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Emergency Operations Plan (EOP)

REP Certificate Number: 10260

Address: 2800 Post Oak Blvd, Suite 4100, Houston, TX 77056

Executive Summary

This Executive Summary provides an overview of Chariot Energy's process for maintaining all aspects of Chariot Energy's business in the event of various disasters in compliance with 16 Tex. Admin. Code §25.53, Public Utility Commission of Texas ("PUCT") substantive rule regarding Electric Service Emergency Operations Plan ("Rule").

Chariot Energy's Emergency Operations Plan ("EOP") and related annexes describe the policies and processes for Chariot Energy, a retail electric provider ("REP") operating under REP Certificate No. 10260, originally issued to 174 Power Global Retail Texas, LLC in PUCT Docket No. 49030, as amended in Docket No. 49315, to follow during emergency operations in accordance with the requirements of the Rule. Chariot Energy's EOP, including all attachments and annexes, applies to and will be used by Chariot Energy to respond to emergency situations and activate the EOP and the appropriate annex(s) in such emergencies.

Table 1 provides an overview of the contents and policies included in Chariot Energy's Emergency Operations Plan ("Plan").

Policy	Section
EOP Approval and Implementation Requirements	1
Individuals Responsible for Maintaining and Implementing Emergency Operations Plan	2
Emergency Contact information for Emergency Operations Plan	3
Revision Control Summary to Emergency Operations Plan	4
Approval Statement for new Emergency Operations Plan	5
Record of Distribution, Drill and Training for new Emergency Operations Plan	6
CEO Affidavit for Emergency Operations Plan	7
Communication Plans	8-12
Staffing Plan	13
Pre-Identified Emergency Supplies Plan	14
Weather Monitoring Plan	15
Chariot Energy Employee Emergency Plan	16
Williams Tower Building Emergencies	17
Required Annexes – Physical Security, Natural Disaster, Hurricane, Pandemic and Epidemic, Cyber Security	18-22



Table 2 provides an overview of the Plan's compliance with the Rule's requirements for REP's.

Citation	Description of Requirement	EOP Section	EOP Page Number
25.53(d)(1)(A)	Approval and Implementation- Introduction and Applicability	1	3
25.53(d)(1)(B)	EOP Maintenance and Modification	2	3
25.53(c)(4)(B)	Emergency Contacts	3	4
25.53(d)(1)(C)	Revision Control Summary	4	4
25.53(d)(1)(D)	EOP Approval Statement	5	4
25.53(d)(1)(E)	EOP Approval Date	5	4
25.53(c)(4)(A)	Record of Distribution	6	5
25.53(d)(2)(C)	Communication Plan for REPs	8-12	7-10
25.53(d)(3)	Plan to maintain pre-identified supplies for emergency response	14	11
25.53(d)(4)	Plan that addresses staffing during emergency response	13	11
25.53(d)(5)	Plan that addresses how an entity identified weather-related hazards.	15	11
25.53(e)(3)(A)	Pandemic and Epidemic Annex	21	26
25.53(e)(3)(B)	Hurricane Annex	20	25
25.53(e)(3)(C)	Cyber Security Annex	22	27
25.53(e)(3)(D)	Physical Security Annex	18	21-23

Table 3 lists the titles and names of employees receiving access to and training on the Plan, including the date of access.

EOP Training, Drill Exercise and Distribution				
Employee Name	Title	Estimated Training Date	Estimated Drill Date	Drill Type
Mohsin Khoja	Chief Operating Officer	5/20/2022	5/31/2022	Hurricane
Hojin Oh	Chief Strategy Officer	5/20/2022	5/31/2022	Hurricane
Sajjad Mussani	Chief Information Officer	5/20/2022	5/31/2022	Hurricane
Amir Khan	Sr. Director of Operations	5/20/2022	5/31/2022	Hurricane
Brian Armentrout	Sr. Director of Marketing	5/20/2022	5/31/2022	Hurricane
Britney Taylor	Operations Manager	5/20/2022	5/31/2022	Hurricane
Tim Richmond	Sr. Manager of Business Development, Broker Sales	5/20/2022	5/31/2022	Hurricane
Chris Jin	Accounting Manager	5/20/2022	5/31/2022	Hurricane
Brandon Lee	Accounting Manager	5/20/2022	5/31/2022	Hurricane
Youngwoo Nam	Director of Strategy and IT	5/20/2022	5/31/2022	Hurricane
David Hunsaker	Sr. Manager of Supply (Pricing)	5/20/2022	5/31/2022	Hurricane
Shundrika Houston	AR/Operations Analyst	5/20/2022	5/31/2022	Hurricane
Gustavo Rodriguez	Sr. Billing Analyst	5/20/2022	5/31/2022	Hurricane
Jessica Hernandez	Sr. Operations Analyst	5/20/2022	5/31/2022	Hurricane
CHARIOT ENERGY EMERGENCY OPERATIONS PLAN RECORD OF DISTRIBUTION				
Employee Name	Title	Date of Distribution		
Mohsin Khoja	Chief Operating Officer	4/15/2022		
Hojin Oh	Chief Strategy Officer	4/15/2022		
Sajjad Mussani	Chief Information Officer	4/15/2022		
Amir Khan	Sr. Director of Operations	4/15/2022		
Brian Armentrout	Sr. Director of Marketing	4/15/2022		
Britney Taylor	Operations Manager	4/15/2022		
Tim Richmond	Sr. Manager of Business Development, Broker Sales	4/15/2022		
Chris Jin	Accounting Manager	4/15/2022		
Brandon Lee	Accounting Manager	4/15/2022		
Youngwoo Nam	Director of Strategy and IT	4/15/2022		
David Hunsaker	Sr. Manager of Supply (Pricing)	4/15/2022		
Shundrika Houston	AR/Operations Analyst	4/15/2022		
Gustavo Rodriguez	Sr. Billing Analyst	4/15/2022		
Jessica Hernandez	Sr. Operations Analyst	4/15/2022		

Table 4 lists Chariot Energy’s emergency contacts who can immediately address urgent requests and questions from the Commission during an emergency.

CHARIOT ENERGY EMERGENCY CONTACTS				
Employee Name	Title	Phone Number	Email Address	
Amir Khan	Senior Operations Director			Primary Contact
Mohsin Khoja	Chief Operating Officer			Backup Contact
Jane Kim	Legal Counsel			Backup Contact

CEO Affidavit for Emergency Operations Plan

AFFIDAVIT

STATE OF TEXAS §
 §
COUNTY OF TRAVIS §

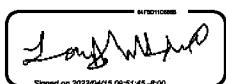
1. My name is Henry Yun. I am the CEO and President of Chariot Energy.
1. I swear or affirm that with respect to the Emergency Operations Plan (EOP) for Chariot Energy, each of following statements is true and accurate to the best of my knowledge.
 - a. All relevant operating personnel are familiar with 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. Chariot Energy maintains a business continuity plan that addresses returning to normal operations after disruptions caused by an incident.
 - f. Chariot Energy'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.

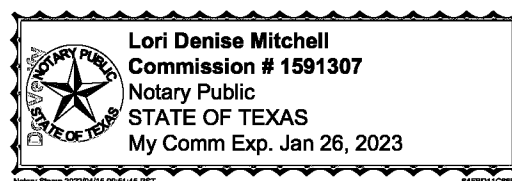
Notarial act performed by audio-visual communication

henry yun
Signed on 2022/04/15 09:51:45 -5:00

Signature
Name: Henry Yun
Title: CEO and President
Chariot Energy

SWORN TO AND SUBSCRIBED before me on the 15th day of April 2022.


Signed on 2022/04/15 09:51:45 -5:00
Public In and For the
State of Texas
My Commission Expires:





Emergency Operations Plan (EOP)

REP Certificate Number: 10260

Address: 2800 Post Oak Blvd, Suite 4100, Houston, TX 77056

Table of Contents

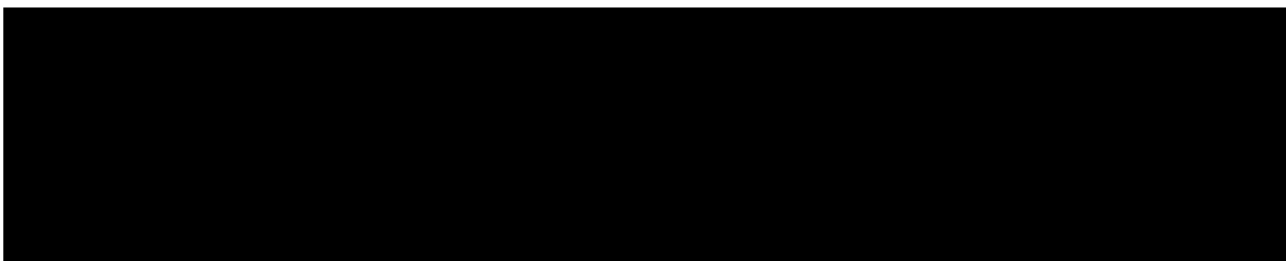
1.	EOP Approval and Implementation Requirements.....	3
2.	Individuals Responsible for Maintaining and Implementing the Emergency Operations Plan.....	3
3.	Emergency Contact Information for Emergency Operations Plan.....	4
4.	Revision Control Summary to Emergency Operations Plan.....	4
5.	Approval Statement for New Emergency Operations Plan	4
6.	Record of Distribution, Drill and Training for new Emergency Operations Plan	5
7.	CEO Affidavit for Emergency Operations Plan	6
8.	Communication Plan – Public/Media	7
9.	Communication Plan – Customers.....	9
10.	Communication Plan – Commission & OPUC.....	10
11.	Communication Plan – Complaint Handling.....	10
12.	Communication Plan – Employees	10
13.	Staffing Plan.....	11
14.	Pre-Identified Emergency Supplies Plan.....	11
15.	Weather Monitoring Plan	11
16.	Chariot Energy Employee Emergency Plan.....	12
17.	Williams Tower Building Emergencies.....	19
18.	Physical Security Annex	21
19.	Natural Disaster.....	24
20.	Hurricane Annex.....	25
21.	Pandemic and Epidemic Annex.....	26
22.	Cyber Security Annex	27

1. EOP Approval and Implementation Requirements

This Emergency Operations Plan (EOP) and related annexes describes the policies and processes for Chariot Energy, a retail electric provider (“REP”) operating under REP Certificate No. 10260, originally issued to 174 Power Global Retail Texas, LLC in Public Utility Commission of Texas (“PUCT”) Docket No. 49030, as amended in Docket No. 49315, to follow during emergency operations in accordance with the requirements of Chapter 25, Subchapter C, §25.53, of the PUCT Electric Substantive Rules.

This EOP, including all attachments and annexes, applies to, and will be used by Chariot Energy to respond to emergency situations and activate the EOP and the appropriate annex(s) in such emergencies.

The following events will trigger the activation and implementation of Chariot Energy’s EOP as necessary to the region or affected area of Texas.



If the EOP is activated and implemented, [REDACTED] will alert Chariot Energy employees and personnel to the activation of the EOP and will begin taking the necessary actions as listed in the rest of the EOP.

2. Individuals Responsible for Maintaining and Implementing the Emergency Operations Plan

Below are the individuals within Chariot Energy responsible for maintaining and implementing the EOP, including those who will interact with local, state, and federal emergency management officials, and those who can change the EOP.



3. Emergency Contact Information for Emergency Operations Plan

Below is a list of primary and, backup emergency contacts for Chariot Energy, including identification of specific individuals who can immediately address urgent requests and questions from the commission during an emergency.



4. Revision Control Summary to Emergency Operations Plan

The below revision control summary lists the dates of each change made to the EOP since the initial EOP filing for Chariot Energy.

Version 1: April 15, 2022 – Initial EOP

5. Approval Statement for New Emergency Operations Plan

This EOP was approved on April 15, 2022 and supersedes previous EOPs for Chariot Energy.

By: 
Name: Henry Yun

Title: President

Date: 4/15/2022

6. Record of Distribution, Drill and Training for new Emergency Operations Plan

Below provides a record of distribution that contains the following information in table format:

- Titles and names of persons in the entity's organization receiving access to & training on the EOP
- Dates of access to or training on the EOP, as appropriate
- Dates of annual drill, and indication of what drill type was performed

EOP Training, Drill Exercise and Distribution				
Employee Name	Title	Estimated Training Date	Estimated Drill Date	Drill Type
Mohsin Khoja	Chief Operating Officer	5/20/2022	5/31/2022	Hurricane
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Jessica Hernandez	Sr. Operations Analyst	5/20/2022	5/31/2022	Hurricane

REP Required Drills

- REPs must conduct or participate in at least one drill each calendar year to test its EOP.
- Following an annual drill, the entity must assess the effectiveness of its emergency response and revise its EOP as needed.
- If the entity operates in a hurricane evacuation zone as defined by TDEM, at least one of the annual drills must include a test of its hurricane annex.
- An entity that has activated its EOP in response to an emergency is not required, under this subsection, to conduct or participate in a drill in the calendar year in which the EOP was activated.

Drill Notification

An entity conducting an annual drill must, at least 30 days prior to the date of at least one drill each calendar year, notify commission staff, using the method and form prescribed by commission staff on the commission's website, and the appropriate TDEM District Coordinators, by email or other written form, of the date, time, and location of the drill.

7. CEO Affidavit for Emergency Operations Plan

AFFIDAVIT

STATE OF TEXAS §

§

COUNTY OF TRAVIS §

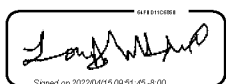
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 - f. Chariot Energy's emergency management personnel who are designated to interact with local, state, and federal emergency management officials during emergency events have received, or will receive, the latest IS-100, IS-200, IS-700, and IS-800 National Incident Management System training.

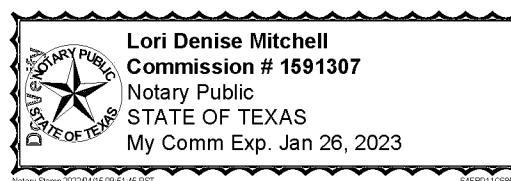
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henry yun
Signed on 2022/04/15 09:51:45 -8:00

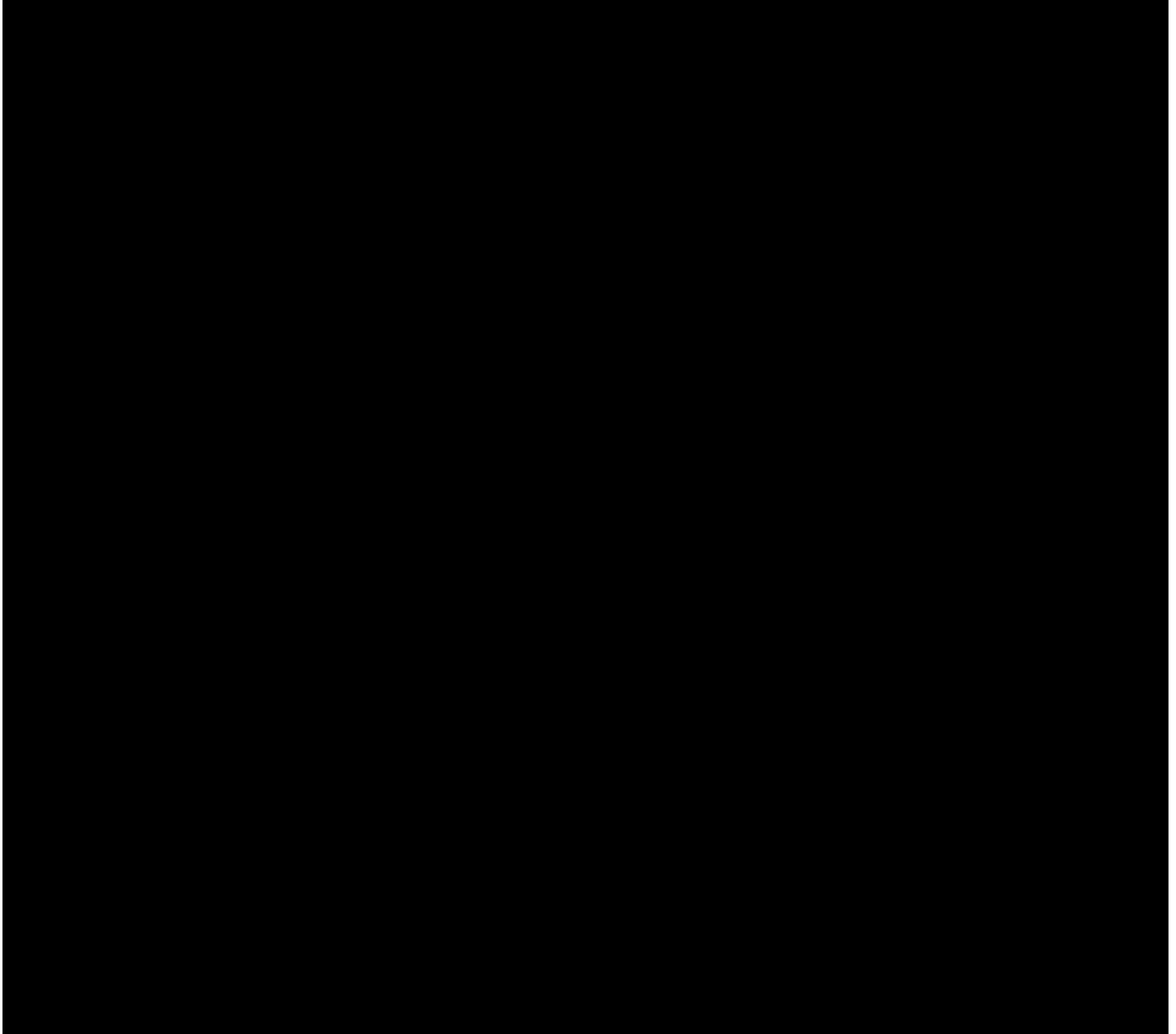
Signature
Name: Henry Yun
Title: CEO and President
Chariot Energy

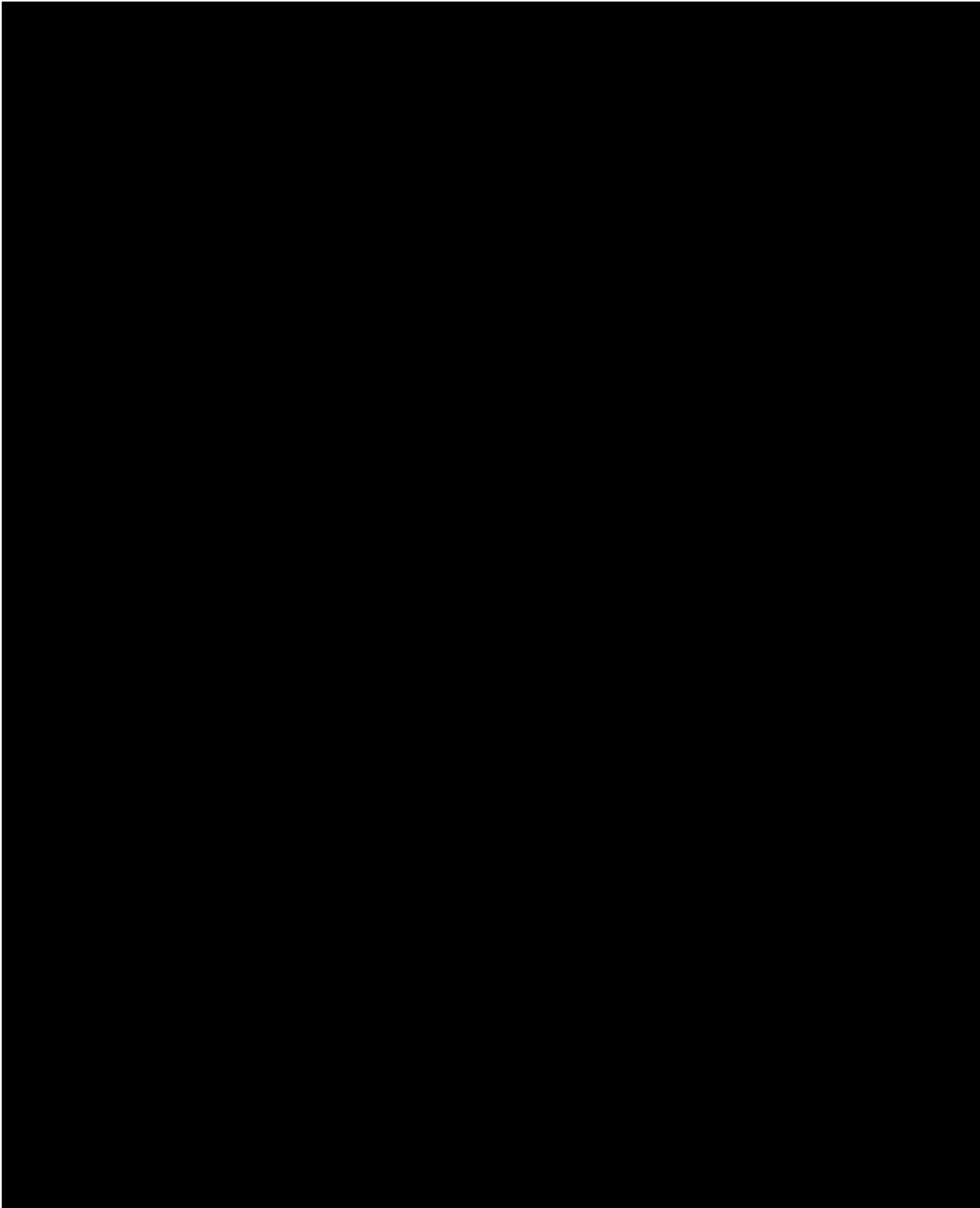
SWORN TO AND SUBSCRIBED before me on the 15th day of April 2022.


Signed on 2022/04/15 09:51:45 -8:00
Public In and For the
State of Texas
My Commission Expires:



8. Communication Plan – Public/Media



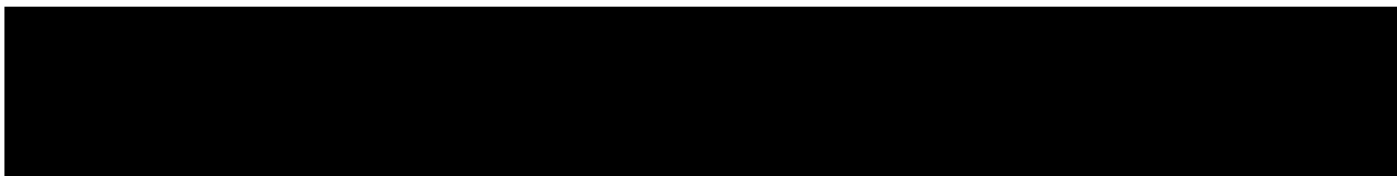


9. Communication Plan – Customers

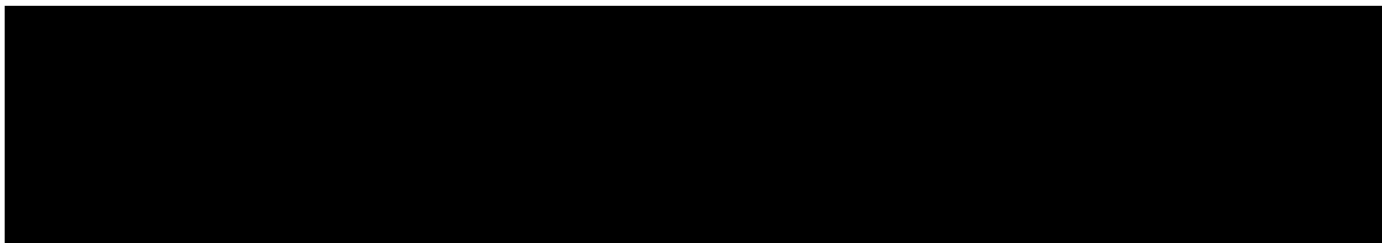
During an emergency, Chariot Energy will inform customers via telephone (locations in multiple geographic locations), mass email, SMS and/or automated outbound dialer that customers may contact Chariot Energy to perform the following activities:



10. Communication Plan – Commission & OPUC



11. Communication Plan – Complaint Handling



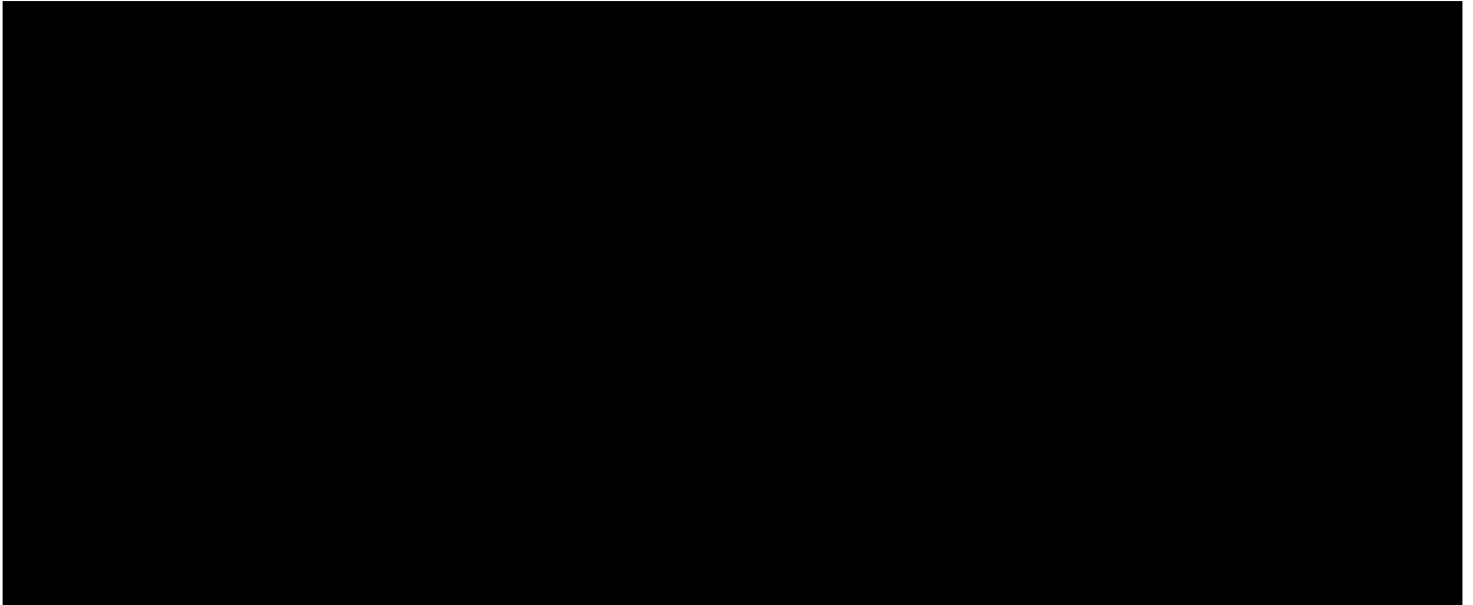
12. Communication Plan – Employees

It is impossible to provide specific information for all situations. There is no guarantee implied by this plan that perfect response to disaster emergency incidents will be practical or possible. Therefore, this four-phased plan, as described below, plan is a guide for Chariot Energy to use help prepare for emergency planning, response, and evacuation. Preparation will increase the margin of safety in an emergency. While the types of emergencies vary there are two that affect the business and the employees differently; emergencies that prevent us from working in the office space, and emergencies that can force employees to leave the city. We have purposely broken them into two because it requires two different responses. **However, it is ultimately up to each employee to do what is best for their health and safety. Communicating effectively with management will aid in preparing for changes in the plan.**

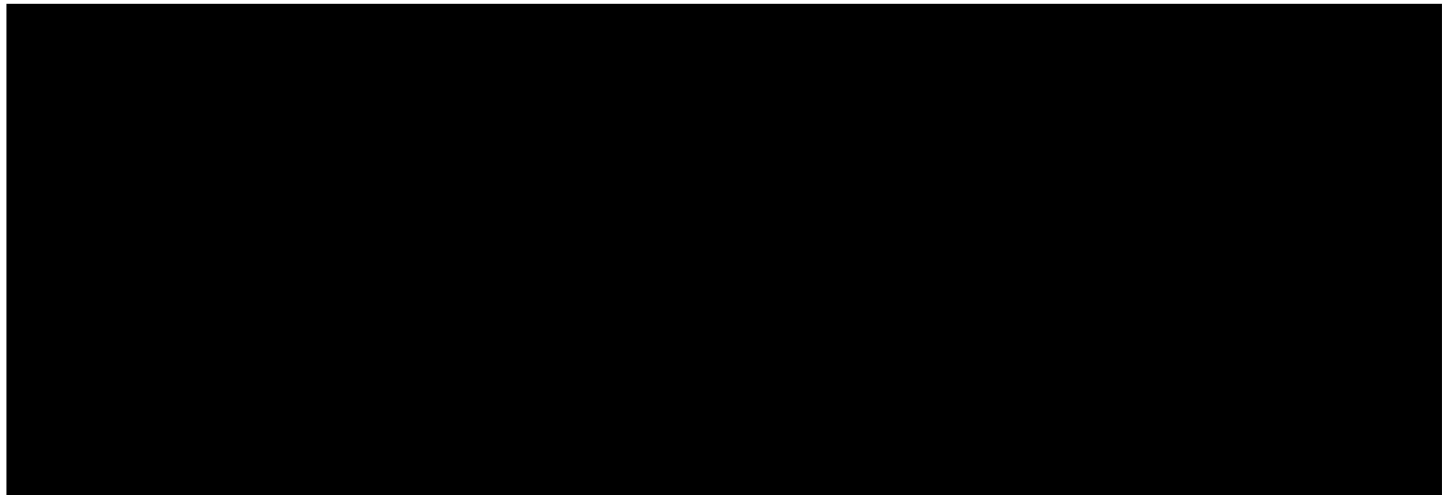
If the State Operations Center (SOC) declares an emergency event, Chariot Energy is prepared to ensure business continuity of daily operations as listed in this document. Depending on the type and severity of the situations Chariot Energy will abide by the State's request up to and including evacuation, remaining at the office, working from home or temporary location, etc. Chariot Energy is prepared to do everything within the capability of its employees and systems to meet the needs of the customers for the duration of the State issued emergency. Based on the type of emergency, Chariot Energy employees will follow either the evacuation or non-evacuation plan. **Management and employees are asked to keep open lines of communication to address business continuity issues.**

13. Staffing Plan

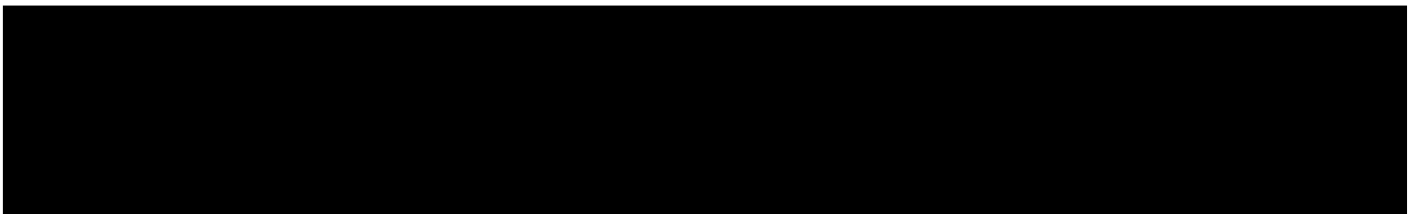
Staffing Plan for Emergency



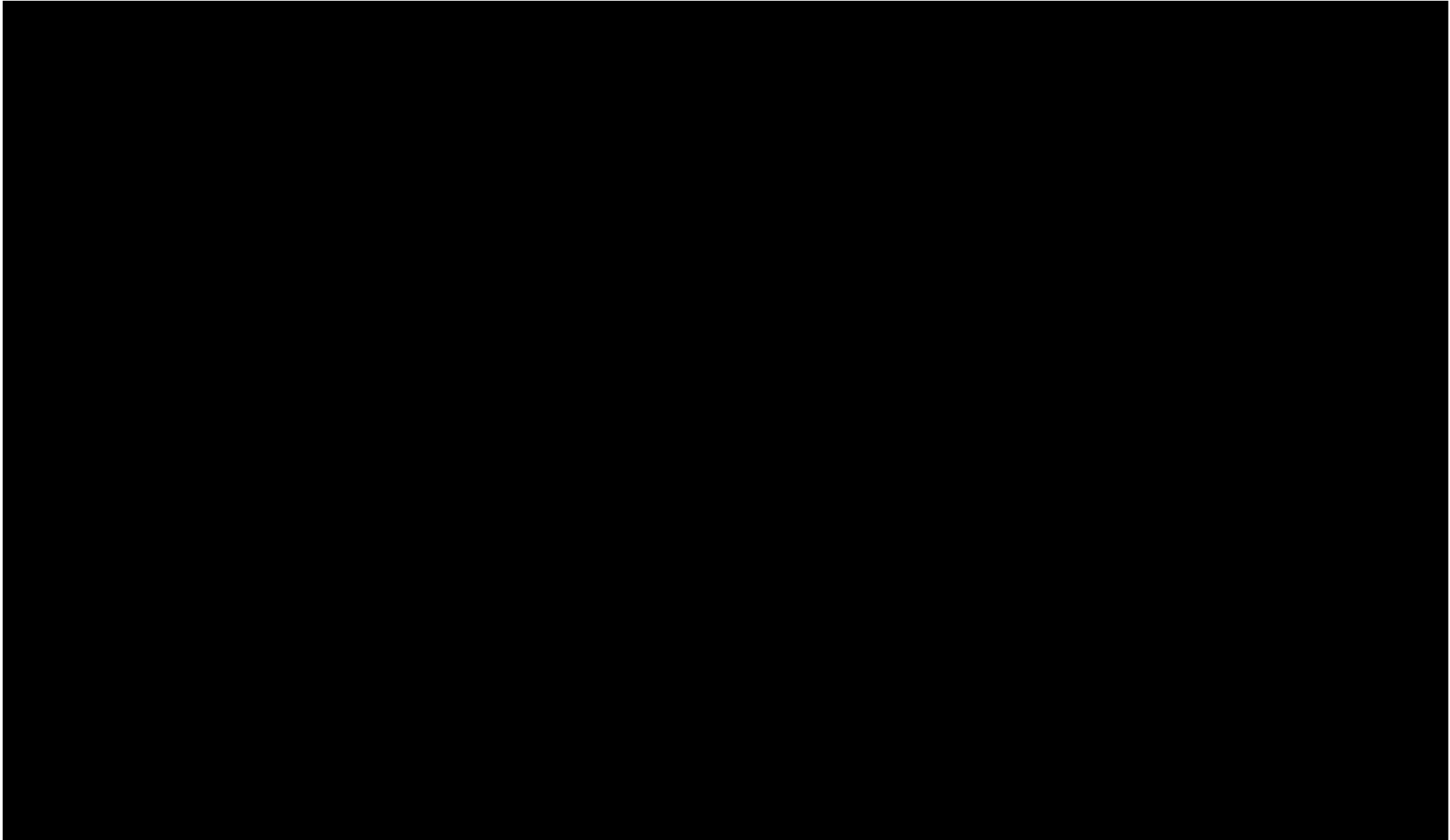
14. Pre-Identified Emergency Supplies Plan

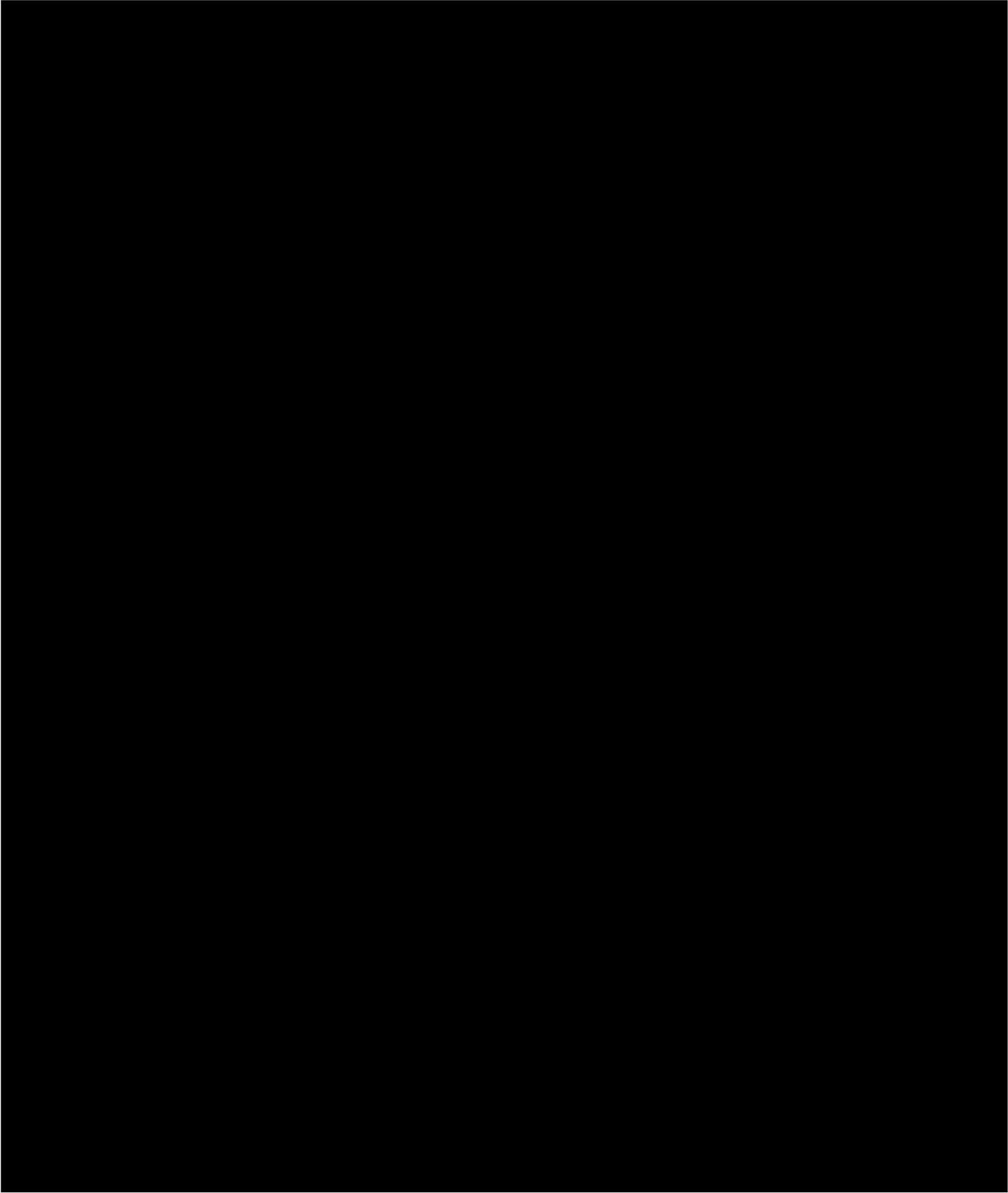


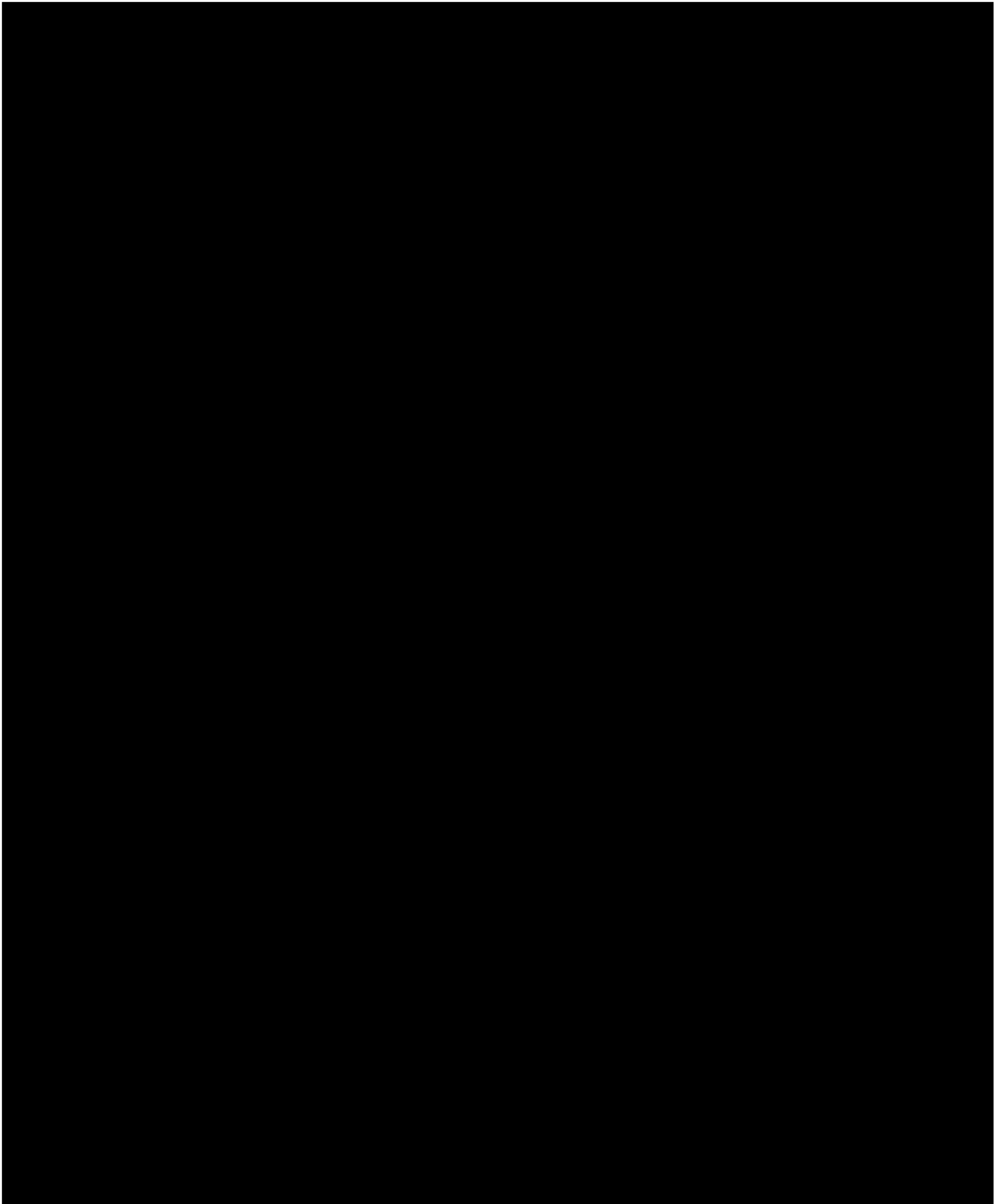
15. Weather Monitoring Plan

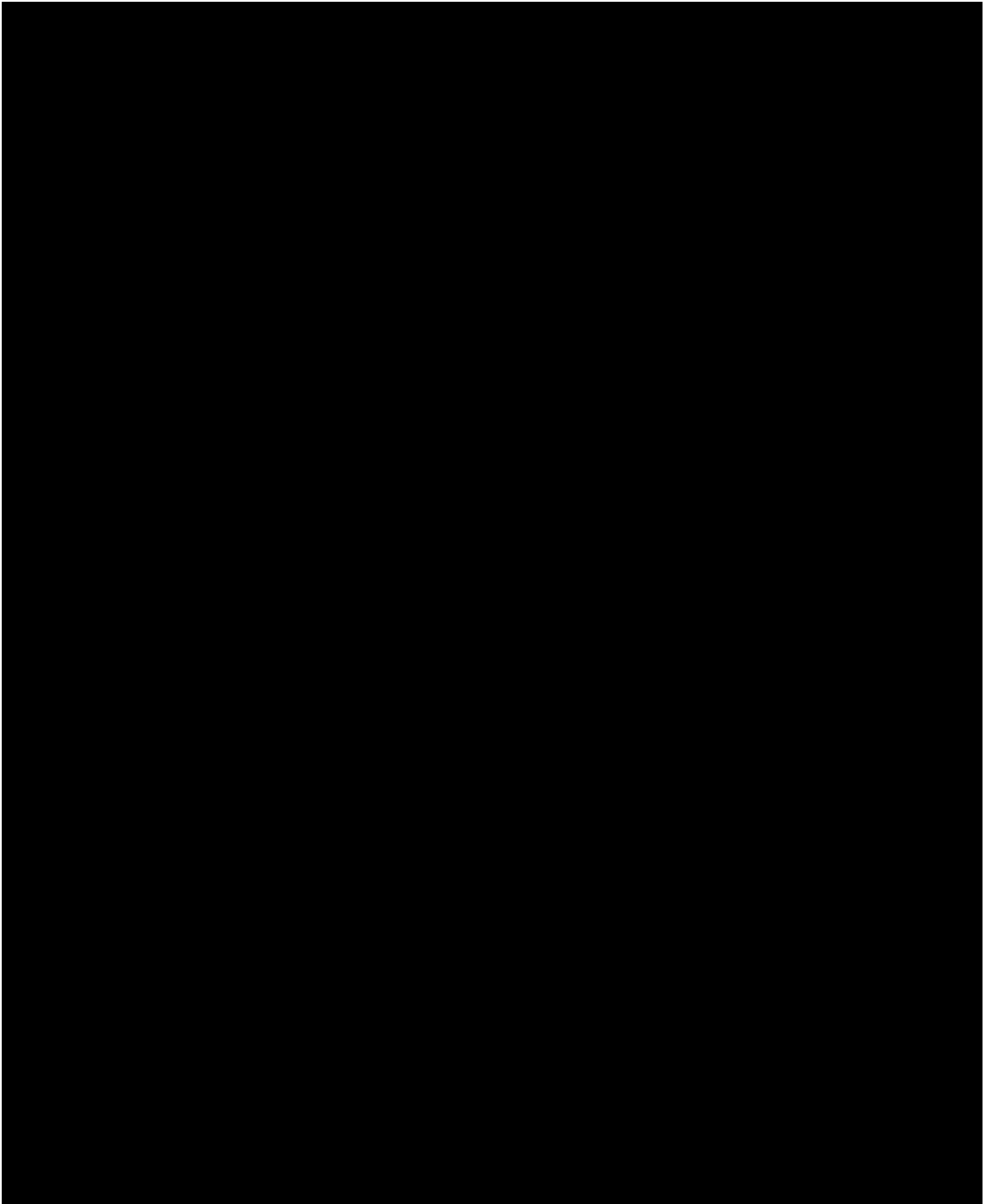


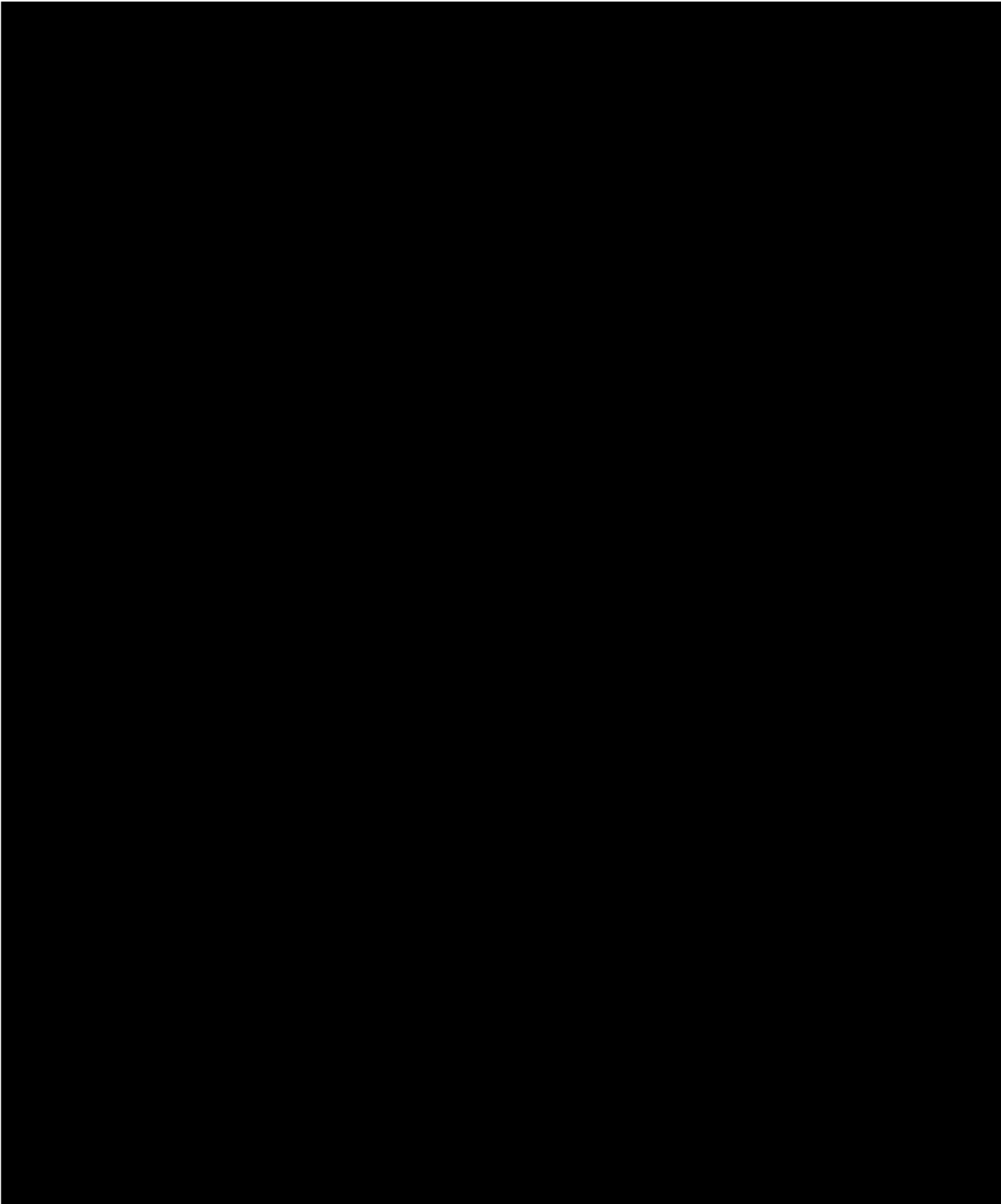
16. Chariot Energy Employee Emergency Plan

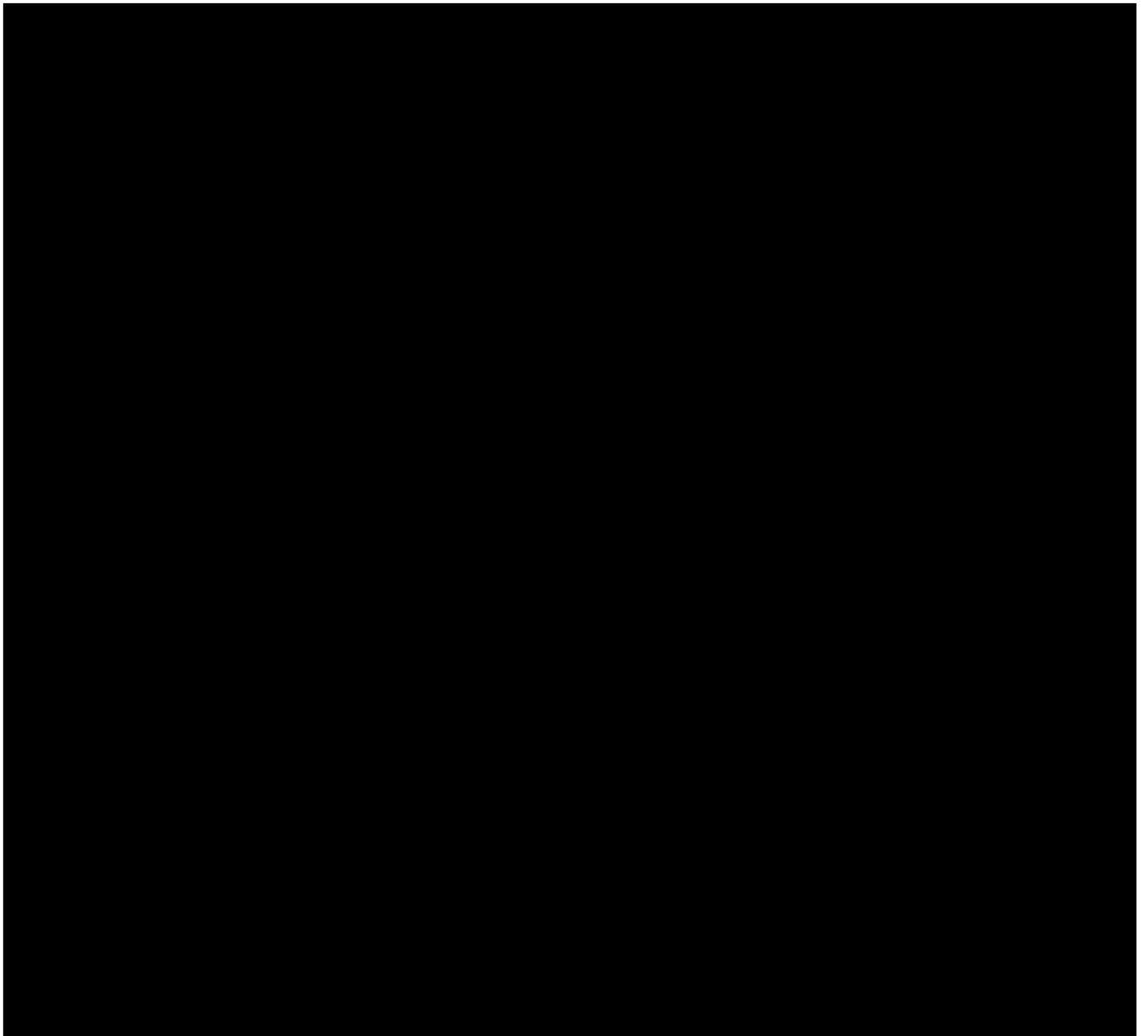












17. Williams Tower Building Emergencies

Emergency Contacts

- Property Management Office: [REDACTED]
- 24-Hour Lobby Security Console: [REDACTED]
- Houston Fire, Police, & Ambulance: 911
- Chariot SMS Group Text

Medical Emergency

- In the event of a medical emergency, first, call 911 and request the appropriate response. Next, please contact the Property Management Office at [REDACTED] immediately and report the following information:
 - Your name, company's name, and location.
 - The nature of the medical emergency.
 - Exact location and name of the person the situation is about.
 - Verify that an ambulance has been requested and is on its way to the building.
 - Property Management and Security will assist the 911 response.

Evacuations

- In the event of a building evacuation please follow instructions given by building and emergency personnel.

Elevator Emergency

- [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- Should the car stop between floors and the door opens, do not ever attempt to climb out or jump to the floor below, as help will be there in minutes to assist with the situation.

Fire Emergency

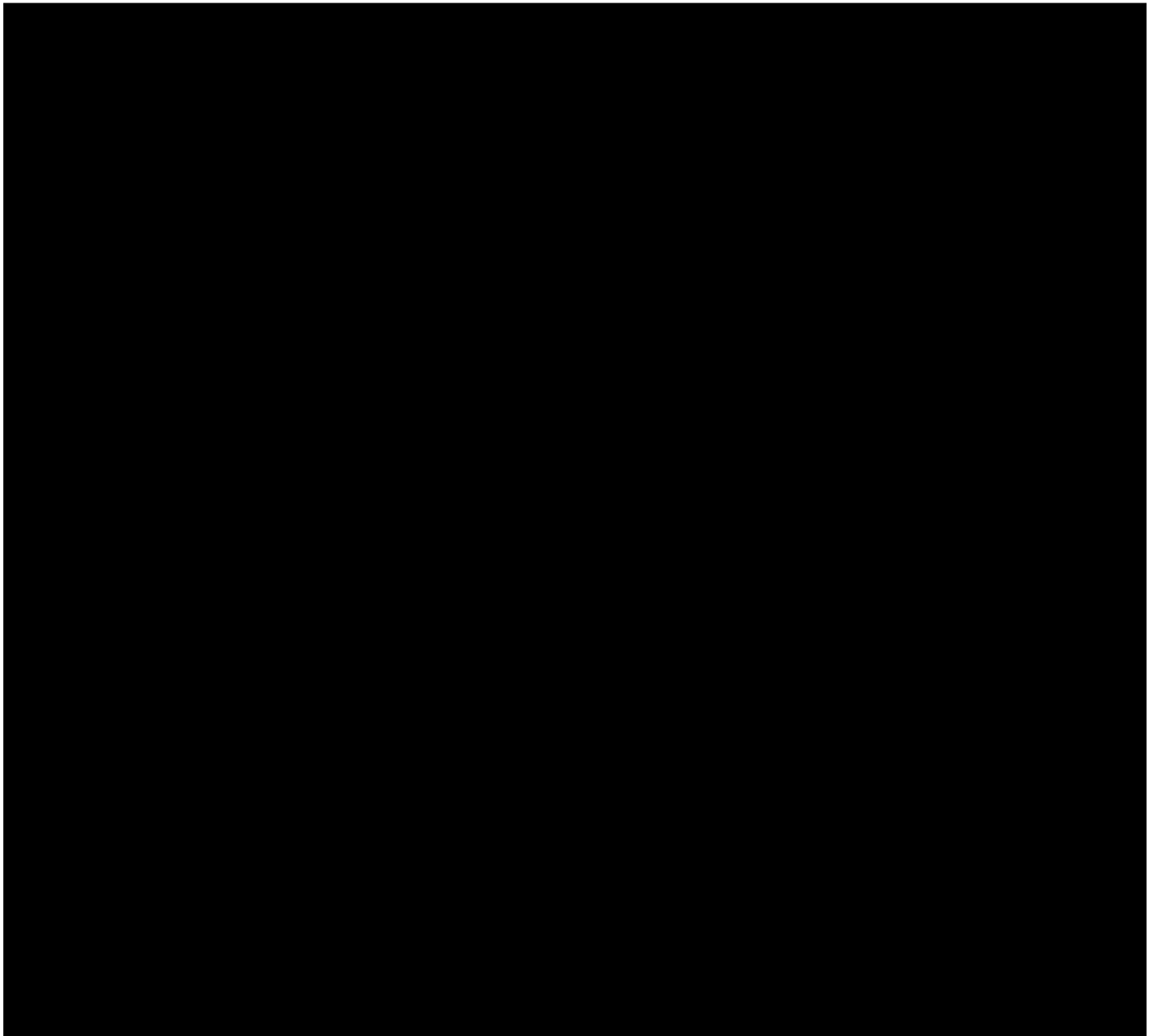
- Fire Evacuation Plan / Fire During Working Hours
 - IF YOU SEE FIRE, SMOKE OR SMELL SOMETHING BURNING
 - Immediately call the Fire Department at 911 and/or activate the fire alarm pull station.
 - Call Property Management at [REDACTED]
 - Isolate the fire, if possible, by closing the door.
 - Contact the Property Management office, 24-hour Lobby Security, and 911 and give the location and severity of the fire.
 - Property Management Office: [REDACTED]
 - 24-Hour Lobby Security Console: [REDACTED]
 - If directed to evacuate by the fire department or the Property Management Office, or if unsafe conditions warrant leaving the floor, evacuate DOWN to the next re-entry floor by using the fire exit stairs...never use the elevator!
 - IF YOU THINK YOU SMELL SMOKE
 - Immediately call Property Management at 713.850.8841 and provide the location and characteristic of the odor.
 - IF YOU HEAR THE FIRE ALARM
 - Direct all occupants on the floor in alarm to the fire exit stairs and await further instructions.
- Fire Evacuation Plan / Fire After Working Hours
 - IF YOU SEE FIRE, SMELL SMOKE OR HEAR A FIRE ALARM
 - Immediately call the Fire Department at 911 and/or activate the fire alarm pull station.
 - Call the lobby security console at [REDACTED]
 - Isolate the fire, if possible, by closing the door.
 - If directed to evacuate by the fire department or the Property Management Office, or if unsafe conditions warrant leaving the floor, evacuate DOWN to the next re-entry floor by using the fire exit stairs... never use the elevator!

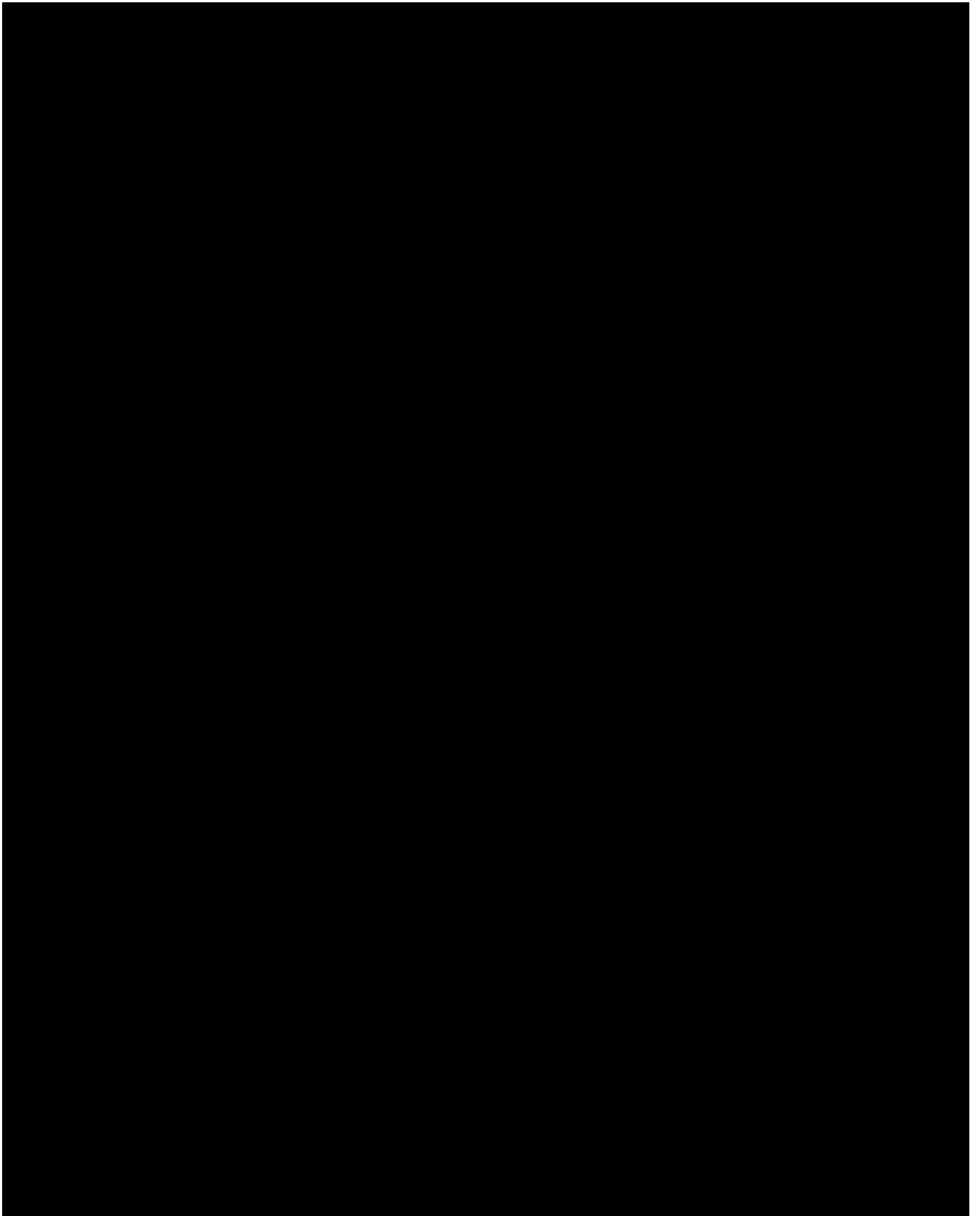
18. Physical Security Annex

Chariot Energy maintains the physical security of its office facilities by [REDACTED]
[REDACTED]
[REDACTED]

The following sections set out the procedures to be followed [REDACTED]
[REDACTED]
[REDACTED]

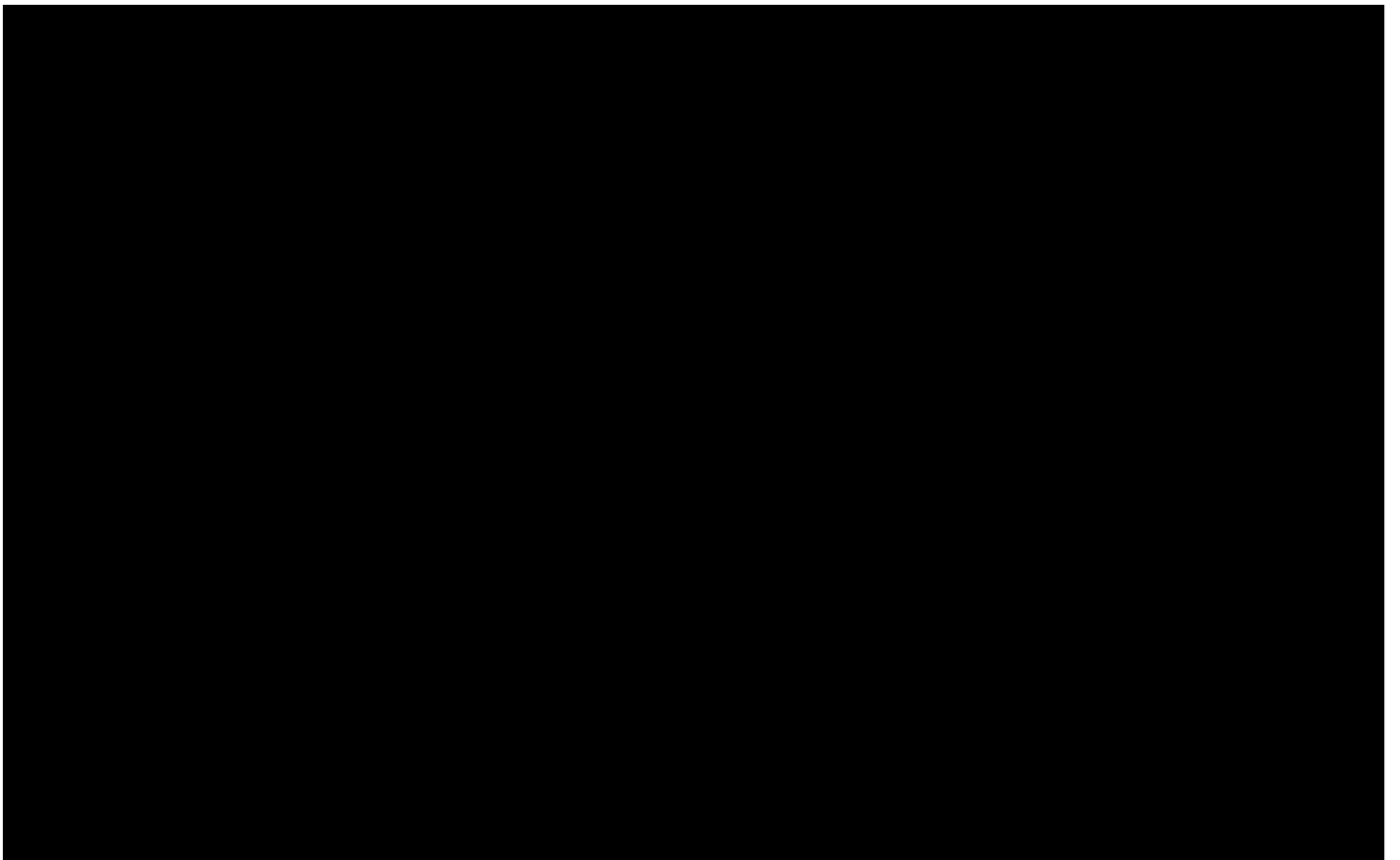
Bomb Threat







Civil Disturbance



19. Natural Disaster

- Tornadoes or Funnel Clouds
 - In most cases advance warning of a tornado is unlikely. For this reason, if a tornado is sighted approaching the building, please notify the Property Management Office and begin moving office staff to the interior corridors and elevator lobbies of the building. One of the greatest dangers will be that of flying glass and objects, so please attempt to select a location that has the maximum number of walls to the exterior of the building. [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

20. Hurricane Annex

When a hurricane warning and evacuation order has been given by the National Weather Service and Civil Defense Authorities; the Property Management Office will notify all tenants of the closing of the building. Notification will be given by phone and by notices posted in public areas, lobbies, elevators, and entry areas. Tenants not reached by phone will have evacuation notices placed on their entrance doors. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]


[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

21. Pandemic and Epidemic Annex

- In the event of a pandemic or epidemic Chariot Energy's emergency operations team will monitor state guideline regarding the severity of the disease and convene to determine the plan of action for employees. We will follow all CDC guidelines to minimize the exposure of the disease and associated risk.
- 

22. Cyber Security Annex

