EOP			
Name	Title	Dates of Access	Dates of Training
Brandon Young	President	4/18/2022	4/18/2022
Steve Malkiewicz	Chief Risk Officer	4/18/2022	4/18/2022
Bruce Gilbert	Chief Technology Officer	4/18/2022	4/18/2022
Darrin Lewis	Sr. Business Operations Director	4/18/2022	4/18/2022
Zahra Thurman	Transaction Mgt and Quality Assurance Director	4/18/2022	4/18/2022
Ray Honeycutt	Contact Center Director	4/18/2022	4/18/2022
Robyn Carson	Human Resources Director	4/18/2022	4/18/2022

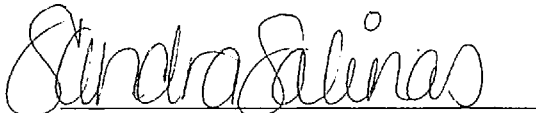
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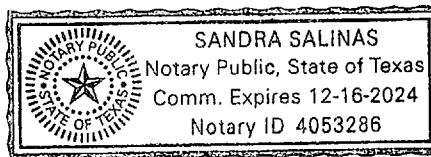
STATE OF TEXAS §
 §
COUNTY OF TARRANT §

1. My name is Steven M. Malkiewicz, I am the Chief Risk Officer of Young Energy, LLC.
1. I swear or affirm that with respect to the Emergency Operations Plan (EOP) for Young Energy, LLC each of following statements is true and accurate to the best of my knowledge.
 - a. All relevant operating personnel are familiar with and have received training on the applicable contents and execution of the EOP, and such personnel are instructed to follow the applicable portions of the EOP except to the extent deviations are appropriate as a result of specific circumstances during the course of an emergency.
 - b. The EOP has been reviewed and approved by the appropriate executives.
 - c. Drills that test this EOP have been, or will be, conducted to the extent required by Commission rules.
 - d. The EOP or an appropriate summary has been distributed to local jurisdictions as needed.
 - e. Young Energy, LLC maintains a business continuity plan that addresses returning to normal operations after disruptions caused by an incident.
 - f. Young Energy, LLC's emergency management personnel who are designated to interact with local, state, and federal emergency management officials during emergency events have received, or will receive, the latest IS-100, IS-200, IS-700, and IS-800 National Incident Management System training.


Steven M. Malkiewicz
Chief Risk Officer
Young Energy, LLC

SWORN TO AND SUBSCRIBED before me on the 18th day of April, 2022


Notary Public in and for the
State of Texas
My Commission Expires: 12-16-2024



I. Approval and Implementation

a. Introduction of Emergency Operating Plan (EOP) and Applicability

[See PUC Rule 25.53(d)(1)(A) concerning information to be in the emergency operations plan including an approval and implementation section that introduces the EOP and outlines its applicability.]

Young Energy, LLC is a Texas Retail Electric Provider (REP) holding certificate number 10110 and is authorized to do business under the following assumed names: Cost Plus Power, Payless Power, UNO Energy, Mio Energy, and SmarTricity. This EOP applies to Young Energy and all its REP activities under any and all assumed names.

This plan details the company's plan to deal with emergencies. An emergency is "a situation in which the known, potential consequences of a hazard or threat are sufficiently imminent and severe that an entity should take prompt action to prepare for and reduce the impact of harm that may result from the hazard or threat. The term includes an emergency declared by local, state, or federal government, or ERCOT or another reliability coordinator designated by the North American Electric Reliability Corporation and that is applicable to the entity." PUC Rule 25.53(b)(3).

b. Individuals Responsible for Maintaining and Implementing the EOP and Those Who Can Change the EOP

[See PUC Rule 25.53(d)(1)(B) concerning information to be in the emergency operations plan including a list of the individuals responsible for maintaining and implementing the EOP, and those who can change the EOP.]

Name	Title
Brandon Young	President
Steve Malkiewicz	Chief Risk Officer
Bruce Gilbert	Chief Technology Officer

c. Revision Control Summary That Lists Dates of Each Change Made to the EOP

[See PUC Rule 25.53(d)(1)(C) concerning information to be in the emergency operations plan including a revision control summary that lists the dates of each change made to the EOP since the initial EOP filing pursuant to paragraph (c)(1) of this section.]

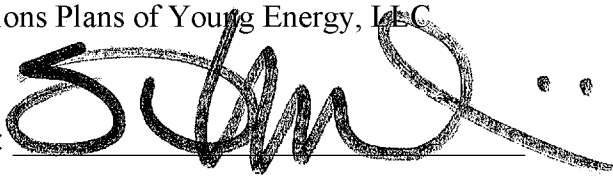
Revision Control Summary		
Dates of Changes	Section of EOP	Revision Description

d. Dated Statement That the Current EOP Supersedes Previous EOPs

[See PUC Rule 25.53(d)(1)(D) concerning information to be in the emergency operations plan including a dated statement that the current EOP supersedes previous EOPs.]

This Emergency Operations Plan dated April 18, 2022 supersedes any and all previous Emergency Operations Plans of Young Energy, LLC

Signed: _____



Dated: __ April 18, 2022 _____

Steven M. Malkiewicz, Chief Risk Officer

e. Date the EOP was Most Recently Approved by the Entity

[See PUC Rule 25.53(d)(1)(E) concerning information to be in the emergency operations plan including a statement of the date the EOP was most recently approved by the entity.]

Young Energy, LLC has approved the Emergency Operations Plan as of April 18, 2022.

II. Description of Procedures for Communicating During an Emergency with the Public, Media, Customers, the Texas PUC, and OPUC.

[See PUC Rule 25.53(d)(2)(C) concerning information to be in the emergency operations plan including a description of the procedures for communicating during an emergency with the public, media, customers, the commission, and OPUC.]

Young Energy, LLC is aware of the importance of effectively communicating to its customer base, the public and the State of Texas during emergency situations. The following notification methods can be utilized as needed:

1.) Public – Young Energy, LLC will post important emergency notices to the public via its corporate URL www.paylesspower.com and through its various social media footprints such as Facebook and Twitter.

2.) Media- Communications from Young Energy LLC to the media, shall be directed via press release through the Company’s marketing and public relations firm:

[REDACTED]

3.) Customers- Young Energy, LLC communicates with its customers during emergencies and other customer impacting events via the following methods:

[REDACTED]

4.) PUC/OPUC- Emergency communications from Young Energy, LLC to the Public Utilities Commission (PUC) and the Office of Public Utilities Counsel (OPUC) will directed to said entities either directly via phone or email or through the company's legal representation:

FosterDanowsky, LLP
904 West Ave STE 107
Austin, TX 78701
512-708-8700

III. Procedures for Handling Complaints During an Emergency

[See PUC Rule 25.53(d)(2)(C) concerning information to be in the emergency operations plan including a communication plan with a description of the procedures for handling complaints during an emergency.]

Young Energy, LLC maintains multiple communications methods for customers to communicate complaints and concerns during an emergency.

[REDACTED]

4.) Mail- Customer complaints can be sent to Young Energy, LLC to the following address:

Young Energy, LLC dba Payless Power
P.O Box 470457
Ft Worth, TX 76147

All correspondence will be reviewed, and customers contacted via phone with a written supervisory review response sent to the customer via United States Postal Service within 10 days of receipt.

5.) Public Utilities Commission- Complaints received from the Public Utilities Commission of Texas via Young Energy, LLC's emergency contact will be reviewed and responded to within established regulatory deadlines.

IV. Plan to Maintain Pre-Identified Supplies for Emergency Response

[See PUC Rule 25.53(d)(3) concerning information to be in the emergency operations plan including a plan to maintain pre-identified supplies for emergency response.]

[REDACTED]

V. Plan That Addresses Staffing During Emergency Response

[See PUC Rule 25.53(d)(4) concerning information to be in the emergency operations plan including a plan that addresses staffing during emergency response.]

§ 87(2)(b) [REDACTED]

VI. Plan for How Young Energy, LLC Identifies Weather-related Hazards, Including Tornadoes, Hurricanes, Extreme Cold Weather, Extreme Hot Weather, Drought, and Flooding.

[See PUC Rule 25.53(d)(5) concerning information to be in the emergency operations plan including a plan that addresses how an entity identifies weather-related hazards, including tornadoes, hurricanes, extreme cold weather, extreme hot weather, drought, and flooding.]

[REDACTED]

[See PUC Rule 25.53(d)(5) concerning information to be in the emergency operations plan including a plan that addresses the process the entity follows to activate the EOP.]

[illegible]

[See PUC Rule 25.53(e)(3)(A) which identifies annexes to be in the EOP including a pandemic and epidemic annex.]

[illegible]

ANNEX B
Hurricane Annex

[See PUC Rule 25.53(e)(3)(B) which identifies annexes to be in the EOP including a hurricane annex that includes evacuation and re-entry procedures if facilities are located within a hurricane evacuation zone, as defined by the Texas Division of Emergency Management.]

[REDACTED]

[REDACTED]

In the event of possible flooding, tornados, or severe traffic due to coastal evacuations, Young Energy's Chief Technology Officer will direct Young Energy, LLC department heads regarding company strategies and timetables for dispatching personnel to work from home until such conditions have passed.

ANNEX C
Cyber Security Annex

[See PUC Rule 25.53(e)(3)(C) which identifies annexes to be included in the EOP including a cyber security annex.]

[REDACTED]

[REDACTED]

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ANNEX D
Physical Security Incidents

[See PUC Rule 25.53(e)(3)(D) which identifies annexes to be included in the EOP including a physical security incident annex.]

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