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# Nueces Electric Cooperative & NEC Co-op Energy Emergency Operations Plan (EOP)

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PROJECT NO. 53385

AFFIDAVIT OF CHIEF EXECUTIVE OFFICER FOR NUECES ELECTRIC COOPERATIVE, INC.  
FILED PURSUANT TO PUC SUBSTANTIVE RULE 25.53(c)(4)(C)

STATE OF TEXAS §  
COUNTY OF NUECES §

BEFORE ME, the undersigned authority, on this day personally appeared the undersigned Chief Executive Officer of Nueces Electric Cooperative, Inc. (NEC) who, after being duly sworn, stated on his or her oath that he or she is entitled to make this Affidavit, and that the statements contained below are true and correct.

I, Varzavand Irani, swear or affirm that

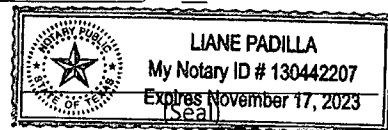
- (1) All relevant operating personnel within the electric cooperative are familiar with the contents of the emergency operations plan (EOP) filed by the cooperative in compliance with PUCT Substantive Rule 25.53(h), and such personnel have received training on the applicable contents and execution of the EOP and are committed to following the plan and the applicable provisions contained therein in the event of a system-wide or local emergency that arises from natural or man-made disasters, except to the extent deviations are appropriate under specific circumstances during the course of an emergency.
- (2) This EOP has been reviewed and approved by the appropriate executives.
- (3) An appropriate EOP summary has been distributed to local jurisdictions, as needed.
- (4) NEC maintains a business continuity plan which addresses returning to normal operations after disruptions caused by an incident.
- (5) NEC's emergency management personnel designated to interact with local, state, and federal emergency management officials during emergency events have received the latest IS-100, IS-200, IS-700, and IS-800 National Incident Management System (NIMS) training.
- (6) NEC's EOP was activated and exercised for a tropical cyclone event in the last 12 months in coordination with an actual storm threat.

Varzavand J. Irani

Varzavand Irani  
Chief Executive Officer  
Nueces Electric Cooperative, Inc.

Sworn and subscribed before me this 13<sup>th</sup> day of APRIL, 2022

Liane Padilla  
Notary Public in and for the State of Texas





## Executive Summary

This is an executive summary for the Nueces Electric Cooperative, Inc. (NEC) Emergency Operations Plan (EOP) and is provided in compliance with the Public Utility Commission of Texas' Substantive Rule §25.53(c) on *Electric Service Emergency Operations Plans*, as applicable to electric cooperatives. For further information about this plan, please contact:

<u>Primary Contact:</u> Sarah Fisher Chief Compliance Officer Nueces Electric Cooperative, Inc. 14353 Cooperative Ave. Corpus Christi, TX 78380 Email: <a href="mailto:sfisher@nueceselectric.org">sfisher@nueceselectric.org</a> Phone: 361-767-7305	<u>Secondary Contact:</u> Joe Huerta Safety & Loss Control Manager Nueces Electric Cooperative, Inc. 14353 Cooperative Ave. Corpus Christi, TX 78380 Email: <a href="mailto:jhuerta@nueceselectric.org">jhuerta@nueceselectric.org</a> Phone: 361-701-3652
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### Overview of Emergency Operations Plan (EOP) Contents

As a member-owned electric cooperative, NEC has been planning for emergencies for many decades. NEC recognizes the importance of emergency planning for those threats which have a high likelihood of occurrence and which also may have the greatest impacts. NEC also serves the South Texas Coastal Bend area and so is vulnerable to tropical cyclones.

In its EOP, NEC addresses its preparedness as both a distribution services provider (DSP) and a competitive retailer (CR) (dba NEC Co-op Energy). NEC does not own or operate substations, transmission, or generation assets.

In its EOP, NEC works to facilitate clear lines of communication, the mobilization of the organization, mitigation, communication, coordination, and cooperation. This plan promotes emergency preparedness training, care for our members and employees, role definition, and the importance of being a learning organization.

The NEC EOP includes an introduction which outlines the history of NEC emergency planning and our process to plan for the threats which pose the highest vulnerability and risk. In addition, this section includes some administrative items, including contacts, revision control, a dated statement of approval for the EOP, and the process to activate the EOP for various emergencies.

The Crisis Communication Planning section includes complaint handling, telephone systems, communications with the public and media and communicating with regulatory and government entities. NEC maintains a full Crisis Communications Plan which is located, in full, in the Appendix.

The plan includes information about our emergency supply process and support, emergency staffing plan, and information about our continuous weather monitoring.

Seven annexes are included in the plan: weather emergency, hurricanes (with functional emergency response checklists), load shed, pandemic/epidemic, wildfires, cyber security, and physical security.

The Appendix includes the training deck and training record for personnel, mutual aid agreements, EOP Alert levels chart, and the crisis communication plan. Confidential items in the appendix include critical

load, public safety, and critical and chronic care member lists for each NEC and NEC Co-op Energy. Other confidential appendix items include our Load Shed Priority Feeder List and IT recovery plan.

#### Sections that Apply to NEC Co-op Energy

Much of the NEC Co-op Energy EOP focuses on business continuity preparedness and planning. Most of this is contained in the EOP to be filed by South Texas Electric Cooperative (STEC), that provides after enrollment member services. STEC assures us they have plans in place to restore EDI processing, billing, and the customer services it provides to NEC Co-op Energy and its consumers within 48 hours following an emergency impact. The sections in this EOP which apply to NEC Co-op Energy are the Crisis Communication Plan, Complaint Handling, Staffing, the Hurricane Annex, the Cyber Security Annex, and the Physical Security Annex.

#### Rule Compliance References

The table of contents provides an outline of the contents of this EOP and references the applicable sections of PUCT §25.53 and the page numbers where the information may be found in the EOP corresponding to the rule requirements.

#### Record of Required Distribution

By April 18, 2022, NEC will have filed this executive summary and the redacted plan with the PUCT. NEC also filed the full plan with ERCOT including all confidential sections on April 18<sup>th</sup>. NEC has distributed this plan and trained key personnel on it. The slide deck and the record of completion is located in the Appendix. In addition, NEC distributed this executive summary, via email, by April 18<sup>th</sup> to the emergency manager offices in each of the 8 counties where we have power line services, including those counties with NEC or NEC Co-op Energy service centers.

#### Primary & Secondary Emergency Contacts During an Emergency

Emergency contact information has been updated in 2022 on the PUCT Portal. For urgent requests for information during an emergency, the primary and secondary contacts are as follows:

<b>NEC (DSP)</b>	<b>NEC Co-op Energy</b>
<b>Primary</b> Manuel Mayorga Line Superintendent Nueces Electric Cooperative, Inc. 14353 Cooperative Ave., Robstown, TX 78380 <a href="mailto:mmayorga@nueceselectric.org">mmayorga@nueceselectric.org</a> 361-533-5546	<b>Primary</b> Frank Wilson Chief Retail Officer NEC dba NEC Co-op Energy 14353 Cooperative Ave., Robstown, TX 78380 <a href="mailto:fwilson@neccoopenergy.com">fwilson@neccoopenergy.com</a> 361-877-1156
<b>Secondary</b> Varzavand Irani Chief Executive Officer Nueces Electric Cooperative, Inc. 4353 Cooperative Ave., Robstown, TX 78380 <a href="mailto:varzavand@nueceselectric.org">varzavand@nueceselectric.org</a> 361-767-7380	<b>Secondary</b> Sarah Fisher Asst. GM & Chief Compliance Officer Nueces Electric Cooperative, Inc. 4353 Cooperative Ave., Robstown, TX 78380 <a href="mailto:sfisher@nueceselectric.org">sfisher@nueceselectric.org</a> 361-767-7305

## **NEC Emergency Operations Plan (EOP) Introduction**

### NEC EOP Approval & Implementation Summary

#### *Introduction & Applicability*

Nueces Electric Cooperative's commitment to keep its employees and the public safe and to maintain a high level of service reliability is the driving force behind its emergency response planning. The commitment is equally strong for NEC both as an electric distribution service provider (DSP), and as an electric cooperative operating as a competitive retailer (CR) through its retail division, NEC Co-op Energy.

In its EOP, NEC facilitates a clear line of communication, the mobilization of the organization, mitigation, communication, coordination, and cooperation. This plan promotes emergency preparedness training, care for our employees, role definition, and the importance of being a learning organization. While not required under the PUCT rules, NEC's EOP also addresses the important record keeping requirements of FEMA.

NEC addresses its preparedness as both a distribution services provider (DSP) and a competitive retailer (CR) in this summary. NEC does not own or operate substations, transmission, or generation assets. Much of the CR EOP business continuity preparedness and planning is contained in the EOP to be filed by South Texas Electric Cooperative (STEC). STEC assures us they have plans in place to restore EDI processing, billing, and the customer services it provides to NEC Co-op Energy and its consumers within 48 hours following an emergency impact.

The NEC EOP is a procedural document for organizing, coordinating, and directing available resources toward the mitigation, preparedness, response and recovery in the event of an emergency. The purpose of the plan is to provide information that will save lives during emergency events, restore power to our members, and hasten the resumption of normal operations during the recovery process. An effective emergency response also depends on an informed organization where employees are familiar with organizational procedures and where they understand their personal responsibility for emergency preparedness and response.

The NEC EOP is drafted by the management staff of Nueces Electric Cooperative. As with any document of this nature, the plan is a living text, subject to changes, updates, and revisions as the environments of the cooperative, and its communities, change. It is updated no less than once each year. The NEC Board of Directors, regulatory agencies, the Cooperative's insurance carrier, and NEC's own vulnerability and risk evaluation help to guide the contents of this plan.

NEC expanded its emergency planning efforts in 2005 to meet emergency planning requirements set forth in 7 CFR 1730.28 for the United States Department of Agriculture Rural Utility Services borrowers. This expansion included a formal vulnerability and risk assessment (VRA), a more comprehensive emergency response plan, and the implementation of an annual exercise and review of the plan. Nueces Electric Cooperative's emergency planning effort is now guided by a three-part process including vulnerability and risk evaluation, an EOP, OSHA required standard operating procedures, annual exercise or drills of plans.

No plan, however comprehensive, can cover all possible scenarios in which emergency action is needed. The vulnerability and risk evaluation helps us focus our mitigation and planning efforts on the most likely threats to our organization. While NEC recognizes a variety of vulnerabilities and risks in its EOP, NEC's greatest threat is weather related emergencies (including tornadoes, high winds, extreme hot and cold weather, tropical storms and hurricanes) and cyber intrusions (which our IT department frequently detects attempted intrusions). As a result, NEC's EOP focuses heavily on weather and information technology-related emergencies and any others required by regulatory rule.

As an electric cooperative with its offices and distribution services located near and along the coast of the Gulf of Mexico, NEC must be prepared for the few short hours when a hurricane can force to the ground an electrical system that took nearly a century to build. Weather in all forms is NEC's top threat, but other high-risk events include wildfires, pandemics, and asset compromise and destruction.

*Current Contacts During an Emergency - Primary & Secondary Emergency Contacts*

NEC's Emergency contact information has been updated for this plan year on the PUCT Portal. For urgent requests for information during an emergency, the primary and secondary contacts are as follows:

<b>NEC (DSP)</b>	<b>NEC Co-op Energy</b>
<b>Primary</b> Manuel Mayorga Line Superintendent Nueces Electric Cooperative, Inc. 14353 Cooperative Ave., Robstown, TX 78380 <a href="mailto:mmayorga@nueceselectric.org">mmayorga@nueceselectric.org</a> 361-533-5546	<b>Primary</b> Frank Wilson Chief Retail Officer NEC dba NEC Co-op Energy 14353 Cooperative Ave., Robstown, TX 78380 <a href="mailto:fwilson@neccoopenergy.com">fwilson@neccoopenergy.com</a> 361-877-1156
<b>Secondary</b> Varzavand Irani Chief Executive Officer Nueces Electric Cooperative, Inc. 4353 Cooperative Ave., Robstown, TX 78380 <a href="mailto:varzavand@nueceselectric.org">varzavand@nueceselectric.org</a> 361-767-7380	<b>Secondary</b> Sarah Fisher Asst. GM & Chief Compliance Officer Nueces Electric Cooperative, Inc. 4353 Cooperative Ave., Robstown, TX 78380 <a href="mailto:sfisher@nueceselectric.org">sfisher@nueceselectric.org</a> 361-767-7305

*Current Contacts for Planning Documents -Primary & Secondary Contacts*

The following individuals are responsible for maintaining the EOP documents and filings. Please contact one of the below individuals with any plan questions:

<u>Primary Contact:</u> Sarah Fisher Chief Compliance Officer Nueces Electric Cooperative, Inc. 14353 Cooperative Ave. Corpus Christi, TX 78380 Email: <a href="mailto:sfisher@nueceselectric.org">sfisher@nueceselectric.org</a> Phone: 361-767-7305	<u>Secondary Contact:</u> Joe Huerta Safety & Loss Control Manager Nueces Electric Cooperative, Inc. 14353 Cooperative Ave. Corpus Christi, TX 78380 Email: <a href="mailto:jhuerta@nueceselectric.org">jhuerta@nueceselectric.org</a> Phone: 361-701-3652
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*Revision Control History*

Date of Revision Approval	Summary of Changes
4/13/2022	Original

*Dated Statement of EOP Approval & Statement to Supersede Previous Filings*



**PUCT/ERCOT Emergency Operations Plan for Nueces Electric Cooperative, Inc.**

**Approval Statement**

This Emergency Operations Plan was established on April 13, 2022, to meet the requirements of PUCT §25.53, as adopted on March 20, 2022. This plan supersedes all previously established Emergency Operating Plans filed with the PUCT. The authority to approve this plan is given to the NEC Chief Executive Officer, whose signature below represents approval for this plan, its contents, and associated attachments.

Varzavand Irani

April 13, 2022

Date of Approval

*Activation of the EOP*

Any employee can begin the process to activate the EOP by initiating actions and contacting their supervisor. Any officer of the Cooperative can activate the plan by sending a communication to all employees of the activation and the alert level. The NEC alert levels for various emergencies is in the appendix.

Communication Plan

*Critical Care/Load and Chronic Care Customers*

NEC and NEC Co-op Energy's EOP contains printouts (updated by June 1 of each year) of the critical load public safety and industrial consumers and critical care and chronic condition residential customers, as

coded in our customer information system. In addition, military priorities exist since NEC serves the electric distribution needs of two U.S. Naval Air Stations – Corpus Christi and Kingsville- in South Texas. If an emergency situation is anticipated in advance, a new printout is generated to ensure an up-to-date list is utilized.

In the spring of each year, NEC promotes these registries to the existing registrants (for renewal) and to the entire membership through direct mail and promotional articles provided in its monthly membership magazine, *Texas Co-op Power*. The residential critical care and commercial critical load registries are managed in accordance with PUCT Substantive Rule 25.497.

NEC has a communications plan to ensure these critical load/care customers are contacted as soon as reasonably possible either before or at the onset of an emergency affecting electric service. The communications plan includes the following:

- If an emergency situation is anticipated, NEC issues pre-event news releases that include information for critical care and critical load consumers. These news releases are pre-written and contained in the *NEC Crisis Communication Plan (CCP)*.
- An Internet phone notification service is set-up in advance to provide information to critical load customers.
  - NEC uploads updated spreadsheets for each registry every year following the spring promotion of these registries, but no later than June 1<sup>st</sup>.
  - The NEC plan includes the recording of a variety of notification messages, including for critical loads, in the phone notification system so they are ready in advance of an emergency.
  - If NEC offices must be evacuated or Internet access is not restored in a reasonable amount of time, the phone notification system may be accessed and initiated by the Texas Electric Cooperatives statewide association (TEC) staff on behalf of NEC.
- Information for critical load consumers is included on the NEC website at: <https://www.nueceselectric.org/critical-care-renewal-letter-0> and on the NEC Co-op Energy website at <https://neccoopenenergy.com/about/critical-and-chronic-care-information/> .
- Scripts for servicemen/employees are included in the plan to use for in person contacts with critical load customers.

#### Complaint Handling Procedures & Business Continuity

The NEC member care manager and the information technology director have recovery plans for the NEC and NEC Co-op Energy telephone system included in the IT Recovery Plan. NEC has an after-hours dispatch/ call-center service that may be used to handle consumer calls indefinitely, if needed. If an emergency is anticipated in advance which may impact NEC's ability to receive calls from consumers/public, NEC will automatically or manually transfer the phones to the after-hours dispatch/call center before impact.

Call center personnel maintain talking points for employees who must respond to consumer calls. NEC's managers will address complaints and consumer concerns as they arise. Should a consumer wish to escalate a complaint, they will be given a form to file a concern with the NEC chief compliance officer and chief executive officer and the consumer complaint contact information for the PUCT.

#### Crisis Communication Plan

The procedures for contacting the media and NEC customers as soon as possible before, at the onset, during the ongoing restoration efforts, and upon completion of restoration following an emergency event are a significant and important part of the NEC EOP. This information is included in the *NEC Crisis Communication Plan* (CCP) in the appendix.

A crisis situation can limit important communications with consumers and threaten the integrity or reputation of the company through adverse or negative media attention. If handled correctly the damage can be minimized. The crucial message in the NEC CCP is "tell it all, tell it fast and tell the truth." If we do this, we have done all we can to minimize the situation.

A checklist is included in the plan for the communications representatives that outlines all of the actions that must be taken in the event of a crisis. When a situation arises that may be a crisis, the first thing the communications specialist will do is contact the CCO and CEO. The sooner those two people are involved the sooner the plan may be implemented.

The CCP includes a media contact log. The communications specialist will provide this log to the operator/receptionist and instruct them to tell any media that calls, that staff is in a briefing on the emergency. The operator/receptionist will log the contact information and inform the media that the communications staff will return their call as soon as the meeting is over. The communications specialist will first seek to identify the type of crisis (sudden, smoldering, or combination) and its severity, and then follow the checklist contained in the plan.

In the case that NEC communications staff is isolated and unable to communicate with the public, the Texas Electric Cooperatives association will support NEC and distribute communications materials and restoration updates to the media, PUCT, consumers and the public via news releases, the NEC websites, mail, social media and telephone.

The CCP contains guidelines, tips, and caveats for dealing with the media in a crisis. It contains media contact information, policies and procedural checklists, and a variety of sample news releases for different types and stages of emergencies or crises. The contents of the CCP, as contained in the EOP, is as follows:

- A. Introduction & First Action
- B. Crisis Definitions
- C. The Crisis Communication Team
- D. Positioning
- E. Designated Spokesperson

- F. Talking Points: Practicing Tough Questions
- G. Prepared Statements and News Releases
- H. Collateral Materials
- I. Guidelines for Communications in Emergency Situations
- J. Crisis Communication Dept. Checklist
- K. Crisis Contact Log
- L. Media Policies and Procedures
- M. What to Expect from the Media in a Crisis
- N. Don't Make These Mistakes
- O. Miscellaneous Crisis Communication Tips
- P. GOLDEN RULE: Don't Say It
- Q. Handling Media Interviews: Tips and Guide
- R. QUICK TIPS: Speaker DO's and DON'Ts
- S. Myths About the Media
- T. The Media and Terrorism
- U. Sample News Releases:
  - a. Severe Storms & Hurricanes
  - b. Energy Conservation Appeal
  - c. Controlled Outages
  - d. Violation of Infrastructure
  - e. Electrical Contact Injury/Fatality
  - f. Pandemic
- V. Responding to the call for mutual aid
- W. Media Contact List

#### Communicating with Regulatory & Government Entities

Key NEC Staff have been identified to communicate with regulatory, government and EOC staff.

*Chief Executive Officer*  
*Chief Compliance Officer*  
*Chief Financial Officer*  
*Accounting Manager*  
*Member Care Manager*  
*Member Care Assistant Manager*  
*Line Superintendent*  
*Engineering Supervisor*  
*IT Director*  
*Safety & Loss Control Manager*

These employees have received *National Incident Management System (NIMS)* training

#### Inventory of Pre-arranged Supplies Plan

As part of the normal day-to-day business activities, NEC has a supplies and warehousing contract with Texas Electric Cooperatives to provide supplies for the distribution system. The supply levels are maintained with the intent to respond to any size or type of severe weather. If supplies are limited in an



area hit with severe weather, TEC will take action to move the required supplies where needed. This plan will support NEC even in the event of a major tropical cyclone.

#### Staffing Plan During Severe Weather

NEC uses an incident command system led by an emergency response team to command, control and coordinate severe weather emergency events. NEC uses its local employees as well as local contractors. Depending on the size of the event, NEC also holds mutual aid agreements with other Texas electric cooperatives and with the National Rural Electric Cooperative Association, if out-of-state support is required. NEC maintains emergency contact information for all employees, contractors, TEC, and South Texas Electric Cooperative.

Operations and certain other employees are designated as critical restoration personnel and actions have been taken to ensure they are allowed earliest possible re-entry following an evacuation to assist with debris removal and damage assessment.

#### Weather Monitoring & Identifying Severe Weather Events

NEC's operations and compliance departments, and retail division all monitor NOAA and National Hurricane Center forecast products. In addition, the Co-op subscribes to weather notifications through the local National Weather Service office in Corpus Christi, and all employees receive notices of severe weather alerts through a subscription weather service and our partner generation and transmission cooperative, South Texas Electric Cooperative. If severe weather alerts are received by any of these departments, they are directed to broadcast the alerts, via email, to all employees as soon as possible, followed by close subsequent monitoring and communication of the situation. NEC and NEC Co-op Energy have a severe weather annex contained in this plan.

#### Annex Summary

##### *Weather Emergencies and the Hurricane Plan*

NEC & NEC Co-op Energy maintain an extreme weather annex including extreme cold and hot weather and tornadoes. As an extension of the emergency operations plan, the Hurricane Restoration Plan included as a separate annex, more specifically details the priorities, operation processes, and procedures for the actual restoration of electric service for Nueces Electric Cooperative members following a hurricane. **This process must be followed to ensure the most rapid and efficient system-wide service restoration following a hurricane or severe storm.**

Hurricane season extends from June 1 through November 30<sup>th</sup>. A hurricane is defined as a severe tropical storm with sustained winds over 74 miles per hour. Hurricanes can have sustained winds up to 160 miles per hour and extend hundreds of miles, beyond the eye of the storm, inland. Tornadoes spawn from severe storms such as hurricanes and, themselves, are defined as incredibly violent, local storms that extend to the ground with whirling winds reaching up to 300 miles per hour. Damage paths can be up to 1 mile wide and extend for 50 miles in length. The high winds from the hurricane and its tornadoes are often responsible for widespread damage to NEC's distribution system in the aftermath of such a storm.

*Curtailment Priorities, Procedures for Shedding Load*

The table provided in the confidential appendix outlines the curtailment priorities for shedding load and for rotating black-outs within the NEC electric distribution system. The NEC generation and transmission partner, STEC, informs us when this is necessary and NEC will begin the load curtailments as instructed or, where possible, STEC automatically curtails power to each area.

When NEC is informed by STEC of load curtailment and shedding in advance, or NEC has a planned maintenance outage, NEC will use its automated phone notification system to contact customers and inform them about the power interruptions. NEC will also issue news releases to area media outlets and via our websites and social media when reasonable.

*Wildfire Mitigation*

NEC has a wild fire mitigation plan which is included as an annex in this plan. It includes procedures the Co-op will follow during a dry weather period or wildfire threat. The plan addresses how the Co-op will send wildfire alerts to co-op system operators, a process/procedure for washing down facilities, a regular maintenance program for distribution system right-of-ways (ROWs) and manual inspection of a de-energized line before closing the circuit. The plan also defines the importance of utilizing cost-effective technologies designed to detect fire such as fault detection.

*Business Continuity Plan for Pandemic*

This plan's intention is to provide additional guidance during a confirmed or suspected pandemic. It works concurrently with our Emergency Response Plan and any policies such as, but not limited to, Family Medical Leave or Sick Leave.

The plan provides for the supervisors and human resources personnel to perform screening on employees and the public to minimize the risk of a sick individual coming to the workplace and infecting the rest of the workforce. Employees may work from home where work responsibilities allow.

NEC has drive through access to the facility and the means for electronic and telephone payments that will be available at the point when NEC must halt public access to the facility. If a pandemic occurs, some field operations will cease or be limited until it is determined employees are not at risk.

The NEC Pandemic Annex outlines the actions for dealing with five defined categories of employee illness or exposure to illnesses. The plan also outlines the communications goals with employees in order to inform and reduce stress levels among employees.

*Cyber Security, Physical Security & Business Continuity*

NEC and NEC Co-op Energy recognize the need to plan for the potential loss or diminished capacity of business-critical functions associated with a disaster. Business continuity planning returns NEC and NEC Co-op Energy to an acceptable condition to conduct its business and provide service and support for its customers during and after any event that creates an inability on the utility's part to provide critical

business functions for some predetermined time. The critical business function obligations for NEC include the following:

- To provide reliable electricity to customers
- To respond to, save, rescue, and care for the NEC infrastructure, NEC equipment, the NEC workforce, and NEC procedures
- To communicate with critical load, critical care, and chronic condition priority consumers, other consumers, and the general public regarding service restoration status/updates as soon as possible before impact, following impact and throughout restoration
- To bill for services and receive payments
- Process EDI transactions with ERCOT and other market participants
- To ensure "Business continuity" under all conditions for NEC operating as a distribution system and as a competitive retailer

Facilities, purchasing and supply handling, access to the customer information system (CIS), EDI processing, and information technology (IT) systems are important functions to our business continuity. With weather as our greatest threat, NEC's headquarters has a backup generator that can operate the head quarter services, member care (call handling and billing) and command center/ IT areas. All service centers have back up generation during the tropical cyclone season through permanent or seasonal rental arrangements. If an evacuation of the headquarters office is required, NEC has established its Orange Grove Service Center in Orange Grove, Texas as its off-site emergency operations center and off-site IT recovery site. NEC's customer information system vendor in St. Louis, Missouri can be called upon to issue billing, if necessary.

NEC Co-op Energy's Corpus Christi Office houses new service walk in enrollments and a call center for consumers. NEC Co-op Energy contracts with South Texas Electric Cooperative (STEC) to process retail EDI transactions and handle any billing performed by NEC Co-op Energy. NEC has been assured by STEC that the continuity of these services is provided for in the STEC EOP and business continuity should be restored in 48 hours.

NEC's IT business continuity plan includes the maintenance of system backups and includes diagrams of both the physical and virtual IT networks at NEC. It provides contact information for the IT Recovery Team including members from South Texas Electric Cooperative (our generation and transmission cooperative) and third-party IT suppliers and service providers. The plan includes response checklists for action for four different severity levels. The Cyber Security Plan is an Annex in this plan and the IT recovery plan is contained in the confidential appendix.

The IT Recovery Plan outlines all of the NEC resources and network equipment needed to ensure the timely and efficient resumption of IT systems and services. This outline defines the quantities of each item that will be needed to ensure business continuity within three timeframes: <8 hours, 24 hours, 2-5 days. The IT Recovery Plan provides agendas for the initial meeting of the IT Recovery Team. This agenda focuses on defining the situation, preparing/starting an incident report, determining the initial response status, determining short-term response requirements/assignments, determining short-term

communications requirements, status of the damage assessment report, and determining external support requirements and resources, the identification of the “next steps” and setting the time and location for the next meeting of the team. The IT Recovery Plan outlines actions (1) for maintenance of an IT Recovery Box, (2) to perform damage assessment and identify on-going implications of damage, (3) to identify and initiate remedial and permanent repairs, and (4) to notify other departments of repairs/recovery.

#### Power Plant Weatherization Plans

Not applicable to NEC. See EOP provided by South Texas Electric Cooperative under this required filing.

#### Alternative Fuel & Storage Capacity

Not applicable to NEC. See EOP provided by South Texas Electric Cooperative under this required filing.

#### Priorities for Recovery of Generation Capacity

Not applicable to NEC. See EOP provided by South Texas Electric Cooperative under this required filing.

#### *Evacuation & Re-entry Procedures*

NEC’s EOP includes an evacuation plan for various disasters. In the event of a hurricane or disaster that requires evacuation of the area, NEC encourages employees to evacuate to protect their own safety and welfare. However, NEC also encourages employees to return to work as soon as possible following the landfall of the storm or the initial disaster impact. All NEC employees have completed emergency contact sheets that are contained in the EOP and are updated as needed and are completed by new employees upon hire. All NEC employees are also issued badges that may be shown to local law enforcement to allow employees to return to work.

#### Statement Regarding FEMA NIMS Training

**At the current time, the NEC emergency management team designated to interact with local, state, and federal emergency management officials during emergency events have all received Federal Emergency Management Agency (FEMA) National Incident Management System (NIMS) training, specifically IS-700.a, IS-800.b, IS-100.b, and IS-200.b.**

#### Annual Review and Departmental Preparedness & Action Checklists

NEC conducts an annual exercise of its plan that includes updates to resources and action checklists for employees, unless the plan is exercised for an actual event. The current action checklists are included in the Hurricane Plan Annex.

For further information, contact:

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# **Annexes**

## NEC Emergency Operations Plan

### **Extreme Weather Annex: Extreme Heat, Extreme Cold, Tornadoes**

One of the primary concerns during extreme weather is the loss of power. Storms often knock out power lines, and power outages and power surges can be disastrous for business and residents alike. Winter and summer extreme heat can strain the grid and create an emergency situation requiring conservation and/or load shedding. A loss of power can hamper member and employee productivity, threaten safety, and impede vital business operations. And a power surge can lead to a devastating data loss if work isn't automatically backed up.

NEC and NEC Co-op Energy focus on business continuity before, during, and after extreme weather as those are times when our members often need us the most. NEC facilities have back-up systems and generation so support business continuity in an emergency. NEC also prepares our employees and ensure they have the equipment and resources they need to do their work and stay safe.

As cooperatives, NEC and NEC Coop Energy generally follow PUCT Subs. Rule §25.483 and so adopts the following practice regarding disconnection during an extreme weather emergency:

*Disconnection during extreme weather. NEC and NEC Co-op Energy shall not authorize a disconnection for nonpayment of electric service for any customer in a county in which an extreme weather emergency occurs. NEC Co-op Energy shall offer residential customers a deferred payment plan for bills that become due during the weather emergency.*

*(1) The term "extreme weather emergency" shall mean a day when:*

*(A) the previous day's highest temperature did not exceed 32 degrees Fahrenheit, and the temperature is predicted to remain at or below that level for the next 24 hours anywhere in the county, according to the nearest National Weather Service (NWS) reports; or*

*(B) the NWS issues a heat advisory for a county, or when such advisory has been issued on any one of the preceding two calendar days in a county.*

*(2) NEC shall notify the commission and competitive retailers of an extreme weather emergency on a day that NEC has determined that an extreme weather emergency has been issued for a county in its service area. The initial notice shall include the county in which the extreme weather emergency occurred and the name and telephone number of the utility contact person.*

### Extreme Hot & Cold Weather

In planning for hot and cold weather, NEC recognizes there may be extra challenges for continued operations, for employees, and also for our member- consumers. Below is a list of potential hazards we consider as specific risks for this plan:

- Grid strain – need for conservation or load shed
- Unsafe driving conditions
- Road closures
- Slip and fall injuries

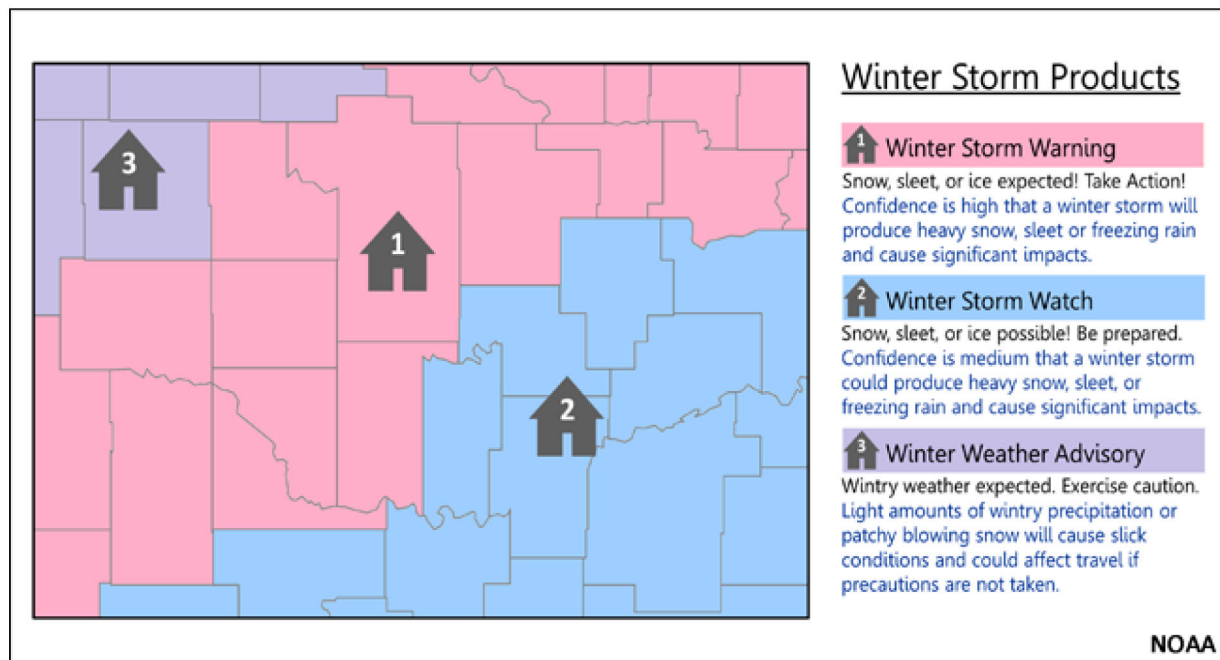
- Heat stress and heat stroke
- Hypothermia and frostbite
- Local school delays and closures
- Structural stress and damage
- Electrical fires and other hazards
- Power/systems outages (for our line crews, for members, the workplace, and for employees working remotely)

While a power outage can be dangerous, there are a few extreme weather preparations one can take to ensure staff, space, and systems are ready. NEC has a plan for communicating with employees across multiple channels (text, email, phone, web portal) to keep them informed.

NEC makes sure employees that work outdoors have adequate protective clothing and know how to recognize the warning signs of heat stroke/stress, frostbite and hypothermia (e.g., lighter than normal skin on fingers, toes, cheeks, or earlobes). Any company vehicles are inspected and serviced regularly to ensure the battery, tire tread, windshield wipers, and antifreeze levels are satisfactory. We also encourage employees have access to emergency supplies at home, at work, and while driving.

One of the most important aspects of extreme weather preparedness is being informed and taking action as soon as it becomes apparent a weather event is going to impact employees and members. A extreme weather warning is typically issued 12-36 hours before a winter event is expected to start. Summer heat advisories are announced so NEC is connected to a weather monitoring service to receive this notice as soon as possible and continue to monitor and communicate conditions to employees. These notices from the weather monitoring service are sent year-round, and go to all employee emails daily. We also work closely with our local National Weather Service office that provides ongoing, real-time information about weather events as they occur in addition to conference calls and webinars to all area emergency managers, including NEC representatives. NEC & NEC Co-op Energy monitor forecasts for the three NWS severity distinctions for winter weather events:

- Winter Weather Advisories are the least severe weather designation and suggest light wintery precipitation is expected, which could create slick conditions and impact travel.
- A Winter Storm Watch is the National Weather Service's designation for storms anticipated to produce heavier precipitation resulting in snow, sleet, or ice.
- A Winter Storm Warning is the highest severity designation and means there is a high level of certainty that a storm will produce snow, sleet, or ice.



When a severe winter storm hits, people should be prepared to shelter in place for up to 72 hours. This means all employees should have access to an emergency supply kit at home and work with adequate provisions for three days. NEC headquarters has provisions for three days of meals for employees and also encourages employees to maintain their home to prepare for potential remote work and NEC and NEC Co-op Energy provide laptops for all employees who are capable of doing their work remotely.

NEC's and NEC Co-op Energy's plan for general storms is provided below:

Before the storm, NEC and NEC Co-op Energy management assess the expected impacts and act to mitigate these impacts the best they can. Actions at this stage include:

- NEC & NEC Co-op Energy ensure critical care lists are up to date, uploaded into CallEmAll system and if time permits/is possible, messaging is sent out to notify of potential extended outages due to forecast. (Responsible: Corp. Communications, Member Care, Retail Operations Manager)
- Evaluate status and needs of employees – office workers, field workers, remote workers, traveling employees, and equipment (Responsible: Each supervisor and manager report to NEC Staff)
- Notify employees of impending weather and activate EOP when appropriate – keep them informed (Responsible: Sr. Mgmt, Dispatch, and HR Manager)
  - Whether commutes have become impossible
  - Whether power outages or surges will impact their work
  - Emergency contact information
  - Status of any delivery delays
  - Any modifications to work hours and/or shifts
  - Where they can find updates
  - Whether they can work from home
- Notify key vendors of needs (Responsible: Line Superintendent, Safety Manager, IT Director)



- Arrange for potential visiting crew lodging (Responsible: CEO, Safety Manager)
- Ensure vehicles are readied (Responsible: Physical Plant Supervisor)
- Ensure field employees have FR winter gear (Responsible: Safety Manager)
- Ensure employees have access to communications systems (Responsible: HR Manager, Corp. Comms)
- Prepare facilities (Responsible: Physical Plant Supervisor and Safety Manager)
  - Maintain all roofs and keep current with repairs
  - Check attics and weather stripping for leaks and add caulk as needed to gaps in insulation
  - Add pipe insulation to protect plumbing and prevent frozen pipes
  - Test your heaters, thermostats, and lighting systems
  - Ensure all smoke and carbon monoxide detectors are in working order
  - Check fuel lines and refill all necessary propane tanks as necessary
  - Ensure power generators are tested and in working order
  - Performing all required preventative maintenance and repairs
  - Keeping walkways well-lit and clearly marked
  - Ensure we have a reliable contractor for snow/ice removal
  - Maintaining an adequate supply of de-icing products
  - Encouraging employees to wear slip-resistant footwear
  - Familiarizing employees with OSHA winter safety tips and resources
- Ensure back-up systems are current/in working order (Responsible: IT Director)
- Implement pre-event member communications via all media with key messages of safety and preparedness (Responsible: Corporate Communications)
  - Keep a variety of portable chargers, generators, and battery banks on hand and charged
  - Install emergency lighting throughout the home/building, including all exit routes
  - Get power surge protectors to protect expensive computer equipment
  - Implement a secure data backup solution to prevent data loss
  - Review space heater and backup generator safety reminders.
  - Maintain an emergency supply kit at home and in your vehicle including...
    - Flashlights and extra batteries
    - Battery-powered NOAA weather radio
    - Extra food and water
    - Extra prescription medicine
    - First-aid supplies
    - Emergency heat source (portable generator, fireplace, or space heater properly ventilated)
    - Fire extinguisher
- Secure sensitive assets and obtain video and photo records for insurance. ((Responsible: Physical Plant Supervisor, Safety Manager, Operations, Engineering, Metering, IT)
- Arrange for ice/snow removal/treatment to support access to facilities and in the field (Responsible: Physical Plant Supervisor)
- Work with local jurisdictions to be ready for evacuations/re-entry requirements/processes (Responsible: CEO, Sr. Mgmt, Compliance)

During the Storm, NEC and NEC Co-op Energy are acting, moving and communicating. The action items at this level include:

- Activating the EOP response teams (Responsible: Sr. Staff)
- Assess damages and support debris removal and clearing roads and bridges. (Responsible: Engineering, Metering, Operations)
- Restore power. ((Responsible: Operations)
- Load shed as directed by ERCOT, if necessary. (Responsible: Engineering and Operations)
- Terminate nonessential operations within 12 hours following impact to focus on damage repair and notify regulatory organizations, competitive retailers and members as appropriate (Responsible: CFO, CCO, Corp Comms, HR Manager, Member Care Manager, Accounting Manager, CRO and Retail Operations Manager)
- Keep vehicles protected and secure (Responsible: Physical Plant and Field Crews)
- Communicate with members: member precautions and updates (Responsible: Member Care & Corp. Communications)
- Communicate with employees: IT support for remote workers with technical issues, office access issues/closures, people impacted, evacuation routes/re-entry, system outages (Responsible: Managers & supervisors, HR, corp. comms, IT, Compliance)
- Work with local jurisdictions on emergency management (Responsible: CFO, CCO, Designated Key Staff)
- Ensure employees are supplied as needed with: (Responsibility: Line Superintendent, Physical Plant Supervisor, HR Manager & Safety Manager)
  - PPE
  - FR winter gear
  - Blankets or sleeping bags
  - Sand or cat litter
  - Tow supplies
  - Flashlight
  - Bottled water
  - Non-perishable food
  - Warm clothes (mittens, hats, boots, jackets)
  - Snow shovel, ice scraper, and brush
  - Cell phone charger
  - Defroster
  - Spare tire
  - Jumper cables
  - First-aid kit
  - Flares

After the Storm, we are ensuring restoration efforts are all made permanent on distribution system, compiling lessons learned, working with local jurisdictions on disaster declarations and FEMA filings, and improving our plans.

NEC and NEC Co-op Energy have a plan in place which includes disseminating storm-related information and maintaining contact with employees during winter weather events, including keeping members, competitive retailers, and suppliers informed of impacts to our business, restoration updates, and things like EDI issues, disconnection moratoriums (in compliance with PUCT rules), and office closures or delayed openings.

Winter can have a chilling effect on employee safety, workforce productivity, and business operations. But NEC and NEC Co-op Energy work to mitigate or even eliminate the impact of those risks on our employees and services.

#### Extreme Hot Weather

Heat watches and warnings are monitored through our weather service and contact with the local National Weather Service office. Up to 7 days of advanced warning may be available of an excessive heat threat.

Excessive Heat Outlook	Issued when the potential exists for an excessive heat event in the next 3- 7 days. It provides information to individuals who need considerable lead time to prepare for the event.
Excessive Heat Watch	Issued by the National Weather Service when heat indices in excess of 105°F (41°C) during the day combined with nighttime low temperatures of 80°F (27°C) or higher are forecast to occur in the next 24-72 hours for two consecutive days.
Excessive Heat Warning	Issued within 12 hours of the onset of the following criteria: heat index of at least 105°F for more than 3 hours per day for 2 consecutive days, or heat index more than 115°F for any period of time.

Tropical Cyclones are a threat for the NEC members and Hurricane Seasons runs from June 1 to November 30 each year. NEC and NEC Co-op Energy maintain a separate Hurricane Plan and so this Annex is provided separately.

A significant danger of heat exhaustion or heat stroke exists during extreme heat conditions. NEC and NEC Co-op Energy train employees on heat illness recognition and treatment several times during the year.

The early warning signs of heat exhaustion are nausea, light-headedness, fatigue, muscle cramping and dizziness. It is imperative to recognize the warning signs and act on them as soon as possible. At the first sign of heat exhaustion, it is important to take the following steps to help get your temperature down and cool your body:

- Move to an air-conditioned place.
- Take a cold shower or using cold compresses.
- Drink plenty of fluids.
- Remove tight or extra clothing layers.

Unlike heat exhaustion, a heat stroke requires immediate medical attention. Someone experiencing heat stroke may have a headache, confusion, no sweating, rapid heart rate, nausea or vomiting and may lose consciousness. If a heat stroke is suspected, it is vital to take the following steps:

- Call 911 immediately.
- Move the person to a cooler place.
- Use cold compresses to get their temperature down.
- Do not give them fluids.

Left untreated, heat exhaustion and heat stroke can lead to death. If an individual is confused, passes out, is hot, but not sweating, call 911. This is a medical emergency.

In extreme hot weather, in addition to heat illness information, key messages for employees and members include:

*Learn How to Stay Hydrated*

- Drinking enough water is one of the most important things you can do to prevent heat-related illness. An average person needs to drink about three-quarters of a gallon of fluid daily.
- Stay away from sugary, caffeinated and alcoholic drinks.
- In general, eating meals and snacks throughout the day with adequate water intake is enough to maintain electrolytes and replace salt lost when you sweat.
- Certain medical conditions and medications may mean you need to drink more water. Talk to your healthcare provider.

*Gather Water & Emergency Supplies*

Gather food, water, and medicine in advance because stores and pharmacies might be closed. Organize your supplies into a Go-Kit and a Stay-at-Home Kit.

- Go-Kit: 3 days of supplies that you can easily carry with you.
- Stay-at-Home Kit: 2 weeks of supplies if you need to stay at home.
- Have a 1-month supply of medication in a child-proof container.
- Keep personal, financial, and medical records safe.

*Take Actions to Keep Your Home Cool*

- Cover windows with drapes or shades.
- Weather-strip doors and windows.
- Use window reflectors, such as aluminum foil-covered cardboard, to reflect heat back outside.
- Add insulation to keep the heat out.
- Use a powered attic ventilator or attic fan to regulate the heat level of your attic by clearing hot air.
- Install window air conditioners and insulate around them.

*Plan to Go to a Cool Place*

Spending a few hours each day in air conditioning can help prevent or reduce heat-related illness. If you do not have air conditioning in your home, identify a place where you can spend the warmest part of the day during an extreme heat event.

- Contact a nearby neighbor, friend or relative who has air conditioning.
- Check to see if shopping malls or public libraries are open.
- Find out if your community plans to open public cooling centers.

### Tornado Emergency

NEC and NEC Co-op Energy are in an area that may be vulnerable to straight line winds and tornados, and so we maintain a tornado emergency plan.

NEC continuously monitors for weather threats. Tornado threats involve two levels of awareness and action.

They are as follows:

1. Tornado Watches. Tornado watches mean that conditions are favorable for the formation of tornados. Employees should be aware of changing weather conditions and be prepared to move to shelter if threatening weather develops.
2. Tornado Warnings. The National Weather Service announces a sighting of a tornado on the ground and will give a warning to take immediate shelter. Winds in excess of 75 M.P.H. are expected.

Employees will be notified of a Tornado watch/warning via dispatch and in office announcements. The following steps must be taken by employees when notified of a "Tornado Warning":

1. Turn off all equipment (time permitting).
2. Get away from the perimeter of the building and exterior glass.
3. Leave any exterior office.
4. Go directly to the posted/assigned Storm Shelter Area.
5. Sit down in Shelter Area and protect yourself by putting head as close to your lap as possible, or kneel protecting your head.
6. DO NOT go outside the building until given the "all clear" by ERT or other staff member.
7. DO NOT leave the facility and attempt to drive home. When the all clear is received, management will decide when to release employees.

### **Tornado Do's and Don'ts**

If you are in transit in the building and are not at your assigned work area

- Go to nearest storm shelter area
- Let someone know you are there
- If you are caught in an outside perimeter office with little warning;
- Seek shelter under a desk or other heavy furniture.
- If time permits, move to bathroom located near the training/conference room.

# **NEC & NEC Co-op Energy Hurricane Plan**

## INTRODUCTION

Nueces Electric Cooperative's commitment to keep its employees and the public safe and to maintain a high level of service reliability is the driving force behind its emergency response planning. The commitment is equally strong for NEC both as an electric distribution service provider (DSP), and as an electric cooperative operating as a competitive retailer (CR) through its retail division, NEC Co-op Energy.

As an electric distribution cooperative with its offices and distribution services located near and along the coast of the Gulf of Mexico, NEC must be prepared for the few short hours when a hurricane can force to the ground an electrical system that took nearly a century to build. With this in mind, NEC maintains a separate Hurricane Preparedness Plan.

NEC Co-op Energy must also ensure business continuity for its power customers. With the exception of the restoration process to repair the distribution system, all parts of this plan apply to NEC Co-op Energy operating as a competitive retailer as well as to NEC operating as a distribution company.

In its Hurricane Preparedness Plan (HPP), NEC facilitates a clear line of communication, the mobilization of the organization, mitigation, communication, coordination, and cooperation. This plan promotes an action plan based on alert levels, hurricane preparedness training, care for and communications with our employees and members, role definition, and the importance of being a learning organization. NEC's ERP also addresses the important record keeping requirements of FEMA.

In this plan, NEC addresses its preparedness as both a distribution services provider (DSP) and a competitive retailer (CR). NEC does not own or operate substations, transmission, or generation assets. Much of the CR business continuity preparedness and planning is contained in the emergency plans of South Texas Electric Cooperative (STEC). STEC has plans in place to restore electronic transaction (EDI) processing, billing, and the customer services it provides to NEC Co-op Energy and its consumers within 48 hours following an emergency impact.

June 1 through November 30 is the hurricane season for the Texas Gulf Coast. It is rare, but hurricanes have formed in the Atlantic as early as March or as late as December. When a storm enters the Gulf of Mexico the activities of NEC personnel will be guided by the alert levels described in this document. These alert levels define department responsibilities during hurricane preparation and restoration. This document is a component of NEC's Emergency Operations Plan.

The **Chief Executive Officer** is responsible for delegation of responsibilities during coordination of hurricane preparedness and restoration efforts. Comments and suggestions for refining this document shall be directed to the **Chief Compliance Officer**.

## NEC'S EMERGENCY PLANNING AND RISK ASSESSMENT

This plan is a part of the NEC Emergency Response Plan. NEC engages in emergency response planning to organize, coordinate, and direct available resources toward mitigation, preparedness, response and recovery in the event of an emergency. The purpose of the plan is to provide information that will save lives during emergency events, restore power to our members, and hasten the resumption of normal operations during the recovery process. An effective emergency response also depends on an informed organization where employees are familiar with organizational procedures and where they understand their personal responsibility for emergency preparedness and response.

This plan is drafted by the management staff of Nueces Electric Cooperative. As with any document of this nature, the plan is a living text, subject to changes, updates, and revisions as the environments of the cooperative and its communities change. It is updated no less than once each year. The NEC Board of Directors, OSHA, the Cooperative's insurance carrier, FEMA, and NEC's own vulnerability and risk assessment help to guide the emergency planning process. Nueces Electric Cooperative's emergency planning effort is guided by a three-part process. This process includes the following key components:

1. vulnerability and risk assessment (VRA)
2. emergency response plan (ERP) including the Hurricane Preparedness Plan, IT Recovery Plan, Crisis Communication Plan, & OSHA-required Standard Operating Procedures
3. regular review of plans resulting in regular updates to plans

No plan, however comprehensive, can cover all possible scenarios in which emergency action is needed. The VRA helps us focus our mitigation and planning efforts on the most likely threats to our organization. While NEC recognizes a variety of vulnerabilities and risks in its ERP, **NEC's greatest threats are (1) weather related emergencies (including extreme heat & cold, tornadoes, high winds, tropical storms and hurricanes) and (2) cyber intrusions (NEC frequently detects attempted intrusions).** As a result, NEC's ERP focuses on weather and information technology-related emergencies. The most recent NEC VRA process identified these potential adversaries, modes of attack, and likelihoods of occurrence (100= it has occurred):

Adversary	Mode of Attack	Likelihood Score
Insider Threat	Theft	45%
	Vandalism	5%
	Sabotage	5%
	Workplace Violence	5%



Terrorist Threat	Asset Compromise	80%
	Asset Destruction	25%
Environmental Threat	Weather	100%
	Wildfire	50%
Criminal Threats	Asset Compromise	100%
	Asset Destruction	90%
Intelligence Threats	Classified info Compromise	90%
Military Threats	Military Draft/Martial law	1%
	Military Attack	10%

# TROPICAL CYCLONE IDENTIFICATION AND MOVEMENT

It is difficult to predict the time it takes for a storm to move certain distances. Most storms' relative ground speeds average between 5 and 15 miles per hour as they move through the Gulf and frequently surge to higher ground speeds as their energies dissipate over a land mass. Contrarily, Hurricane Allen (August 9, 1980) averaged nearly 20 MPH with wind speeds of 185 MPH. This disparity in how fast a storm might approach is why early detection and continuous monitoring of location and strength is essential to being prepared.

NEC subscribes to multiple weather monitoring services which allow NEC to act at the earliest opportunity to protect the Co-op's assets, systems, and personnel. NEC's operations and compliance departments, and retail division all monitor NOAA and National Hurricane Center forecast products. In addition, the Co-op subscribes to professional weather monitoring services and receives weather notifications through the local National Weather Service office in Corpus Christi. Management staff also receives notices of severe weather alerts through NEC's generation and transmission cooperative, South Texas Electric Cooperative. If severe weather alerts are received by any of these departments, they are directed to broadcast the alerts, via email, to all employees as soon as possible, followed by close subsequent monitoring and communication of the situation.

For the purposes of this plan, tropical cyclones are defined as outlined below.

**Tropical Cyclone** - A general term used to describe a tropical depression, tropical storm, or hurricane.

**Tropical Disturbance** - A poorly organized cluster of thunderstorms that usually has no closed surface circulation.

**Tropical Depression** - A cluster of thunderstorms organized around a central circulation with surface winds of 38 mph or less.

**Tropical Storm** - A cluster of thunderstorms with a substantial rotary circulation and sustained winds of 39-73 mph. It is at this stage of development that the storm is assigned a name.

**Hurricane** - A severe tropical cyclone that is nature's most powerful storm, with sustained winds of 74 mph or greater. Its strong winds rotate counter-clockwise (northern hemisphere) around a moving center of low atmospheric pressure

**Hurricane/Tropical Storm Watch** - Hurricane or Tropical Storm conditions are possible in the watch area within 36 hours.

**Hurricane/Tropical Storm Warning** - Hurricane or Tropical Storm conditions are expected in the warning area within 24 hours.

## SAFFIR-SIMPSON SCALE HURRICANE CATEGORIES

### **CATEGORY ONE: winds 74-95 mph (64-82 kt or 119-153 km/hr).**

- Storm surge 4-5 feet above normal.
- No real damage to buildings or structures.
- Shrubs, loose signs and unanchored mobile homes may sustain some damage. Coastal flooding is possible.

### **CATEGORY TWO: winds 96-110 mph (83-95 kt or 154-177 km/hr).**

- Storm surge 6-8 feet above normal.
- Considerable damage to shrubbery and trees as well as to mobile homes, poorly constructed signs and piers.
- Coastal and low-lying escape routes flood 2-4 hours before arrival of the hurricane center.
- Example: Hurricane Bonnie hit the North Carolina coast in 1998.

### **CATEGORY THREE: winds 111-129 mph (96-112 kt or 178-208 km/hr).**

- Storm surge generally 9-12 ft above normal. Some damage to small residences.
- Some large trees blown down. Some mobile homes and poorly constructed signs are destroyed.
- Flooding near the coast destroys smaller structures.
- Terrain lower than 5 ft above sea level may be flooded inland 8 miles (13 km) or more.
- Example: Hurricane Fran hit North Carolina in 1996.

### **CATEGORY FOUR: winds 130-156 mph (113-136 kt or 209-251 km/hr).**

- Storm surge generally 13-18 ft above normal.
- Roofs destroyed on buildings and residences, Shrubs, trees, and signs blown down. Destruction of mobile homes. Extensive doors & window damage.
- Terrain lower than 10 ft above sea level may be flooded.
- Example: Hurricane Luis passed over the Leeward Islands in 1995.

### **CATEGORY FIVE: winds greater than 157 mph (137 kt or 252 km/hr).**

- Storm surge generally greater than 18 ft above normal.
- Complete roof failure on many residences and industrial buildings. Some buildings completely destroyed. All shrubs, trees, and signs blown down.
- Complete destruction of mobile homes.
- Major damage to lower floors of all structures located less than 15 ft above sea level and within 500 yards of the shoreline.

## NEC Hurricane Plan Activation, NOTIFICATION, and Deactivation

The Alert Levels in this plan are declared by the Chief Executive Officer (CEO) or his/her designee. In the event the CEO is unavailable and no designee has been identified, the Chief Compliance Officer (CCO), the Chief Operating Officer (COO), or designated Emergency Operations Center Coordinator may activate the plan at the appropriate alert level. The activation announcements for each alert level will be sent to all employees via electronic mail. The Alert Levels are defined below.

**Alert Level 1:** This status is declared if a tropical cyclone forms or enters areas in the western Atlantic Ocean or Caribbean Sea that are west of 70°W longitude, the NEC CEO (or designee) shall monitor the storm path and send alert messages by email to all NEC management staff at least once per day.

**Alert Level 2:** This status is declared if an emergency impact could occur in the NEC service territory within 96 hours; or if a tropical cyclone enters the Gulf of Mexico and the NEC service area is in the National Hurricane Center's cone for possible landfall.

**Alert Level 3:** This status is declared if an emergency impact is likely to occur in the NEC service territory within 72 hours, or if a tropical cyclone "watch" is issued that includes any portion of the NEC service area.

**Alert Level 4:** This status is declared if an emergency impact is likely to occur in the NEC service territory within 36 hours, or if a tropical cyclone "warning" is issued that includes any portion of the NEC service area.

**Alert Level 5:** This status is declared/exists during an emergency impact, and throughout the response and recovery period.

Alert notifications and information for employees throughout activation of this plan shall be posted on the [Employee SharePoint Portal](#) by designated management staff or the corporate communications specialist. To view the portal, employees should go to [www.nueceselectric.org](http://www.nueceselectric.org), then click on the "Employee Portal" link at the bottom of the page. The login and passwords are the same as that used to access an employee's work computer. This portal is for employees use only and access credentials should not be shared with non-employees.

Deactivation or cancellation of the last alert level will be made, in accordance with the notification process above, when the threat has been removed or full electric service restoration has been completed. It's important to note that a system's landfall outside the NEC area is not reason alone to cancel the plan's activation. Hurricane Dolly (July 23, 2008) made landfall in South Padre Island, then turned north to bring tropical storm impacts to the NEC area a full 24 hours AFTER its official landfall. The inland track of any system must be considered before plan cancellation or deactivation.

## Limitations of Plan

Since NEC does not own or operate generation facilities, transmission lines, or local substations, NEC does not maintain a Power Plant Weatherization Plan, an Alternative Fuel & Storage Capacity Plan, or priorities for the recovery of generation capacity.

## Business Continuity

NEC's emergency response plan addresses the potential loss or diminished capacity of business-critical functions associated with a disaster. Business continuity planning returns NEC to an acceptable condition to conduct its business and provide service and support for its customers during and after any event that creates an inability on the utility's part to provide critical business functions for some predetermined time. The critical business function obligations for NEC include the following:

- To provide reliable electricity to customers
- To respond to, save, rescue, and care for the NEC infrastructure, NEC equipment, the NEC workforce, and NEC procedures
- To communicate with critical load, critical care, and chronic condition priority consumers, other consumers, and the general public regarding service restoration status/updates as soon as possible before impact, following impact and throughout restoration
- To bill for services and receive payments
- Process EDI transactions with ERCOT and other market participants
- To ensure "Business continuity" under all conditions for NEC operating as a distribution system and as a competitive retailer

Facilities, purchasing and supply handling, access to the customer information system (CIS), EDI processing, and information technology (IT) systems are important functions to our business continuity. NEC's ERP addresses all of these functions. With weather as our greatest threat, NEC's headquarters has a backup generator that can operate the command center/ IT areas and provide partial power to other parts of the facilities. All service centers have back up generation during the tropical cyclone season through permanent or seasonal rental arrangements. If an evacuation of the headquarters office is required, NEC has established its Orange Grove Service Center in Orange Grove, Texas as its off-site emergency operations center and off-site IT recovery site. NEC's customer information system vendor in St. Louis, Missouri can be called upon to issue billing, if necessary.

NEC's Robstown Office houses new service walk in enrollments and a call center for NEC Co-op Energy members and publics. The continuity of these processes is addressed in the NEC Co-op Energy checklists. NEC Co-op Energy contracts with South Texas Electric Cooperative (STEC) to

process retailer EDI transactions and handle any billing performed by NEC Co-op Energy. NEC has been assured by STEC that the continuity of these services is provided for in the STEC EOP and business continuity should be restored in 48 hours.

NEC has prepared an Information Technology (IT) Recovery Plan in the format prescribed by the National Rural Electric Cooperative Association. This entire plan is included in the NEC ERP. The IT plan includes diagrams of both the physical and virtual IT networks at NEC. It provides contact information for the IT Recovery Team including members from South Texas Electric Cooperative (our generation and transmission cooperative) and third-party IT suppliers and service providers. The plan includes response checklists for action for four different severity levels. Examples of emergencies at each level, addressed in the plan, are as follows:

Severity Level 1	<ul style="list-style-type: none"><li>• Electrical or telecommunications services lost, with expected outage of more than 5 days</li><li>• IT system failure, compromising cooperative services</li><li>• Building system failure causing shutdown, no opening date set</li><li>• Member files and billing information lost or stolen</li></ul>
Severity Level 2	<ul style="list-style-type: none"><li>• Electrical or telecommunications services lost for less than 5 days</li><li>• Limited or no access to offices for less than five days</li><li>• Extended hostage taking or crime investigation at the cooperative building</li></ul>
Severity Level 3	<ul style="list-style-type: none"><li>• Interrupted or unreliable access to corporate network</li><li>• Interrupted or unreliable communications between the cooperative and its members</li><li>• Minor water damage to the IT room</li><li>• Backup-generator failure during short power outage</li></ul>
Severity Level 4	<ul style="list-style-type: none"><li>• Failure of a single server</li><li>• Fluctuating power supply</li><li>• Lost backup tapes</li><li>• Software problem, affecting operations</li></ul>

The IT Recovery Plan outlines all of the NEC resources and network equipment needed to ensure the timely and efficient resumption of IT systems and services. This outline defines the quantities of each item that will be needed to ensure business continuity within three timeframes: <8 hours, 24 hours, 2-5 days. The IT Recovery Plan provides agendas for the initial meeting of the IT Recovery Team. This agenda focuses on defining the situation, preparing/starting an incident report, determining the initial response status, determining short-term response requirements/assignments, determining short-term communications requirements, status of the damage assessment report, and determining external support requirements and resources, the identification of the “next steps” and setting the time and

location for the next meeting of the team. The IT Recovery Plan outlines actions (1) for maintenance of an IT Recovery Box, (2) to perform damage assessment and identify on-going implications of damage, (3) to identify and initiate remedial and permanent repairs, and (4) to notify other departments of repairs/recovery.

## **Curtailment Priorities, Procedures for Shedding Load, Rotating Black-outs, and Planned Interruptions**

The table on the next page outlines the curtailment priorities for shedding load and for rotating black-outs within the NEC electric distribution system. The NEC generation and transmission partner, STEC, informs us when this is necessary and NEC will begin the load curtailments as instructed or, where possible, STEC automatically curtails power to each area.

When NEC is informed by STEC of load curtailment and shedding in advance, or NEC has a planned maintenance outage, NEC will use its automated phone notification system to contact customers and inform them about the power interruptions. NEC will also issue news releases to area media outlets when reasonable. NEC also maintains a list of substations for priority restoration.

In addition, a list of military facility priorities is maintained since NEC serves the electric distribution needs of two U.S. Naval Air Stations – Corpus Christi and Kingsville- in South Texas. These priorities are provided in the tables below.

**Load Curtailment/Shedding Priority (provided in confidential appendix)**





# Electric Service Restoration Plan Following a Storm

An important component of the Hurricane Preparedness Plan is the list of procedures which specifically detail the priorities, operation processes, and procedures for the actual restoration of electric service for Nueces Electric Cooperative members following a hurricane, other tropical system, or other major storm. **This process must be followed to ensure the most rapid and efficient system-wide service restoration following a hurricane or severe storm.**

Hurricane season extends from June 1 through November 30<sup>th</sup>. A hurricane is defined as a severe tropical storm with sustained winds over 74 miles per hour. Hurricanes can have sustained winds up to 160 miles per hour and extend hundreds of miles, beyond the eye of the storm, inland. Tornadoes spawn from severe storms such as hurricanes and, themselves, are defined as incredibly violent, local storms that extend to the ground with whirling winds reaching up to 300 miles per hour. Damage paths can be up to 1 mile wide and extend for 50 miles in length. The high winds from the hurricane and its tornadoes are often responsible for widespread damage to NEC's distribution system in the aftermath of such a storm.

## ***Alert Level 1: Impact Expected in 96 hours, NEC Service Territory in Path***

Nueces Electric Cooperative's hurricane restoration plan is activated when either a tropical storm or hurricane has an expected impact within 96 hours and the NEC service territory is in the projected path. The first notice by management is given to crews and appropriate personnel as they are placed on emergency standby. Crews are specifically assigned to individual substation areas and the crews begin to communicate the status of the substation system with STEC. Assigned personnel will begin to track the eye of storm. At this point, Nueces Electric Cooperative will reserve contract crews and various other contractors (e.g., helicopters, vendors/suppliers, etc). The manager will communicate with other cooperatives and utilities about borrowing crews and equipment.

## ***Alert Level 2: Impact Expected in 72 hours - NEC Service Territory in Path***

When a hurricane or tropical storm's impact is expected in 72 hours and the NEC service territory is in the projected path, the staff will issue notice to crews and appropriate personnel that vacations are canceled until the storm passes. The activities to prepare NEC office buildings for severe weather are implemented. At this point, assigned personnel will exercise emergency generator(s) and fill gas tanks on all Cooperative vehicles. Communications equipment is tested as well.

## ***Alert Level 3: Recovery & Restoration***

### Landfall

Once the hurricane/ tropical storm makes landfall, preliminary damage assessment begins with the determination of the precise landfall location and a prediction for the "most likely" path of the storm by the Manager. As the hurricane/eye passes, employees will follow safety

procedures and “hunker down.” As calls begin to come in from members reporting damage, assigned personnel will already be mapping the locations of any tornadoes. Crews will be ready to report to their assigned primary work locations armed with damage assessment forms. Crews will also be immediately assigned to support TxDOT in the removal of NEC power lines and facilities which block re-entry routes.

25 Miles Inland: Initial Damage Assessment & Restoration of Transmission Systems, Substations and Backbone Feeders (< 5 miles)

As the hurricane/tropical storm moves on land 25 miles (or as soon as possible), NEC will begin its initial damage assessment. The Line Superintendent will dispatch crews to assigned individual substation areas. These crews will make an assessment of the damage to the transmission system between substations out to the end of NEC service territory. Following the transmission system assessment, the assigned crews will assess substations for damage. This will be followed by the assessment of the backbone feeders in order (1, 2, 3, 4, etc.) out five miles plus next DDE (or until first protective device). They will open DDE or protective devices as required.

Once these assessments are completed, the crews will return their initial damage assessments to their assigned primary work locations. Key personnel will evaluate these initial system damage assessments and begin the initial primary line restorative procedures. The process begins with the restoration of the transmission facilities including necessary communications with STEC. This is followed by the restoration of substation operations, again, including necessary communications with STEC. Next, NEC crews will begin the methodical restoration of backbone feeders in order (1, 2, 3, 4, etc.) out five miles plus next DDE, or until first protective device. Crews will open all OCRs, fuse cut-outs and all other protective devices. They will disconnect all secondary services from backbone and disconnect all radial feeds from backbone, and then proceed with repairs. Crews will coordinate with guest and contract crews, as necessary, to remove trees and debris from lines, perform pole and anchor repairs, perform cross-arm and insulator repairs, and perform conductor repairs. Once repairs are made, crews will energize the primary backbone lines, but will not energize secondary or radial lines. Crews will verify that lines are fully energized and stable before they begin second stage damage assessment.

Second Stage Damage Assessment and Restoration Backbone Feeders (> 5 miles)

Second stage damage assessment includes the assessment of backbone feeders in order (1, 2, 3, 4, etc.) out to the last protective device or the end of the line. Crews will return the second stage damage assessments to their primary work locations, where the evaluation of the second stage system damage assessments will be conducted.

Once crew assessments have been evaluated, crews will begin second stage primary line restoration procedures. Crews will restore backbone feeders in order (1, 2, 3, 4, etc.) out to the end of the backbone feeder. They will open all OCRs, fuse cut-outs and all other protective devices. They will disconnect all secondary services from backbone and disconnect all radial

feeds from backbone, and then proceed with repairs. Crews will coordinate with guest and contract crews, as necessary, to remove trees and debris from lines, perform pole and anchor repairs, perform cross-arm and insulator repairs, and perform conductor repairs. Once repairs are made, crews will energize the primary backbone lines, but will not energize secondary or radial lines. Crews will verify that lines are fully energized and stable, before they begin their third stage damage assessment.

#### Third Stage Damage Assessment and Restoration of Radial Feeds

Crews will begin third stage damage assessment, by conducting an assessment of the damage to radial feeds, in backbone feeder order (1, 2, 3, 4, etc.), out to the first protective device or to the end of the line. Their third stage damage assessments will be returned to the primary work locations and evaluation of the reports will be conducted.

Following the evaluation of the assessment reports, crews will begin third stage primary line restorative procedures. They will restore radial feeds in the backbone feeder order (1, 2, 3, 4, etc.) out to the first protective device or to the end of the line. They will open all OCRs, fuse cut-outs and all other protective devices. They will disconnect all secondary services from the primary line, and then proceed with repairs. Crews will coordinate with guest and contract crews, as necessary, to remove trees and debris from lines, perform pole and anchor repairs, perform cross-arm and insulator repairs, and perform conductor repairs. Once repairs are made, crews will energize the primary backbone lines, but will not energize secondary or radial lines. Crews will verify that primary lines are fully energized and stable but will not energize secondary lines.

#### Verification of Full Restoration and Secondary Service Restoration

Crews will verify that all transmission and primary voltage lines and devices have been repaired and restored to full voltage. Nueces Electric Cooperative will communicate with STEC and with all crews to confirm verification or any inability to verify full restoration. Once the full verification of restoration of all transmission and primary voltage lines and devices occurs, secondary service restorative procedures will begin.

## Public safety, Critical Care/Load and Chronic Care Customers

The critical load public safety and industrial consumers and critical care and chronic condition residential customers, as coded in our customer information system, is updated prior to hurricane season and hard copies of the registries are printed. If advanced warning allows, new printouts are generated prior to a storm to ensure up-to-date lists are utilized.

NEC's member care department is supported by the NEC crisis communications plan to ensure these critical load/care customers are contacted as soon as reasonably possible either before or at the onset of an emergency affecting electric service. The communications plan to these important members includes the following:

- In the spring of each year, NEC member care contacts the existing registrants (for renewal) through direct mail and promotional articles provided in NEC's monthly membership magazine, *Texas Co-op Power*, promotes the availability of the registry to all members. The residential critical care and commercial critical load registries are managed in accordance with PUCT Substantive Rule 25.497.
- If an emergency situation is anticipated, NEC issues pre-event news releases that include information for critical care and critical load consumers. These news releases are pre-written and contained in the *NEC Crisis Communication Plan (CCP)*.
- An Internet phone notification service is set-up in advance to provide information to critical load customers.
  - NEC uploads updated spreadsheets for each registry every year following the spring promotion of these registries, but no later than June 1<sup>st</sup>.
  - The NEC plan includes the recording of a variety of notification messages, including for critical loads, in the phone notification system so they are ready in advance of an emergency.
  - If NEC offices must be evacuated or Internet access is not restored in a reasonable amount of time, the phone notification system may be accessed and initiated by the Texas Electric Cooperatives statewide association (TEC) staff on behalf of NEC.
- Information for critical load consumers is included on the NEC website at: <https://www.nueceselectric.org/critical-care-renewal-letter-0> . and on NEC Co-op Energy's website at <https://neccoopenenergy.com/about/critical-and-chronic-care-information/> .
- Scripts for servicemen/employees are included in the CCP to use for in person contacts with critical load customers.

# Crisis Communications

## **Telephone System & Complaint Handling Procedures**

The NEC member care manager and the information technology director have recovery plans for the NEC telephone system included in the IT Recovery Plan. NEC has an after-hours dispatch/ call-center service that may be used to handle consumer calls indefinitely, if needed. If an emergency is anticipated in advance which may impact NEC's ability to receive calls from consumers/public, NEC will automatically or manually transfer the phones to the after-hours dispatch/call center before impact.

Member Care maintains talking points for employees who must respond to consumer calls at various states of a crisis. NEC's managers will address complaints and consumer concerns as they arise. Should a consumer wish to escalate a complaint, they will be given directions to file a concern with the NEC chief compliance officer, chief executive officer, and the consumer complaint contact information for the PUCT.

## **Crisis Communication Plan**

The procedures for contacting the media and NEC customers as soon as possible before, at the onset, during the ongoing restoration efforts, and upon completion of restoration following an emergency event are a significant and important part of the NEC's emergency response. This information is included in the *NEC Crisis Communication Plan (CCP)*.

The CCP addresses tropical cyclone communications as well as other potential crisis communications. A crisis situation can limit important communications with consumers and threaten the integrity or reputation of the company through adverse or negative media attention. If handled correctly the damage can be minimized. The crucial message in the NEC CCP is "tell it all, tell it fast and tell the truth." If we do this, we have done all we can to minimize the situation.

A checklist is included in the Hurricane Preparedness Plan for the communications specialist that outlines all of the actions that must be taken at each alert level, in the event of a tropical cyclone threat. When a situation arises that may be a crisis, the first thing the communications specialist will do is contact the CCO and CEO. The sooner those two people are involved the sooner the plan may be implemented.

The CCP includes sample messaging and communications on restoration updates, safety messages, and includes a media contact log. The communications specialist can provide this log to the operator/receptionist and instruct them to tell any media that calls, that staff is in a briefing on the emergency. The receptionist will log the contact information and inform the media that the communications staff will return their call as soon as the meeting is over. The communications specialist will first seek to identify the type of crisis (sudden, smoldering, or combination) and its severity, and then follow the checklist contained in the plan.

In the case that NEC communications staff is isolated and unable to communicate with the public, the Texas Electric Cooperatives association will support NEC and distribute communications materials and restoration updates to the media, PUCT, consumers and the public via news releases, the NEC websites, mail, social media and telephone.

The CCP contains guidelines, tips, and caveats for dealing with the media in a crisis. It contains media contact information, policies and procedural checklists, and a variety of sample news releases for different types and stages of emergencies or crises.

A summary of key messaging for consumers during restoration is provided below.

#### *Member Communications Regarding the Restoration Process*

### **Power Restoration - How Your Power is Restored After the Storm Has Passed**

*The illustration on the next page and the steps below explain in simple terms how power is restored after a major disaster, such as a hurricane or other severe weather. Our member communications during the restoration process will emphasize these steps for power restoration, along with this image, in addition to safety messages regarding downed lines, generator use, appliances with water damage, etc. Members will be repeatedly directed to please review the following steps for more information on power restoration.*

**Step 1.** *Transmission towers and lines supply power to one or more transmission substations. These lines seldom fail, but they can be damaged by a hurricane or tornado. Tens of thousands of people could be served by one high-voltage transmission line. If one of these lines receives damage, it would get attention first.*

**Step 2.** *A co-op may have several distribution substations, each serving thousands of consumers. When a major outage occurs, the local distribution substations are checked first. A problem here could be caused by failure in the transmission system supplying the substation. If the problem can be corrected at the substation level, power may be restored to a large number of people.*

**Step 3.** *Main distribution supply lines are checked next if the problem can't be isolated at the substation. These supply lines carry electricity away from the substation to a group of consumers, such as a town or housing development. When power is restored at this stage, all consumers served by this supply line could see the lights come on, as long as there is no problem farther down the line.*

**Step 4.** *The final supply lines, called tap lines, carry power to the utility poles or underground transformers outside houses or other buildings. Line crews fix the remaining outages based on restoring service to the greatest number of members.*

**Step 5.** *Sometimes damage will occur on the service line between your house and the transformer on the nearby pole. This can explain why you have no power when your neighbor does. Nueces Electric Cooperative needs to know you have an outage here so a service crew can repair it.*

*Report your outage to **NEC at 387-2581 (Robstown/Corpus Christi) or 1-800-NEC-WATT (632-9288).** Employees or response services use every available phone line to receive your outage reports. Remember that a major outage can affect thousands of other members.*

After the storm:

# How your power is restored

**Step 1.** Transmission towers and lines supply power to one or more transmission substations. These lines seldom fail, but they can be damaged by a hurricane or tornado. Tens of thousands of people could be served by one high-voltage transmission line, so if there is damage here it gets attention first.

**Step 2.** A co-op may have several local distribution substations, each serving thousands of consumers. When a major outage occurs, the local distribution substations are checked first. A problem here could be caused by failure in the transmission system supplying the substation. If the problem can be corrected at the substation level, power may be restored to a large number of people.

**Step 3.** Main distribution supply lines are checked next if the problem cannot be isolated at the substation. These supply lines carry electricity away from the substation to a group of consumers, such as a town or housing development. When power is restored at this stage, all consumers served by this supply line could see the lights come on, as long as there is no problem farther down the line.

**Area enlarged:** Members themselves (not the co-op) are responsible for damage to the service installation on the building. Your co-op can't fix this. Call a licensed electrician.

**Step 5.** Sometimes, damage will occur on the service line between your house and the transformer on the nearby pole. This can explain why you have no power when your neighbor does. Your co-op needs to know you have an outage here, so a service crew can repair it.

**Step 4.** The final supply lines, called tap lines, carry power to the utility poles or underground transformers outside houses or other buildings. Line crews fix the remaining outages based on restoring service to the greatest number of members.

**DANGER!**  
Stay clear of fallen lines



## Evacuation & Re-entry Procedures

In the event of a tropical cyclone threat, local governments may issue mandatory or voluntary evacuation orders which affect NEC personnel. Operations and certain other employees are designated as critical restoration personnel and actions have been taken to ensure they are allowed earliest possible re-entry following an evacuation to assist with debris removal and damage assessment.

In the event of a hurricane or disaster that requires mandatory evacuation of the area, NEC has designated some employees as "TIER 1 or TIER 2" with Nueces County Emergency Management officials. This designation gives TIER 1 employees an exemption from evacuation so they may shelter in the NEC command center during the storm's passing. For these employees, NEC provides re-entry credentials and NEC will provide food and shelter until the storm has passed. Employees designated as TIER 2, are allowed early re-entry to provide early support to TIER 1 employees to get member service restoration efforts started. Positions included in these TIERS are as follows:

### TIER 1

- All Line Operations Positions*
- All Dispatch*
- All Engineering Positions*
- All Physical Plant Positions*
- IT Director*
- Network Administrator*
- Metering Supervisor*
- Safety/Loss Control Manager*
- HR Manager*
- Chief Operating Officer*
- Chief Compliance Officer*
- Chief Executive Officer*
- Corporate Communications Representative*

### TIER 2

- All Metering Positions*
- All Member Care Positions*
- Systems Analyst*
- IT Technician*
- Chief Financial Officer*
- Chief Retail Officer*
- Retail Operations Manager*
- Executive Assistant*
- Payroll & Benefits Specialist*

NEC encourages other employees to evacuate when an order is given to protect their own safety and welfare. However, NEC also encourages employees to return to work as soon as possible following the landfall of the storm or the initial disaster impact. All NEC employees have provided emergency contact information and update it as needed. All NEC employees are also issued badges that may be shown to local law enforcement to allow employees to return to work.

## Staffing Plan During Severe Weather

NEC uses management staff as an emergency response team to command, control and coordinate severe weather emergency events. For service restoration, NEC uses its local employees as well as local contractors. Depending on the size of the event, NEC also holds mutual aid agreements with other Texas electric cooperatives and with the National Rural Electric Cooperative Association, if out-of-state support is required. NEC maintains emergency contact information for all employees, contractors, TEC, and South Texas Electric Cooperative.

## FEMA NIMS Training

At the current time, the NEC emergency management team designated to interact with local, state, and federal emergency management officials during emergency events have NOT ALL received Federal Emergency Management Agency (FEMA) National Incident Management System (NIMS) training, specifically IS-700.a, IS-800.b, IS-100.b, and IS-200.b. However, management staff has begun the process and has been directed to complete these online courses.

## Departmental and Key Position Action Checklists

Action checklists allow personnel to move to action quickly, and efficiently complete the tasks necessary for preparation, damage and risk mitigation, and ensure a safe, rapid and complete recovery of systems and services.

The NEC emergency response checklists on the following pages contain actions items for departments and key positions to complete at each of five alert levels below:

<b>Alert Level I</b>	This status is declared if a tropical cyclone forms or enters areas in the western Atlantic Ocean or Caribbean Sea that are west of 70°W longitude, the NEC CEO (or designee) shall monitor the storm path and send alert messages by email to all NEC management staff at least once per day.
<b>Alert Level II</b>	This status is declared if an emergency impact could occur in the NEC service territory within 96 hours; or if a tropical cyclone enters the Gulf of Mexico and the NEC service area is in the National Hurricane Center's cone for possible landfall.
<b>Alert Level III</b>	This status is declared if an emergency impact is likely to occur in the NEC service territory within 72 hours, or if a tropical cyclone "watch" is issued that includes any portion of the NEC service area.
<b>Alert Level IV</b>	This status is declared if an emergency impact is likely to occur in the NEC service territory within 36 hours, or if a tropical cyclone "warning" is issued that includes any portion of the NEC service area.
<b>Alert Level V</b>	This status is declared/exists during an emergency impact, and throughout the response and recovery period.

## CEO or Operations Center Coordinator

### Emergency Response Checklist

(NOTE: In the event the CEO is unavailable, and an operations center coordinator has not been designated, the COO & CCO will assume co-responsibility for these duties).

<b>Pre-Season</b>	<ul style="list-style-type: none"> <li>○ Prior to Hurricane Season, ensure preseason hurricane checklist items are performed by all departments</li> <li>○ Work with AGM/CCO to ensure preparedness meetings/training/drills are provided as needed to employees</li> <li>○ During Hurricane Season, monitor weather daily for tropical activity in the Gulf or Atlantic</li> </ul>
<b>Alert Level 1</b> <i>(Cyclone West of 70°W)</i>	<ul style="list-style-type: none"> <li>○ Monitor progress of emergency situation and issue alert level notice to all employees or delegate to AGM/CCO</li> <li>○ Forward any STEC or TEC communications to Sr Staff as appropriate</li> </ul>
<b>Alert Level 2</b> <i>(Cyclone in Gulf of Mexico)</i>	<ul style="list-style-type: none"> <li>○ Meet with G&amp;T for preparations, as meetings are scheduled</li> <li>○ If the need for additional support is anticipated, notify TEC and/or other co-ops</li> <li>○ Charge satellite phone</li> </ul>
<b>Alert Level 3</b> <i>(Cyclone Watch issued)</i>	<ul style="list-style-type: none"> <li>○ Call staff meeting to assess situation and review responsibilities</li> <li>○ Ensure outside contractors are notified they may be called upon for assistance</li> <li>○ If the need for additional support is anticipated, notify TEC and/or other co-ops</li> </ul>
<b>Alert Level 4</b> <i>(Cyclone Warning issued)</i>	<ul style="list-style-type: none"> <li>○ Call staff meeting to discuss recovery/restoration response actions, hold daily meetings with staff for duration of emergency</li> <li>○ If not done, make determination if other co-ops/crews need to be called in for reconstruction, and contact TEC/other co-ops or delegate this to COO</li> <li>○ Coordinate with AGM/CCO to report initial Emergency Status to TEC and PUC</li> </ul>
<b>Alert Level 5</b> <i>(During cyclone impact and recovery)</i>	<ul style="list-style-type: none"> <li>○ Provide/arrange for regular restoration progress reports to staff and directors</li> <li>○ As soon as possible, communicate damage assessment results to staff and directors</li> <li>○ Coordinate with AGM/CCO to report initial Emergency Status to TEC and PUC</li> <li>○ Activate the CFC Emergency Letter of Credit, if necessary</li> </ul>

## Executive Secretary or Operations Center Coordinator

### Emergency Response Checklist

(NOTE: In the event that the Executive Secretary is unavailable, and an operations center coordinator has not been designated, the COO & CCO will assume co-responsibility for these duties).

<b>Pre-Season</b>	<ul style="list-style-type: none"> <li>○ Work with AGM/CCO to ensure staff completes pre-season checklists for each department</li> <li>○ Ensure new executive dept. employees have badges</li> <li>○ Remind employees to update emergency contact information</li> <li>○ Update departmental ERP checklist w/CEO</li> <li>○ Communicate updates to ERP planning to Directors as necessary</li> <li>○ Ensure re-entry packets are prepared and distributed to supervisors</li> </ul>
<b>Alert Level 1</b> <i>(Cyclone West of 70°W)</i>	<ul style="list-style-type: none"> <li>○ Notify Directors when ERP is activated</li> <li>○ Update Directors daily on status</li> </ul>
<b>Alert Level 2</b> <i>(Cyclone in Gulf of Mexico)</i>	<ul style="list-style-type: none"> <li>○ Request updated list of personnel available for duty from managers</li> <li>○ Update Directors daily on status</li> <li>○ Assist Safety Manager in purchasing supplies needed and food</li> </ul>
<b>Alert Level 3</b> <i>(Cyclone Watch issued)</i>	<ul style="list-style-type: none"> <li>○ Assist staff to implement power restoration plan</li> <li>○ Monitor list of personnel available for duty from Payroll &amp; Benefits Specialist</li> <li>○ Work with Corporate Communications Specialist to support preparation of information for public/media release and distribute twice daily (or as appropriate) updates to Directors and Group 7 managers</li> </ul>
<b>Alert Level 4</b> <i>(Cyclone Warning issued)</i>	<ul style="list-style-type: none"> <li>○ Monitor list of personnel available for duty from managers</li> <li>○ Work with Corporate Communications Specialist to support preparation of information for public/media release</li> <li>○ Distribute twice daily (or as appropriate) updates to Directors and Group 7 managers</li> </ul>
<b>Alert Level 5</b> <i>(During cyclone impact and recovery)</i>	<ul style="list-style-type: none"> <li>○ Distribute twice daily (or as appropriate) updates to Directors and Group 7 managers</li> <li>○ Work with Corporate Communications Specialist to support preparation of information for public/media release</li> <li>○ Assist staff to implement power restoration plan</li> </ul>

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## Operations Department Emergency Response Checklist

Pre-Season To-Do List	<ul style="list-style-type: none"> <li>○ Ensure new employees have badges</li> <li>○ Get employees to update emergency contact sheets</li> <li>○ Update departmental ERP checklist</li> <li>○ Ensure department understands FEMA reimbursement issues (work with CFO)</li> </ul>
Alert Level 1	<ul style="list-style-type: none"> <li>○ NEC CEO (or designee) shall monitor the storm path and send alert messages by email to all NEC management staff at least once per day.</li> <li>○ Meet with TEC to get an update on material availability.</li> <li>○ Instruct field personnel to ready all transportation equipment for use; stock trucks with materials, tools, etc., and inspect their first aid kits and AEDs.</li> <li>○ Check or Replace batteries in all tools.</li> </ul>
Pre-Storm & Alert Level 2	<ul style="list-style-type: none"> <li>○ Review availability of additional radios and discuss possible additional needs with IT Director</li> <li>○ Instruct all essential field personnel that they are required to report to work for recovery/restoration efforts <u>within 3 hours</u> of emergency impact</li> <li>○ Review inventory of flashlights, insect repellent, etc. and consider needs for visiting crews if anticipated</li> <li>○</li> </ul>
Alert Level 3	<ul style="list-style-type: none"> <li>○ Meet with G&amp;T for preparations as meetings are scheduled</li> <li>○ Discuss Inventory Control with TEC and their responsibility for issuing material and keeping accurate records</li> <li>○ Distribute ID badges</li> <li>○ Contact/reserve contractors and tree removal crews/equipment for recovery period</li> <li>○ Coordinate with TEC ready materials orders.</li> <li>○ Assure all radios and communications equipment is in working order</li> <li>○ Instruct field personnel to secure physical facilities and tie down yard materials, etc.</li> <li>○ Receive critical loads lists from Office manager and review for priority restoration needs – communicate order of priority to all staff</li> <li>○ Begin rotating time off to secure homes and families (min. time per employee = 4 hours)</li> <li>○ Prepare Operations Team for storm restoration. Give worst case scenarios. (Ex. Radios or cell phones not working)</li> </ul>
Alert Level 4	<ul style="list-style-type: none"> <li>○ Communicate with other departments to cease daily operations including Service Orders and Construction</li> <li>○ Determine when to release crews and assign Journeymen to standby at HQ during storm</li> </ul>
Alert Level 5- Recovery/Restoration	<ul style="list-style-type: none"> <li>● Follow emergency restoration plan and keep crews informed of sources of all power being fed into the areas to be worked</li> <li>● Communicate personnel availability updates to Payroll &amp; Benefits Specialist</li> </ul>

**Physical Plant Department: Facility Supervisor**  
**Emergency Response Checklist**

<b>Pre-Season To-Do List</b>	<ul style="list-style-type: none"> <li>○ Ensure new employees have badges</li> <li>○ Get employees to update emergency contact sheets</li> <li>○ Update departmental ERP checklist</li> <li>○ Update resource contact information for ERP</li> <li>○ Test generators (Plant Maintenance)</li> <li>○ Have a plan in place for fleet, janitorial, and other contractors.</li> <li>○ Maintain adequate fuel supplies during hurricane season</li> <li>○ Identify fueling locations in our service area that have generators in place</li> </ul>
<b>Alert Level 1</b>	<ul style="list-style-type: none"> <li>○ Inspect and rectify findings on all vehicles and radio equipment.</li> <li>○ Fill line washing tanks with water</li> <li>○ Fill Vehicle Tanks at gas stations to conserve fuel supplies</li> <li>○ Review inventory of flashlights, insect repellent, etc. and consider needs for visiting crews if anticipated (Plant Maintenance) Coordinate with Safety Manager</li> <li>○ Fill water tanks (used in washing lines) for all uses other than drinking water</li> <li>○ Test generators (Plant Maintenance)</li> <li>○ Get rental trucks (2)</li> <li>○ Secure loose items, board up and sandbag all facilities</li> <li>○ Consider relocating fleet to other service centers in case of flooding</li> <li>○ Coordinate with Safety Manager on locations to set up mobile units</li> </ul>
<b>Alert Level 2</b>	<ul style="list-style-type: none"> <li>○ Distribute ID badges</li> <li>○ Reserve/obtain portable fuel for restoration/recovery period</li> <li>○ Top off fuel storage tanks.</li> <li>○ Assure all generators are working and extra fuel supply is available</li> <li>○ Assure all radios and communications equipment is in working order</li> <li>○ Instruct field personnel to secure physical facilities and tie down yard materials, etc.</li> </ul>
<b>Alert Level 3 – Recovery/Restoration</b>	<ul style="list-style-type: none"> <li>○ Follow emergency service restoration plan</li> <li>○ Identify worst hit service area using weather reports.</li> <li>○ Conduct aerial survey of worst hit service area.</li> <li>○ Conduct damage assessment from substations out for along main feeders.</li> <li>○ Provide staking sheets to Operations crews on a timely basis.</li> <li>○ Assess damage to office facilities and report findings to CCO.</li> </ul>



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## Engineering Department

### Emergency Response Checklist

<b>Pre-Season To-Do List</b>	<ul style="list-style-type: none"> <li>○ Work with Communications Manager to update contact information for county judges, mayors, disaster district contacts to insure participation in PDA process.</li> <li>○ Ensure new employees have badges.</li> <li>○ Review commercial priority list for updates.</li> <li>○ Get employees to update emergency contact sheets.</li> <li>○ Update departmental ERP checklist.</li> <li>○ Review existing contracts &amp; bidding procedures for FEMA compliance/readiness.</li> <li>○ Update resource contact information for ERP</li> <li>○ Check map supplies.</li> <li>○ Simulate power outage at HQ to test generator switchover (Coordinate with IT, Plant and Operations)</li> <li>○ Simulate network outage at HQ – Transfer dispatch to Orange Grove Service Center (Coordinate with IT, Plant and Operations)</li> </ul>
<b>Alert Level 1</b>	<ul style="list-style-type: none"> <li>○ NEC CEO (or designee) shall monitor the storm path and send alert messages by email to all NEC management staff at least once per day.</li> <li>○ Inspect Trucks and flashlights.</li> <li>○ Test V-Watch Safety Device</li> <li>○ Test hardware (tablet PCs used with Stakeout)</li> <li>○ Test software (VPN and Hotspots)</li> <li>○ Test Control Room hardware and software</li> </ul>
<b>Alert Level 2</b>	<ul style="list-style-type: none"> <li>○ Inspect and rectify findings on all engineering vehicles and radio equipment.</li> <li>○ Review stake materials supply (consider more supplies if additional support for recovery will be needed).</li> <li>○ Maps- ensure all operations personnel have maps or laptops with Unplugged software &amp; print extra maps for contractors.</li> <li>○ Ensure Dispatch software has latest mapping updates for accurate outage predictions.</li> <li>○ Determine Dispatcher schedules for 24HR dispatching.</li> </ul>
<b>Alert Level 3</b>	<ul style="list-style-type: none"> <li>○ Contact Helicopter Services at Alert Level 2 and make reservations.</li> <li>○ Distribute ID badges</li> <li>○ Inventory and acquire equipment required by Staking Engineers and Quality Control Technician.</li> <li>○ Meet with G&amp;T for preparations as meetings are scheduled.</li> <li>○ Review damage assessment resource list: <ul style="list-style-type: none"> <li>a. Damage Assessment Resources <ul style="list-style-type: none"> <li>i. System Maps</li> <li>ii. Radios</li> <li>iii. Stakeout</li> <li>iv. Drone</li> <li>v. Helicopter Services</li> </ul> </li> <li>b. Damage Assessment Contacts</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>i. Helicopter Services → Amanda Marbach (TMI Solutions) – 361-648-0805</li> <li>ii. Heavy Equipment → Land Clearing Services – Steve 361-443-9762</li> </ul> <p>RamBro – 361-438-4151</p> <p>JD Underground – 361-437-9993</p> <ul style="list-style-type: none"> <li>○ Prepare/establish overall operations center in engineering department.</li> <li>○ Evaluate need for additional staking support from other co-ops.</li> </ul>
<b>Alert Level 4</b>	<ul style="list-style-type: none"> <li>○ Check availability of additional contractor crews.</li> <li>○ Discuss any unresolved issues that need to be addressed.</li> <li>○ Prepare Engineering Team for storm restoration.</li> </ul>
<b>Alert Level 5 – Recovery/Restoration</b>	<ul style="list-style-type: none"> <li>○ Work with Communications Manager to communicate information to county judges, mayors, disaster district contacts to insure participation in PDA process.</li> <li>○ Follow emergency service restoration plan.</li> <li>○ Identify worst hit service area using weather reports.</li> <li>○ Conduct aerial survey of worst hit service area.</li> <li>○ Conduct damage assessment from substations out for along main feeders.</li> <li>○ Provide staking sheets to Operations/Contractor crews on a timely basis.</li> <li>○ Export material file to Texas Electric Cooperative (TEC)</li> </ul>

**IT Department**  
**Emergency Response Checklist**

<b>IT Emergency Checklist</b>			
Status	Action	Coordinate with	Done
Pre-Season To-Do List	<ul style="list-style-type: none"> <li>• Ensure/arrange for emergency communications systems / Satellite phones</li> <li>• Ensure new employees have badges. Replace worn out ones.</li> <li>• Update departmental ERP checklist</li> <li>• Update IT Recovery Plan</li> <li>• Check server UPS systems &amp; SCADA</li> <li>• Double check inventory levels</li> <li>• Review AMR, AMI system status</li> <li>• Verify the preparedness of the Disaster Recovery (DR) site – Orange Grove Service Center</li> <li>• Verify Cell phone and laptop availability and performance within Departments</li> <li>• Verify AMI Infrastructure</li> <li>• Contact Spectrum (HQ, NEC Coop Energy, BBSC), VTX (HQ, OGSC) and verify we are on the priority list to repair damage phone systems.</li> </ul>	<p>Sergey, Chris, IT Tech and Data Recovery.</p> <p>Bill on AMI preparedness</p>	
<b>Alert Level I</b>	<ul style="list-style-type: none"> <li>• Make sure the data backups of NEC network, iVue Server and workstations are current and go to Orange Grove and NISC nightly</li> </ul>	Chris, Sergey Seryogin	
	<ul style="list-style-type: none"> <li>• Review satellite phone availability and functionality</li> <li>• Verify AMI Infrastructure</li> </ul>	Bill Gunn	
	<ul style="list-style-type: none"> <li>• Review the availability of the electronic outage maps internally and outside of the network</li> <li>• Verify mapping and outage</li> </ul>	Sergey Seryogin, Clay Dennis	

	software, such as Milsoft and AppSuite		
<b>Alert Level II (96 Hours)</b>	<ul style="list-style-type: none"> <li>Check UPS systems for network equipment, key workstations, phone system, and SCADA.</li> <li>Verify NASCC and NASK SCADA connectivity</li> </ul>	Lee Martinez from STEC on SCADA and NISC for iVue Server. Jared Brackin for NAS SCADA	
	<ul style="list-style-type: none"> <li>Contact STEC to begin working on restoration procedures for SCADA and communications.</li> </ul>	Lee Martinez from STEC	
<b>Alert Level III (72 Hours)</b>	<ul style="list-style-type: none"> <li>Assist other departments as necessary.</li> </ul>	IT Department	
<b>Alert Level IV (36 hours)</b>	<ul style="list-style-type: none"> <li>Assist other departments as necessary.</li> <li>Verify Backups at the DR site (OGSC)</li> </ul>	IT Department	
<b>Alert Level V - Restoration</b>	<ul style="list-style-type: none"> <li><b>Follow IT Recovery Plan as required</b></li> </ul>		
	<ul style="list-style-type: none"> <li>Assess damage to AMI system infrastructure and replace damaged equipment.</li> </ul>	Bill Gunn	
	<ul style="list-style-type: none"> <li>Assess damage to AMI radio system and contact vendor and tower company to replace damaged radio equipment.</li> </ul>	VTX / STEC / Bill Gunn	
	<ul style="list-style-type: none"> <li>Help other departments as needed.</li> </ul>	IT Department	

**Chief Financial Officer**  
**Emergency Response Checklist**

<b>Emergency Checklist for Chief Financial Officer</b>		
<b>Crisis with Prior Notice such as Hurricane</b>		
<b>Status</b>	<b>Activity</b>	<b>Other Personnel or Resources</b>
<b>Pre-Season To-Do List</b>	<ul style="list-style-type: none"> <li>Request Accounting Manager (AM), Member Care Manager (MCM), Plant Supervisor (PS) <ul style="list-style-type: none"> <li>Update their employee emergency contact sheet</li> <li>Ensure all new employees have an ID badge</li> <li>Update Departmental Emergency Response Checklist</li> </ul> </li> <li>Continuing Education on FEMA information with AM and provide training as needed.</li> <li>Contact local relevant FEMA personnel</li> <li>Confirm employees have a valid food handler permit</li> </ul>	Compliance Payroll IT Controller Member Care Manager
<b>Alert Level I</b>	<ul style="list-style-type: none"> <li>Monitor hurricane tracking map with Engineering Dept &amp; Communication Dept</li> </ul>	Staff
<b>Alert Level II (96 Hours)</b>	<ul style="list-style-type: none"> <li>Increase credit limits on corporate credit card</li> <li>Provide the FEMA guidelines/checklists to the Accounting, Engineering, Safety, and Operations Department</li> <li>Work with AM and MCM for possibility of reducing staff needed during emergency</li> <li>AM and MCM to allow staff vacation time off to attend to personal effects</li> <li>Verify with AM to ensure all petty cash has been replenished</li> <li>Work with MCM, Operations and Compliance to ensure outgoing messaging is coordinated with NEC Communications</li> <li>MCM to place on network critical loads lists for residential &amp; commercial customers and email updates to Communications/Compliance and Operations</li> </ul>	Staff, Department Employees, Accounting, Member Care, Compliance, Operations Depts
<b>Alert Level III (72 Hours)</b>	<ul style="list-style-type: none"> <li>AM and MCM to provide cash and/or credit cards to be in Robstown HQ, Ricardo, and Ben Bolt Offices for distribution to Operations personnel by the CEO for meals and other needs.</li> <li>Work with AM and MCM on chance of reducing scale of staff</li> <li>AM and MCM to allow staff vacation time off to attend to personal effects</li> <li>Ensure Operations documents damage both in written form and with pictures noting location (long/lat) in conjunction with</li> </ul>	Staff Operations

	County/Road	
<p><b>Alert Level IV</b> <b>(36 Hours)</b></p> <p><b>Alert Level 4</b> <b>(continued)</b> <b>(36 Hours)</b></p>	<ul style="list-style-type: none"> <li>• Verify with AM amount of cash and/or credit cards to be issued to different service centers for CEO to distribute to Operations Personnel</li> <li>• Work with AM and MCM on possibility of reducing staff</li> <li>• Ensure outgoing messaging is coordinated with NEC Communications, MCM, Operations and Compliance</li> <li>• Communicate decision by CEO to EDI Coordinator, MCM as to when move-ins, disconnects, etc. are to be halted</li> <li>• Communicate decision by CEO to AM &amp; MCM on when location Operations are to be halted</li> </ul>	<p>CEO,</p> <p>Member Care, Accounting Manager, IT &amp; Service Center Personnel</p>
<p><b>Alert Level V</b> <b>-Restoration</b></p>	<ul style="list-style-type: none"> <li>• Meet daily with CEO and staff</li> <li>• Communicate personnel availability updates to Payroll</li> <li>• Complete FEMA 90-49 within 30 days of disaster designation</li> <li>• Communicate decision by CEO to AM/MCM on when location Operations are to begin</li> <li>• Coordinate with Safety Manager/CCO, COO, and AM to attend Kickoff Meeting with PAC and Liaison.</li> <li>• Work with AM and Operations in tracking all labor (both Office and Line) &amp; materials costs used due to storm so can file with FEMA for reimbursement</li> <li>• Work with AM and Operations to ensure adequate liquidity is available to Operations.</li> <li>• Ensure outgoing messaging is coordinated and update with NEC Communications, MCM, Operations and Compliance</li> <li>• Work with MCM to make sure offices have ability to accept payments and issue receipts</li> <li>• Stay in contact with Operations/TEC to make sure there are no financial issues holding up inventory</li> <li>• Update banking relationships of status and make sure adequate capital is available</li> </ul>	<p>Staff</p> <p>CEO</p> <p>Payroll</p> <p>or other key personnel</p>

**Accounting Department: Accounting Manager**  
**Emergency Response Checklist**

Status	Activity	Other Personnel or Resources
<b>Pre-Season To-Do List</b>	<ul style="list-style-type: none"> <li>• Require each employee to update their employee emergency contact sheet and update emergency phone tree</li> <li>• Make sure that all new employees have an ID badge</li> <li>• Has any of the banking information and contacts changed</li> <li>• Update departmental Emergency Response checklist</li> </ul>	Compliance/Payroll
<b>Alert Level I</b>	<ul style="list-style-type: none"> <li>• Monitor updates to hurricane tracking map with Engineering Dept &amp; Communication Dept</li> <li>• Provide the FEMA guidelines/checklists to the accounting, engineering, safety, and operations department</li> <li>• Allow staff vacation time off to attend to personal effects, if possible</li> <li>• Consider reducing scale of staff (vacation time)</li> <li>• Make sure petty cash accounts have been replenished</li> <li>• Increase amount in HQ safe storm fund to \$10,000</li> <li>• Make sure enough cash is available in safe for CEO to distribute to Operations Personnel</li> </ul>	Staff, department employees, Accounting, Compliance, Operations depts.
<b>Alert Level II</b>	<ul style="list-style-type: none"> <li>• Secure office equipment</li> <li>• Allow staff vacation time off to attend to personal effects</li> <li>• Consider possibility of reducing scale of staff (vacation time)</li> <li>• Coordinate with CFO on amount of cash and/or credit cards to be issued to CEO for distribution to operations personnel</li> <li>• Communicate decision by CEO/CFO to staff on when location operations are to be halted</li> </ul>	
<b>Alert Level 3 -Restoration</b>	<ul style="list-style-type: none"> <li>• Meet daily with CFO and staff</li> <li>• Communicate decision by CEO/CFO to staff on when location operations are to begin</li> <li>• Check for the availability of office and non-duty assign</li> </ul>	Staff, Executive Mgr or other key personnel



	<p>specific duties to office and personnel and assign duties as directed by the CFO</p> <ul style="list-style-type: none"><li>• Make sure accounting is functioning properly</li><li>• Make sure Work Orders and A/P are properly capturing data for FEMA reports</li><li>• Support HR in Employee Support Center Activities &amp; communicate needs to them</li><li>• Communicate personnel availability updates to Payroll &amp; Benefits Specialist</li></ul>	
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**Member Care Manager/Department  
Emergency Response Checklist**

<b>Emergency Checklist for Manager Member Care</b>		
<b>Crisis with Prior Notice such as Hurricane</b>		
<b>Status</b>	<b>Activity</b>	<b>Other Personnel or Resources</b>
<b>Pre-Season To-Do List</b>	<ul style="list-style-type: none"> <li>• Require each employee to update their employee emergency contact sheet and update emergency phone tree</li> <li>• Ensure all new employees have an ID badge.</li> <li>• Identify employees who have a valid food handler permit.</li> <li>• Update all laptops, hotspots, headsets and communicate with IT department for any issues.</li> <li>• Make sure you have plastic bags for computer and any other electronics on desk.</li> <li>• Update departmental Emergency Response Program checklist</li> </ul>	Compliance/ Payroll IT HR  Plant/Facilities
<b>Alert Level I</b>	<ul style="list-style-type: none"> <li>• Monitor updates to hurricane tracking map with Engineering Dept &amp; Communication Dept</li> </ul>	Staff
<b>Alert Level II (96 Hours)</b>	<ul style="list-style-type: none"> <li>• Work with Controller to ensure petty cash accounts have been replenished.</li> <li>• Work with Member Care Manager, Operations and Compliance to ensure outgoing messaging is coordinated with NEC Communications.</li> <li>• Keep office personnel, Ricardo Service Ctr. and Ben Bolt Ctr. informed of storm progress.</li> <li>• Allow staff vacation time off to attend to personal effects.</li> <li>• Update and place on network critical loads list for residential &amp; commercial customers/email updates to "NEC Compliance" and "NEC Operations".</li> <li>• Update and place on network Critical Care Spreadsheet, Commercial High Priority List, Active Accounts by Substation with Emails.</li> <li>• Call local Hotels and block off rooms for employees</li> </ul>	Staff, Department Employees, Accounting, engineering, and operations depts.

<b>Alert Level III</b>  <b>(72 Hours)</b>	<ul style="list-style-type: none"> <li>• Coordinate with Communications on SmartHub /Email information distribution to Members.</li> <li>• Allow staff vacation time off to attend to personal effects (4 hours).</li> </ul> <p>Work with CFO on possibility of reducing scale of staff.</p> <ul style="list-style-type: none"> <li>• Update office personnel, Ricardo Service Ctr .and Ben Bolt Ctr. of storm progress and steps being taken/Coordinate with Communications/Compliance</li> </ul>	Communications/ Compliance
<b>Alert Level IV</b>  <b>(36 hours)</b>	<ul style="list-style-type: none"> <li>• Secure office equipment. Trash bags to cover computer and shut down.</li> <li>• Consider possibility of reducing scale of staff (vacation time)</li> <li>• Communicate decision by CEO to EDI Coordinator as to when move-ins, disconnect, i.e., transaction are to be halted</li> <li>• Communicate decision by CEO/CFO to staff on when location operations are to be halted</li> </ul>	Member Care, Department Employees
<b>Alert Level V - Restoration</b>	<ul style="list-style-type: none"> <li>• Meet daily with CFO and staff.</li> <li>• Make sure Satellite Offices are functioning and accessible.</li> <li>• Determine alternate work areas for teleworking.</li> <li>• Coordinate outgoing Member Communications with Compliance/Communications</li> <li>• Communicate decision by CEO/CFO to staff on when location operations are to begin.</li> <li>• Check for the availability of office and non-duty assign specific duties to office and personnel and assign duties as directed by the CFO.</li> <li>• Member Care will provide support and be available for other departments as needed.</li> <li>• Member Care work hours are subject to change during inclement weather and road conditions.</li> <li>• Make sure Member Care is functioning properly.</li> <li>• Communicate personnel availability updates to Payroll &amp; Benefits Specialist</li> <li>• Assist operation personnel families if an emergency arises, reassure families of employee safety or transport clean clothing or belonging to NEC employees</li> </ul>	Staff, Executive Mgr or other key personnel

**Compliance Department: Chief Compliance Officer**  
**Emergency Response Checklist**

<b>Compliance Department Checklist – CCO</b>		
<b>Status</b>	<b>Activity</b>	<b>Other Personnel or Resources</b>
Pre-Season To-Do List	<ul style="list-style-type: none"> <li>• Update Hurricane Preparedness Plan (hard copy &amp; pdf versions) such as: <ul style="list-style-type: none"> <li>○ Ask staff to review plan and update plan/checklists</li> <li>○ Get priorities updates from COO</li> <li>○ Review federal, state &amp; local EOC information for needed plan updates</li> </ul> </li> <li>• Ensure compliance department checklists are updated</li> <li>• Corp Comm Specialist Receives critical care/priority lists from Member Care</li> <li>• Get with Corp Comm Specialist on employee communications and employee portal/websites and on critical care list communications</li> <li>• Get with Payroll/Benefits to ensure all employees have badges and access packets are updated.</li> <li>• Contact county for re-entry credentials and provide support to executive secretary on prep of employee packets to distribute in case of a storm and share information with TEC, STEC, and COO for other contractors to obtain early re-entry permissions.</li> <li>• Ensure employee emergency contact phone tree is updated</li> <li>• Arrange for annual ERP staff meeting/training</li> <li>• File annual comprehensive updated ERP summary &amp; affidavit with PUCT by April 15 of 2022 &amp; March 15<sup>th</sup> there after (as needed)</li> <li>• Touch base with local emergency personnel &amp; FEMA</li> <li>• Ensure back up computer station for payroll processing in event of power loss in compliance.</li> <li>• Ensure Loss Control Manager has contractor packets ready</li> <li>• Ensure Loss Control Manager has visiting crew logistics planning in place</li> <li>• Update/prepare template notices for Competitive Retailers (anticipate storm w/ extended outages, suspend move ins and DNPs, other instructions)</li> <li>• Ensure Employee Information &amp; Support Center is ready to <ul style="list-style-type: none"> <li>○ Provide status of employees on duty</li> <li>○ Receive family status information</li> <li>○ Receive calls from employees not able to report for duty</li> <li>○ Provide family support and assistance</li> <li>○ If needed, use non-response employees and volunteers to provide support for an Employee</li> <li>○ Information and Support Center</li> </ul> </li> </ul>	Staff, Compliance Dept.
Pre-Storm & Alert Level 1	<ul style="list-style-type: none"> <li>• Begin providing regular updates on impending emergency to staff</li> <li>• Follow up with departmental personnel on checklists and notify</li> </ul>	CEO & Staff

	<p>of Alert Level</p> <ul style="list-style-type: none"> <li>• Provide employee communications &amp; information to Corp Comm specialist</li> </ul>	
Alert Level 2	<ul style="list-style-type: none"> <li>• Send notice to staff about alert level and remind to implement departmental emergency checklist actions.</li> </ul>	Media Contact Sheet, Corp. Comm Spec., HR
Alert Level 3	<ul style="list-style-type: none"> <li>• Ensure pre-storm notices are broadcast <ul style="list-style-type: none"> <li>○ to notify critical care customers of impending emergency and likelihood of extended outage</li> <li>○ to notify members/public of safety issues for impending emergency</li> <li>○ to notify media contacts of instruction for reaching communications specialist</li> <li>○ assist office manager with notification of critical care/critical load consumers</li> </ul> </li> <li>• Alert tier 1 support contractors</li> <li>• <b>Cancel vacations, as needed</b></li> </ul>	
Alert Level 4	<p>Send CR notice to suspend Move Ins and DNP's until further notice</p> <ul style="list-style-type: none"> <li>• Ensure activation of Employee Information &amp; Support Center <ul style="list-style-type: none"> <li>○ Provide status of employees on duty</li> <li>○ Receive family status information</li> <li>○ Receive calls from employees not able to report for duty</li> <li>○ Provide family support and assistance</li> <li>○ If needed, use non-response employees and volunteers to provide support for an Employee Information and Support Center</li> </ul> </li> <li>• Alert tier 2 support contractors</li> </ul>	
Alert Level 5, At first notice or prior to staff briefing about crisis event	<ul style="list-style-type: none"> <li>○ Attend staff meeting and receive briefing on emergency</li> <li>○ Work with CFO to communicate update information to county judges, mayors, disaster district contacts to insure participation in PDA process and prepare Disaster Summary Outline (DSO) for local officials</li> <li>○ Report Emergency Status to Public Utility Commission &amp; TEC (coordinate with CEO)</li> </ul>	
At first notice or as soon as possible	<p>Receive briefing on event:</p> <p>Who?</p> <p>What?</p> <p>Where?</p> <p>When?</p> <p>Why?</p> <p>How?</p> <p>Impact on consumers and public?</p> <p>Safety issues?</p> <p>Actions taken?</p> <p>Is news conference needed?</p> <p>Needed assistance?</p>	CEO & Key Personnel

	Office facility damage assessment?	
As soon as possible	<ul style="list-style-type: none"> <li>Review damage to offices and where staff should report for work</li> <li>Review damage to technology that will affect ability to communicate with media, employees, and consumers</li> <li>Advise department personnel to assist with video/photograph documentation of damage (document time and locations of photos and videos).</li> </ul>	Compliance Staff, CEO/Staff
	Participate in news conference if needed, schedule within three hours (hold across the street in Texas Room if available)	CEO, Corp Comm Specialist
	Receive and Review Key Messages	Corp Comm Specialist
	Ensure communications routine is established <ul style="list-style-type: none"> <li>Within first 30 minutes the first news release should be distributed to the electronic media &amp; co-op distribution lists – plan to issue updates 2 times daily for the duration of the event. (Notify media of news conference at the same time, if applicable)</li> <li>Mail weekly letters to consumers who do not have electricity and thus have limited access to radio and TV broadcasts.</li> <li>Post daily updates on co-op phone message systems, on websites, at post offices, restaurants, and community centers.</li> </ul>	Manager & Key Personnel, Corp Comm Specialist provides other assistance to fax if e-mail is not available
Update As Needed	Receive Updated Talking Points- Ensure distributed to CEO, Staff, Key Personnel to distribute to employees- update as needed	CEO & Key Personnel, Corp Comm Specialist
	Assist CEO with employee briefing- be sure to remind employees of co-op procedure in case they are approached by the media	
	Support planning for news conference; provide (orally or in writing): <ul style="list-style-type: none"> <li>General Organization Information</li> <li>Prepared Statement about Crisis</li> <li>Plans for updates to the media</li> <li>Field Questions</li> </ul>	
Duration of Crisis	Regulatory organization and CR and employee updates	
Duration of Crisis	Review/approve updates for news releases	
Duration of Crisis	<ul style="list-style-type: none"> <li>Distribute updates to media and employees</li> <li>Support visiting crews</li> </ul>	

**Compliance Department: Safety & Loss Control Manager  
Emergency Response Checklist**

<b>Compliance Department Checklist – Safety</b>		
<b>Status</b>	<b>Activity</b>	<b>Other Personnel or Resources</b>
Pre-Season To-Do List	<ul style="list-style-type: none"> <li>• Update departmental ERP checklist.</li> <li>• Review contractor packet content changes and prepare a few packets in preparation for season. Packet is located under the Safety tab.</li> <li>• Review contracts with Mobile Help 4U and Ranco Response</li> <li>• Check safety supplies and order if not within inventory minimum ranges—see inventory form located under Safety tab.</li> <li>• Check with a few local restaurants about catering for our employees during the restoration process.</li> <li>• Also include NEC Phase IV- Return to Work COVID-19 policy in contractor packet.</li> <li>• Check with a few local security guard companies.</li> <li>• Update Hotel &amp; Lodging List.</li> <li>• Secure Ice and Ice Box (JL Ice)</li> </ul>	Safety Manager & HR Manager
Pre-Storm & Alert Level 1	<ul style="list-style-type: none"> <li>• Check safety supplies: rubber gloves work gloves, safety glasses, first aid kits, rain gear.</li> <li>• Find out from COO what contractors will be working for us and prepare contractor packets.</li> </ul>	w/ Line Superintendent
Alert Level 2	<ul style="list-style-type: none"> <li>• Buy emergency supplies for essential personnel (get count from Joanna)</li> <li>• Call some local hotels and block off rooms for employees, potential visiting crews, and contractors.</li> <li>• Review resources for visiting crew logistics and provide updates to Corporate Communication Specialist</li> </ul>	w/ HR Manager, Payroll Benefits Specialist, & Executive Secretary  Safety Manager
Alert Level 3	<ul style="list-style-type: none"> <li>• Get with Line Superintendent to actively check all safety items of crew. Issue new material when needed.</li> <li>• Revisit with some of the restaurants that have agreed to cater for our employees during the restoration process.</li> <li>• Call Miller Environmental Services for Stand-by status in case of spills. (Charles Medina)</li> </ul>	w/ Line Superintendent  Safety Manager
Alert Level 4	<ul style="list-style-type: none"> <li>• Meet with contractors to give them packets and keep agreement forms.</li> <li>• Check with Operations for directions as to outside crews needed to determine what lodging, food, laundry, etc. is required. Meet with Accounting and Operations for Contractor Orientation (My information will be in contractor packets) (Operations will discuss</li> </ul>	w/ Line Superintendent

	SCADA, LOTO, etc.)	
Alert Level 5	<ul style="list-style-type: none"> <li>• Maintain contact Operations Department to ensure that employees have needed safety equipment.</li> <li>• Maintain contact with all departments to ensure a safe environment.</li> <li>• If visiting crews are used, continue logistics needed to meet their needs.</li> </ul>	w/ Line Superintendent

### Emergency Environmental Tips

- Have the cooperative's attorney include language in right-of-way agreements and easements that specifically allows the cooperative to access its lines and equipment. Such language makes it more likely that FEMA will reimburse the cost of repairing damage to property caused by the cooperative's heavy vehicles going to and from its lines and equipment. Damage can include such things as ruts caused by bulldozers, tractors, or heavy trucks and skids.
- Debris removal is the clearance, removal, and/or disposal of items such as trees, sand, gravel, building components, wreckage, vehicles, and private property. For debris removal to be eligible for FEMA reimbursement, the work must be necessary to:
  - Eliminate an immediate threat to lives, public health and safety.
  - Eliminate immediate threats of considerable damage to improved public or private property.
  - Ensure the economic recovery of the affected community to the benefit of the community-at-large.
- Examples of eligible debris removal activities include:
  - Debris removal from a street or highway to allow the safe passage of emergency vehicles.
  - Debris removal from public property to eliminate health and safety hazards.
- Examples of ineligible debris removal activities include:
  - Removal of debris, such as tree limbs and trunks, from natural (unimproved) wilderness areas
  - Removal of pre-disaster sediment from engineered channels
  - Removal of debris from a natural channel unless the debris poses an immediate threat of flooding to improved property.
- Debris removal from private property is generally not eligible because it is the
- responsibility of the individual property owner. If property owners move the disaster related debris to a public right-of-way, the local government may be reimbursed for curbside pickup and disposal for a limited period. If the debris on personal business and residential property is so widespread that public health, safety, or the economic recovery of the community is threatened, FEMA may fund debris removal from private property by the state or local government, but it must be approved in advance by FEMA.
- Use contract crews or in-house right-of-way contract crews for debris removal.
- following a disaster. If the President declares a federal disaster, regular and overtime charged by these crews is eligible for reimbursement.
- Make sure to seek competitive bids for contract crews.
- For brush and tree debris removal, bid contracts on a footage basis, with co-op.
- personnel mapping and verifying the measurement of all footage estimates. File the mapping and documentation for later use by FEMA and state emergency management representatives to verify eligible footage of debris removal and disposal.
- Make sure to have a Release of Liability for Broken Poles form that complies with federal, state, and local law. Keep a copy of the Release signed by owners on whose property the cooperative left poles. Individuals who remove poles from temporary storage areas that FEMA may set up following a disaster must also sign the Release.



- Do not burn damaged utility poles. Dispose of chipped utility poles at a permitted landfill; do not allow chips from poles to be used for mulch or bedding. Contact your state for specific rules and regulations regarding the disposal of utility poles. Depending on state law, disposal may involve:
  - Reuse by the landowner where the damaged utility poles are located. If allowed, make sure to have the landowner sign the Release.
  - Reuse by the public from the cooperative's pole yard. If allowed, make sure to have the user sign the Release.
  - Transport to a state-approved site. If allowed, follow procedures carefully.
  - Burial of poles at an approved site. If allowed, follow procedures carefully.
- Consult state and local government authorities and local environmental specialists for help in finding a suitable site and in complying with federal, state, and local environmental requirements. Each state is different, with different deadlines, forms, and procedures. Staging areas and disposal sites may be located on public or private property. Make sure to use a Legal Access Agreement, complying with federal, state and local law, if the cooperative uses private land for a staging area or a disposal site.
- There may be historic and cultural structures and sites within a declared disaster area that are protected under Section 106 of the National Historic Preservation Act and perhaps by state law. As an eligible recipient of FEMA reimbursement, the cooperative may be required to notify, prior to starting reconstruction efforts, federal state and local historic reservation officials and archeological survey officials.

## Compliance Department: Corporate Communication Emergency Response Checklist

Compliance Department Checklist: Corporate Communications		
Status	Activity	Other Personnel or Resources
Pre-Season To-Do List	<ul style="list-style-type: none"> <li>• Update Crisis Communications Plan, Media Contacts &amp; Media Release Templates</li> <li>• Print new hard copies of Crisis Communications Plan, Media Contacts &amp; News Release templates</li> <li>• Update Storm Center on website, internal TVs for employees and Employee ERP Portal</li> <li>• Include messages in bill inserts, Texas Co-op Power Magazine, websites, and other outlets encouraging members to update their contact information.</li> <li>• Update CallEmAll.com consumer lists and recorded messages (receive from Member Care/Retail)</li> <li>• Update CallEmAll.com employee lists for text message communication (receive from Payroll &amp; Benefit Specialist)</li> <li>• Update CallEmAll.com lists of members by substations and key messages (receive from Member Care)</li> <li>• Confirm training of Executive Secretary for back-up assistance for website and social media</li> <li>• Obtain all necessary safety gear to follow crews in the field (safety rain jackets, hard hat safety glasses, etc.)</li> </ul>	Staff, Compliance Dept.
Alert Level 1	<ul style="list-style-type: none"> <li>• Begin providing regular updates on impending emergency to staff through email, internal TVs, and Employee Portal</li> </ul>	CEO, CCO, & Staff
Alert Level 2	<ul style="list-style-type: none"> <li>• Begin sending media releases, and updates via employee portal, mass e-mail to members, website, and social media <ul style="list-style-type: none"> <li>○ to notify critical care customers of impending emergency and likelihood of extended outage</li> <li>○ to notify media contacts of instruction for reaching communications specialist</li> <li>○ to notify members/public of safety issues for impending emergency</li> </ul> </li> <li>• Contact TEC to provide information in case they need to assist with communications</li> <li>• Contact MDR to assist with website maintenance until NEC command center is operational after emergency</li> <li>• Support Payroll/Benefits Specialist/Human Resources on the Employee Information &amp; Support Center through Employee Portal, if needed <ul style="list-style-type: none"> <li>○ Provide status of employees on duty</li> <li>○ Receive family status information</li> <li>○ Receive calls from employees not able to report</li> </ul> </li> </ul>	Member Care, Corp. Comm., HR

	<ul style="list-style-type: none"> <li>for duty</li> <li>○ Provide family support and assistance</li> </ul>	
Alert Level 3	<ul style="list-style-type: none"> <li>○ Continue sending media releases, and updates via employee portal, mass e-mail to members, website and social media</li> <li>○ Communicate the potential impacts for members and the public and safety concerns for members</li> <li>○ Notify CRC / Member Care to inform any media that calls that the communications department is handling the dissemination details of the crisis situation. They should take names, media outlet name, email addresses and phone numbers of media contact.</li> <li>○ Update phone messages for outages and outage update and to track via the outage viewer</li> <li>○ Provide support to HR Manager with food and laundry and Safety Manager with visiting crews as we are available and as needed.</li> </ul>	Senior Staff, Member Care, Corp. Comm
Alert Level 4	<ul style="list-style-type: none"> <li>• Continue sending media releases, and updates via employee portal, mass e-mail to members, website and social media</li> <li>• Communicate the potential impacts for members and the public and safety concerns for members</li> </ul>	COO & Key Personnel
Alert Level 5	<ul style="list-style-type: none"> <li>• Review damage to technology that will affect ability to communicate with media and consumers</li> <li>• Conduct video and photographic documentation of damage (document time and locations of photos and videos as possible)</li> <li>• If news conference is needed, schedule within three hours (hold in Texas Meeting Room)</li> <li>• Conduct/coordinate interviews with media, as required</li> <li>• Interact with the public via news page social media</li> </ul>	IT, COO, CCO
	<p>Establish Key Messages</p> <ul style="list-style-type: none"> <li>• News releases should be distributed to the media &amp; co-op distribution lists with updates approximately twice times daily (or at the time of a significant update) throughout the duration of the event. (Notify media of news conference at the same time, if applicable)</li> <li>• Post regular updates on co-op phone message systems, on websites, social media, mass e-mails, and in extreme cases at post offices, restaurants, and community centers.</li> <li>• Ensure communications routine is established <ul style="list-style-type: none"> <li>○ Within first 30 minutes following landfall the first news release should be distributed to the electronic media &amp; co-op distribution lists – plan to issue updates 2 times daily for the duration of the</li> </ul> </li> </ul>	Key Personnel, Corp Comm Specialist provides other assistance to fax if e-mail is not available

	<p>event. (Notify media of news conference at the same time, if applicable)</p> <ul style="list-style-type: none"> <li>○ Mail letters to consumers who do not have electricity and thus have limited access to radio and TV broadcasts.</li> <li>○ Post daily updates on co-op phone message systems, on websites, at post offices, restaurants, and community centers.</li> </ul>	
Update As Needed	<ul style="list-style-type: none"> <li>● Establish Talking Points- Distribute to CEO, Staff, Key Personnel to distribute to employees- update as needed</li> </ul>	CEO & Key Personnel, Corp Comm.
	<ul style="list-style-type: none"> <li>● Assist CEO with employee briefing- be sure to remind employees of co-op procedure in case they are approached by the media</li> </ul>	CEO and CCO
	<p>Plan news conference; provide (orally and/or in writing):</p> <ul style="list-style-type: none"> <li>● Decide if CCO or CEO will speak</li> <li>● General Organization Information</li> <li>● Prepared Statement about Crisis</li> <li>● Plans for updates to the media</li> <li>● Update schedule</li> <li>● Field Questions</li> </ul>	
Duration of Crisis	<ul style="list-style-type: none"> <li>● Distribute updates to media and employees</li> <li>● Document all work performed by office personnel related to field work, including meal, equipment and materials delivery, and materials management at warehouses.</li> <li>● Document member donated items, such as food, equipment, and labor, with receipts, invoices or signed affidavits noting amounts and values. The value of donated items is included in computing the cost of a disaster. FEMA reimburses a percentage – usually 75% -- of the total cost.</li> </ul>	

**Compliance Department: Human Resources**  
**Emergency Response Checklist**

<b>Compliance Department Checklist – HR/ Payroll/ Benefits</b>		
<b>Status</b>	<b>Activity</b>	<b>Other Personnel or Resources</b>
<b>Pre-Season To-Do List</b>  Before June 1 <sup>st</sup> of each year	<ul style="list-style-type: none"> <li>• Ensure all personnel have badges</li> <li>• Ensure employee emergency contact information/phone tree is updated</li> <li>• Update ERP checklist</li> <li>• Ensure that Employee Portal communication page is set up to update employees during emergency situations</li> <li>• Update as necessary, FAQ sheet for employee communications</li> <li>• Ensure back up computer station or mobile payroll processing is situated in the event of power loss at HQ or remote working available</li> <li>• Assist the Safety Manager with plan for visiting crews</li> <li>• Connect with Safety Manager and I.T. to ensure that Orange Grove Service Center is ready to receive any employees for office work or remote work.</li> <li>• Offer any assistance to Executive Assistant in preparing employee evacuation/re-entry packets</li> <li>• Begin to review and research FEMA Guidelines <ul style="list-style-type: none"> <li>○ <a href="https://www.fema.gov/about/reports-and-data/guidance">https://www.fema.gov/about/reports-and-data/guidance</a></li> <li>○ <a href="https://www.ready.gov/hurricanes">https://www.ready.gov/hurricanes</a></li> </ul> </li> <li>• Establish food team &amp; ensure they have food handlers permits</li> <li>• Prepare 4-day Meal Plan <ul style="list-style-type: none"> <li>○ Pre-purchase frozen food and other food, as necessary for meals</li> <li>○ Pre-purchase snack bag items for emergency responder crews</li> <li>○ Organize Volunteer Meal Preparation Team</li> <li>○ Ensure Food Handler Training is conducted through Safety Manager for issuance of Food Handler Cards to Volunteer Meal Preparation Team</li> </ul> </li> <li>• Contact restaurants and food trucks to have agreement/pricing for support if operational</li> <li>• Prepare to use various methods of communication to connect companywide: company email, tv monitors, telephone, emergency portal, Microsoft teams, text messaging, etc.</li> <li>• Prepare and establish templates on messaging with a word document for key HR messaging. <ul style="list-style-type: none"> <li>○ <a href="https://www.ready.gov/">https://www.ready.gov/</a></li> <li>○ <a href="https://www.ready.gov/kit">https://www.ready.gov/kit</a></li> <li>○ <a href="https://www.ready.gov/plan">https://www.ready.gov/plan</a></li> <li>○ <a href="https://www.ready.gov/evacuation">https://www.ready.gov/evacuation</a></li> </ul> </li> <li>• Review plan to help establish Employee Information &amp; Support Center prior to any emergency event: <ul style="list-style-type: none"> <li>○ Reference Tier Levels 1-3 for personnel availability at each Alert Level</li> <li>○ Be ready to provide status of employees on duty to Senior Staff</li> </ul> </li> </ul>	Payroll, HR, Safety

	<p>(personnel who participate in key activities/duties, tiers)</p> <ul style="list-style-type: none"> <li>○ Prepare to be onsite and in office to assist/support employees and their families</li> <li>○ Prepare to receive family status information</li> <li>○ Prepare to provide family support and assistance</li> <li>○ Prepare to ensure employees families have our names, email addresses and telephone numbers/extensions if needed. Send out communications to employees for this information to be shared.</li> <li>○ If needed, prepare to use non-response employees to provide support for the Employee Information and Support Center. If Volunteer Meal Preparation Team is available to provide support, they can assist.</li> <li>○ Prepare to follow up with staff if employees have difficulty coming to work.</li> </ul>	
<p><b>Pre-Storm &amp; Alert Level 1</b> Tropical system is west of 70°W longitude</p>	<ul style="list-style-type: none"> <li>• Send out communication invite to all employees to update their emergency contact information</li> <li>• Send out communication messaging to employees on weather status and to also prepare for any emergencies <ul style="list-style-type: none"> <li>○ <a href="https://www.weather.gov/crp/">https://www.weather.gov/crp/</a></li> <li>○ <a href="https://www.ready.gov/">https://www.ready.gov/</a></li> <li>○ <a href="https://www.ready.gov/kit">https://www.ready.gov/kit</a></li> <li>○ <a href="https://www.ready.gov/plan">https://www.ready.gov/plan</a></li> <li>○ <a href="https://www.ready.gov/evacuation">https://www.ready.gov/evacuation</a></li> </ul> </li> <li>• Prepare extra supplies and items necessary for personnel (batteries, water bottles, etc.)</li> <li>• Depending on anticipated strength of storm, revisit with some of the restaurants that have agreed to cater for our employees during the restoration process.</li> <li>• Prepare Snack bag items for emergency responders <ul style="list-style-type: none"> <li>○ Prepare to store in tote bins</li> <li>○ Have 50-100 snack bags readily available</li> <li>○ Store in Safety Closet located in Compliance department. May store with Operations, if necessary, for easy access to emergency responders.</li> </ul> </li> </ul>	Payroll, HR
<p><b>Alert Level 2</b> Impact could occur in the NEC service territory within 96 hours; or if a tropical cyclone enters the Gulf of</p>	<ul style="list-style-type: none"> <li>• Assist CCO with re-entry packets to compliance employees as necessary</li> <li>• Meet with Payroll Specialist and possibly Safety Manager to review checklist</li> <li>• Provide employee communications &amp; information with regular updates on impending emergency to staff through email, internal TVs, texting, and Employee Portal <ul style="list-style-type: none"> <li>○ <a href="https://www.weather.gov/crp/">https://www.weather.gov/crp/</a></li> <li>○ <a href="https://www.ready.gov/">https://www.ready.gov/</a></li> <li>○ <a href="https://www.ready.gov/kit">https://www.ready.gov/kit</a></li> <li>○ <a href="https://www.ready.gov/plan">https://www.ready.gov/plan</a></li> <li>○ <a href="https://www.ready.gov/evacuation">https://www.ready.gov/evacuation</a></li> </ul> </li> <li>• Connect with Safety Manager on any assistance needed with reserving hotel rooms for employees &amp; contractors/visiting crews</li> <li>• Ensure that additional items and supplies such as batteries, water bottles, etc. are</li> </ul>	Payroll, HR, Safety

<p>Mexico and the NEC service area is in the National Hurricane Center's cone for possible landfall</p>	<p>purchased and ready for distribution if necessary</p> <ul style="list-style-type: none"> <li>• Send out instructions on how to access employee portal</li> <li>• Send out prepared key messaging to remind employees to be prepared for any emergency <ul style="list-style-type: none"> <li>○ <a href="https://www.ready.gov/">https://www.ready.gov/</a></li> <li>○ <a href="https://www.ready.gov/hurricanes">Hurricanes   Ready.gov</a></li> <li>○ <a href="https://www.ready.gov/kit">https://www.ready.gov/kit</a></li> <li>○ <a href="https://www.ready.gov/plan">https://www.ready.gov/plan</a></li> <li>○ <a href="https://www.ready.gov/evacuation">https://www.ready.gov/evacuation</a></li> <li>○ <a href="https://www.ready.gov/hurricanes#after">https://www.ready.gov/hurricanes#after</a></li> </ul> </li> </ul>	
<p><b>Alert Level 3</b> If an emergency impact is likely to occur in the NEC service territory within 72 hours, or if a tropical cyclone "watch" is issued that includes any portion of the NEC service area</p>	<ul style="list-style-type: none"> <li>• Activate Employee Information &amp; Support Center <ul style="list-style-type: none"> <li>○ Contact Supervisors/Managers for support needed with their teams</li> <li>○ Provide status of employees on duty</li> <li>○ Receive family status information</li> <li>○ Receive calls from employees not able to report for duty</li> <li>○ Provide family support and assistance</li> <li>○ If needed, use non-response employees and volunteers to provide support for an Employee</li> <li>○ Information and Support Center</li> <li>○ Assist with supplies and cot set ups</li> </ul> </li> <li>• Send out communication messaging to employees about guidance on actions to be available for their work responsibilities.</li> <li>• Send out communication messaging to employees about reaching out to HR for any hotel accommodations needed.</li> <li>• Connect with Safety Manager on coming onsite to prepare meals for emergency responders with Volunteer Meal Preparation Team</li> </ul>	<p>Payroll, HR</p>
<p><b>Alert Level 4</b> Impact is likely to occur in the NEC service territory within 36 hours, or if a tropical cyclone "warning" is</p>	<ul style="list-style-type: none"> <li>• Send out communication messaging to employees about reaching out to HR for any hotel accommodations needed.</li> <li>• Receive briefings on emergency weather event</li> <li>• Send out evacuation information messaging to employees about: <ul style="list-style-type: none"> <li>○ Employees own personal evacuation plans</li> <li>○ evacuation map</li> <li>○ evacuation route</li> <li>○ <a href="https://www.ready.gov/evacuation">https://www.ready.gov/evacuation</a></li> <li>○ <a href="https://www.ready.gov/hurricanes#after">https://www.ready.gov/hurricanes#after</a></li> </ul> </li> <li>• Connect with Safety Manager on coming onsite to prepare meals for emergency responders with Volunteer meal Preparation Team</li> </ul>	<p>Payroll, HR, Safety</p>

issued that includes any portion of the NEC service area		
<b>Alert Level 5</b> during an emergency impact, and throughout the response and recovery period	<ul style="list-style-type: none"> <li>• Connect with all employees using various methods to conduct check ins and provide EAP assistance.</li> <li>• Connect with Safety Manager on coming onsite to prepare meals for emergency responders with Volunteer meal Preparation Team</li> <li>• Send out evacuation information messaging to employees about: <ul style="list-style-type: none"> <li>○ Employees own personal evacuation plans</li> <li>○ evacuation map</li> <li>○ evacuation route</li> <li>○ <a href="https://www.ready.gov/evacuation">https://www.ready.gov/evacuation</a></li> <li>○ <a href="https://www.ready.gov/hurricanes#after">https://www.ready.gov/hurricanes#after</a></li> </ul> </li> </ul>	Payroll, HR, Safety
At first notice or as soon as possible	<ul style="list-style-type: none"> <li>• Receive briefing on event</li> <li>• Connect with Safety Manager on any assistance needed with visiting crews</li> <li>• Conduct check ins with staff and employees on any issues occurring</li> <li>• Maintain Employee Information &amp; Service Centers</li> <li>• Ensure snack bags and meal plan in place</li> </ul>	Payroll, HR
As soon as possible	<ul style="list-style-type: none"> <li>• Review damage to technology that payroll depends on</li> <li>• Receive personnel availability reports from supervisors</li> </ul>	Payroll, HR
Update As Needed	<ul style="list-style-type: none"> <li>• Receive personnel availability reports from supervisors</li> </ul>	Payroll, HR
Update As Needed	<ul style="list-style-type: none"> <li>• Assist manager with employee briefing as needed</li> </ul>	Payroll, HR
Duration of Crisis	<ul style="list-style-type: none"> <li>• Assist with updates to employees</li> <li>• Assist Accounting Dept to Document all work performed by office personnel related to field work, including meal, equipment and materials delivery, and materials management at warehouses.</li> <li>• Assist Accounting Dept to Document member donated items, such as food, equipment and labor, with receipts, invoices or signed affidavits noting amounts and values. The value of donated items is included in computing the cost of a disaster. FEMA reimburses a percentage – usually 75% -- of the total cost.</li> <li>• Implement Employee Information &amp; Support Center</li> <li>• Send communications to employees about Employee Assistance Program (EAP) <ul style="list-style-type: none"> <li>○ Family Counseling Services <ul style="list-style-type: none"> <li>▪ <a href="https://www.fcscb.org/">https://www.fcscb.org/</a></li> <li>▪ EAP Line: (361) 852-7415</li> <li>▪ Toll Free: (866) 646-0027</li> </ul> </li> <li>○ NRECA's Life Strategy Counseling Program</li> </ul> </li> </ul>	Payroll, HR



	<ul style="list-style-type: none"><li>▪ 888-225-4289 to speak with a Life Strategy Counseling program professional</li><li>▪ Go to cooperative.com &gt; My Benefits &gt; My Insurance &gt; Life Strategy Counseling</li><li>▪ <a href="https://nreca.lifeworks.com/life/employee-assistance">https://nreca.lifeworks.com/life/employee-assistance</a></li></ul> <ul style="list-style-type: none"><li>• Prepare and plan for any meal preparation for working crews.</li></ul>	
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NEC Co-op Energy  
Emergency Response Checklist

2021 Emergency Checklist for NEC Co-op Energy					
Status	SAFETY 1 <sup>ST</sup> – THEN POWER RESTORATION	Other Personnel or Resources		Complete Y/N	
	Activity				
Pre-Season Check List	Confirm that IT Department personnel has a plan to transfer phones, email, computers and internet to one of NEC wire's offices or to the STEC Victoria office if the Co-op Energy's CC office needs to relocate.	CRO	<ul style="list-style-type: none"> <li>Done</li> </ul>	Y	
	If Co-op Energy down, we will communicate to our members through Communications Specialist or CCO who will use social media, emails, www.neccoopenergy.com, our Facebook page, local media, DPS, Texas Emergency Coordinators, PUCT, etc.	CRO	<ul style="list-style-type: none"> <li>Done</li> </ul>	Y	
	STEC Credit check credentials set up for Victoria office if they have to do new service requests to waive a deposit or not. <i>Due to complexity, "Safety Net," is the preferred option for 1<sup>st</sup> 3 days. After that, Victoria office will follow the manuals to with iSigma assistance to get service orders out to the market.</i>		<ul style="list-style-type: none"> <li>N/A since iSigma so complicated. CC office will retain this duty. FW 4/28/21</li> </ul>	Y	
	<b>REMOTE WORKING:</b> Electric, internet, Phones, JIRA, Shared Drive & Document Manager  IT provide laptops, IP phones, Hotspots, etc. to keep working from home.	CRO / ROM	6/9/21 IT & CE team tested and most worked. <b>WEAKNESS</b> shared with IT, if desk computers or internet down, so is remote working.	In-Progress	
	<b>REMOTE WORK: TESTING OF CAPABILITIES, CC at least every other month, starting April 1<sup>st</sup>. TEST with desk computer OFF.</b>	ROM, STEC Sup.	<ul style="list-style-type: none"> <li>6/9/21 IT &amp; CE team tested and most worked. <b>WEAKNESS</b> shared with IT, if desk computers or internet down,</li> </ul>	In-Progress	

			so is remote working.		
	Hotel rooms and meeting rooms if CC and HQ, or homes not available.	CRO	Have a list of Hotels at bottom of this document. Done 5/14/21	Y	
	STEC Continuity plan: Electric, internet, pandemic, etc. to assure services are done	CRO	3/31/21 meeting, Wendy advised ready.	Y	
	<b>PANDEMIC:</b> IT provide laptops, IP phones, Hotspots, etc. to keep working from home.	CRO	See above	In-Progress	
	If STEC's offices are down, they can come to CC or just work from home or Nursery office or rent hotel rooms.	ROM	<ul style="list-style-type: none"> <li>Confirmed with Connie.</li> </ul>	Y	
	Make sure all NEC Co-op Energy employees have (1) ID badges and (2) their emergency access documentation so police etc. will allow them back to Corpus Christi / Nueces County.	ROM	<ul style="list-style-type: none"> <li>Tier 2 Packets received for FW/MKG</li> <li>Do those receiving Food Handlers permit need Tier 2 permits? No, will be Tier 3 with rest of employees</li> </ul>	Y	
	Educate employees on the employee portal web site to receive information via <a href="http://www.nueceselectric.org">www.nueceselectric.org</a> EMPLOYEE PORTAL at the bottom of the web site. Use your company email address and password to log in. (Same as at your desk.)	ROM	<ul style="list-style-type: none"> <li>5/26 – (MKG) Emailed employees to test portal from both office and home. 9/13- placed how to on bottom of this document</li> </ul>	Y	
	Make sure have an updated employee contact sheet for all Co-op Energy employees.	ROM	<ul style="list-style-type: none"> <li>5/21 – (MKG) updated file for all full-time employees. Updated for 1 of 2 contractors.</li> </ul>	Y	
	Educate employees on the process of how power is restored, how to handle upset members and how to track outage / complaint calls. (See	ROM	<ul style="list-style-type: none"> <li>5/12 – (MKG) Group meeting and provided employees</li> </ul>	In Progress	

	bottom of this document.)		hurricane packet to review. Will follow-up with Q&A.		
	EDUCATE / REMIND EMPLOYEES NOT TO CONTACT OPERATIONS DEPARTMENT FOR OUTAGE UPDATES (WHEN POWER RESTORED???) Can transfer NEC wires callers to NEC's Member Care Team. Employees are to check with Communications, web site, Facebook, and will receive email updates also.	ROM	<ul style="list-style-type: none"> <li>5/12 – (MKG) Group meeting and provided employees hurricane packet to review. Will follow-up with Q&amp;A</li> </ul>	In Progress	
	Execute a 50-kW back-up generator	N/A	Office site does not provide location for back-up generation. Cost likely over \$75,000	N/A	
	Buy 8 cases of bottle water. If still have after hurricane season, put in lobby and new service office for members to have.	BDC	<ul style="list-style-type: none"> <li>Done 5/25/21</li> </ul>	Y	
	NEC CO-OP ENERGY's web site has the IOU's outage restoration phone #s on it.	CRO	<ul style="list-style-type: none"> <li>Done</li> </ul>	Y	
	Phone system 1st has que to transfer them to their selected TDU to report and outage. If not select, then rings at CRC.	ROM / CRO	<ul style="list-style-type: none"> <li>Done</li> </ul>	Y	
	Confirm we have the most recent IOU list of IOU Critical Care / Load. (this is a standard report in iSigma.)	CRO	<p>DONE 4-28-21 - list downloaded to ERP folder. Procedure written how to get list in the folder.</p> <ul style="list-style-type: none"> <li>(FW) 6-16-21 -- Provided Critical Care List &amp; All Cust Call Out List to Kirklan</li> </ul>	Y	
	Food Handler Permit Class for all NEC office employees that supervisors and managers are okay for them to take. Thus, can help with cooking for outside employees until food service crews arrive or no longer needed. Nueces Co. Health Department.	Safety Sup.	<ul style="list-style-type: none"> <li>N/A – Safety Supervisor is now handling.</li> </ul>	N/A	

	Valid 2 Years – Complete Even Years Only				
	Trash bags to cover computers and monitors: Place in filing cabinet in vault with the Re-entry Packets from Nueces Co.	ROM	<ul style="list-style-type: none"> <li>5/26 – (MKG) confirmed 2 rolls of plastic bags are in vault.</li> </ul>	Y	
	Register email with City of CC's www.ReverseAlert.com program for weather warnings.	CRO/ROM	<ul style="list-style-type: none"> <li>Done.</li> </ul>	Y	
	Ensure Emergency Cash Funds are available. (\$200 in cash obtained during 2018 hurricane season)	ROM	<ul style="list-style-type: none"> <li>5/26 - (MKG) confirmed \$200 cash in Vault</li> </ul>	Y	
	Hurricane tracking web site <a href="http://www.hurricanes.gov">www.hurricanes.gov</a>	CRO/ROM	<ul style="list-style-type: none"> <li>Done.</li> </ul>	Y	
	MDR web site access for Connie @ STEC & training on how to retrieve enrollments & post EFL rates	CRO/ROM	<ul style="list-style-type: none"> <li>Cancelled. CC Team will have to handle this.</li> </ul>	Y	
	Current Member Phone #s and emails. Remind CSRs to ask / double check with every member they speak with.		<ul style="list-style-type: none"> <li>Done</li> </ul>	Y	
	AEP / IOU bill stuffer & web site to request members to sign up on TDU's web sites for outage (reporting, alerts & restoral information)	CRO	<ul style="list-style-type: none"> <li>Done. To be in August '21 insert. Will get it done in June or July for future.</li> </ul>	Y	
	AEP outage web site (Train CE Team on how to look up on AEP web site to find their estimated time of restoral)	CRO/ROM	<ul style="list-style-type: none"> <li>Done.</li> </ul>	Y	
	Dry ice and back-up generator suppliers list to give to members if they are in need. Update the lists.	BDC	<ul style="list-style-type: none"> <li>Done 5/21/21</li> </ul>	Y	
	Pre-paid cell phones / service	N/A	5-22-19, IT advised do not think we need since phones are internet based and have possible Calallen or Victoria offices to use. Advised, worst case scenario, they can drive to nearest town with power and a Wal-Mart and buy some.	N/A	
<b>** ALERT LEVEL 1 **</b>					
This status is declared if a	Back up computer files- save both on local desktop	CRO		N/A	

tropical cyclone forms or enters areas in the western Atlantic Ocean or Caribbean Sea that are west of 70° West longitude, the NEC CEO (or designee) shall monitor the storm path and send alert messages by email to all NEC management staff at least once per day.	computer and shared drive folders				
	Gas up office vehicles via off site location	ROM & BDC	•		
	Inform STEC Retail & I-Sigma 770-543-0331 or 800-944-0893 of Alert status	CRO	•		
	Notify CRC iSigma, Utilitec and EC-info and advise contractors company has initiated ERP Alert Level 1.	ROM	•		
	Make sure CRC has the <b>most recent membership list</b> for NEC CO-OP ENERGY members on IOU lines.	CRO	•		
	Make sure we have most recent IOU list of <b>IOU Critical Care / Load report / list to do robo calls if needed</b>	CRO	•		
	Evaluate if need team needs to cover computers before leave or for the weekend.	CRO & ROM			
<b>** ALERT LEVEL 2 **</b>					
This status is declared if an emergency impact could occur in the NEC service territory within 96 hours; or if a tropical cyclone enters the Gulf of Mexico and the NEC service area is in the National Hurricane Center's cone for possible landfall.	<b>HAND OUT NUECES COUNTY RE-ENTRY PACKETS. They are in the lower filing cabinet in the vault.</b> Remind they cannot lose them and must return after each storm. <i>Hand out if CAT 2 or greater or if an evacuation order.</i>	ROM			
	<b>HAND OUT: Laptops, hotspots, etc. to employees: if CAT 2 or greater or if Nueces Co. has an evacuation order.</b>	ROM			
	Evaluate need to do robo-calls to <b>IOU critical care</b> members and advise of evacuation assistance to call 211 for help. May not do if a Category 1 storm.	CRO			
	Make hotel reservations in Victoria for up to 3 Corpus	CRO			



	Christi team members to relocate to help with calls and new service and other requests.				
	Board up CC office windows	CRO	Jesus		
	Evaluate if need team needs to cover computers before leave or for the weekend.	CRO & ROM			
<b>** ALERT LEVEL 3 **</b>					
This status is declared if an emergency impact is likely to occur in the NEC service territory within 72 hours, or if a tropical cyclone "watch" is issued that includes any portion of the NEC service area	* Advise Co-op Energy employees that CEO <b>may</b> have to cancel their vacations and will need to be available for work within 24 hours after storm's passing. CEO <b>may</b> give employees 4 hours off (not sure if paid or vacation) CEO will decide.	CRO			
	Remind employees to get information on when to return to work, log into <a href="http://www.nueceselectric.org">www.nueceselectric.org</a> EMPLOYEE PORTAL. Use your email to log in and desk top password.  Make sure they have below Cell numbers: CRO 361-877-1156 -- ROM 361-885-5688	ROM	See bottom of this document on how to log in.		
	<b><u>CRITICAL CARE (IOU) MEMBERS:</u></b> <u>Evaluate if need call to advise of possible storm.</u> Make recorded call to advise of possible Hurricane and to start to prepare. Get excel spreadsheet from iSigma / Victoria office, use <b>Call-em-all.com</b> CRO's cell phone has login and password. Also, on CRO's cell phone and desk top computer. C.R.O. will evaluate if need to do robo-calls to critical care members and advise of evacuation assistance to call 211 for help. May not do if a Category 1 storm	CRO	Work with Marketing to send the messages out.		

	C. E. vehicles are moved to safe locations at HQ or designated area by Maintenance Supervisor.	CRO / Maintenance Sup.			
	Evaluate if need team needs to cover computers before leave or for the weekend.	CRO & ROM			
<b>** ALERT LEVEL 4 **</b>					
This status is declared if an emergency impact is likely to occur in the NEC service territory within 36 hours, or if a tropical cyclone "warning" is issued that includes any portion of the NEC service area.	Check with CEO and NEC department heads to see what we might be able to help with.	CRO			
	Nueces Co. Re-entry passes	ROM	May not need since Nueces Co. lowered entry level requirements.		
	Co-op Energy team is allowed during emergencies to help NEC wires with phone calls and such.	CRO			
	<b>Review the severity of storm and if any mandatory evacuations have been issued. CEO decides if employees leave work early or finish the workday. CEO decides if: paid time off, vacation or unpaid time off.</b>	CRO			
	Phones transferred to CRC. Call CRC 1 <sup>st</sup> to let know coming and have IT make the transfer.	ROM			
	Evaluate if need team needs to cover computers before leave or for the weekend.	CRO & ROM			
<b>** ALERT LEVEL 5 **</b>					
This status is declared/exists during an emergency impact, and throughout the response and recovery period	Contact employees to come into man phones, emails and office.	CRO/ROM			
	At the minimum, have some way for <b>CRC</b> to communicate with NEC Co-op Energy department to call current members back and follow up new applications. <b>Coordinate with CFO, CCO and COO on what to communicate.</b>	CRO			
	<b>RESTORATION UPDATES:</b> Employees and members are	CRO & ROM			



	not to talk to NEC wires Operations personnel.  Employees and members are to get all information from CRO or ROM only who will get their information from the COMMUNICATIONS DEPARTMENT or web site or Facebook or group email updates.				
	No employees or family are allowed to use NEC's showers or restrooms. As of 2018	CRO			
	<b>If Co-op Energy's Corpus Christi office is not usable,</b> then ask NEC wires if can use a conference room with a few phones to operate out of or a remote Service Center. If not able, then relocate to Victoria if needed and they are functional. <b><u>OR if employees can operate from home with laptops and hot spots.</u></b>	CRO			
	<b>If Co-op Energy's CC office is down and able to relocate to NEC HQ office.</b> During the transition, the Victoria Team will handle all calls and emails for new or disconnect of service by using the various TDU's, "Safety Net," procedures until and CC is able or has relocated to the Victoria office to help. Manuals are shared with Victoria team on CC procedures. Due to complexity, "Safety Net," is the preferred option for 1 <sup>st</sup> 3 days. After that, Victoria office will follow the manuals to with iSigma assistance to get service orders out to the market.	CRO / ROM / Victoria office			
	<b>If Victoria office is down and not able to locate to Nursery,</b> have them relocate to CC office to run billing. If Victoria team not able to relocate to CC, have them relocate to where they can access internet with laptops	CRO / ROM / Victoria office			

	remotely and have billing and payments processed within 5 working days. If not able, CC office work with them and iSigma to follow procedures and get payments and billing processed.				
	Cancel Victoria or CC hotel reservations if not need them.	CRO			
	<b>Advise members of the TDSP phone #s to call and report their power outages and to get restoration updates.</b>	ROM			
	AEP Delivery Areas – AEP North & AEP Texas Central		1-866-223-8508, <a href="http://aep texas.com">aep texas.com</a>		
	Nueces Electric Cooperative Delivery Area		1-800-632-9288, or 361-387-2581 in Robstown, <a href="http://nueceselectric.org">nueceselectric.org</a>		
	Oncor Delivery Area		1-888-313-4747, <a href="http://stormcenter.oncor.com">stormcenter.oncor.com</a>		
	CenterPoint Delivery Area		1-800-332-7143, <a href="http://centerpointenergy.com">centerpointenergy.com</a>		
	Texas-New Mexico Power (TNMP) Delivery Area		1-888-TNMP456 (1-888-866-7456), <a href="http://tnmp.com">tnmp.com</a>		
	CRO evaluate to see if need to call <b>port-a-potty</b> vendors to bring at least one on site.	CRO			
	Security for lobby. Make request with CCO & Safety Supervisor	CRO	6-3/20 left mess. With Joe H. to put us on his potential list.		
	If IT is not able to get phones up, then drive to nearest town with power and a Wal-Mart and purchase prepaid cell phones for us to call members.	CRO, ROM, BDC			
	LATE FEES – stop charging to all members in the areas hit hardest if possible or to all. For a few weeks. Advise CCO & CEO and CFO of this.	CRO / ROM			
	DNPs stop doing in areas affected by the event	CRO			

## **Emergency Operations Plan**

### **Load Shed Annex**

The Electric Reliability Council of Texas (ERCOT) manages the flow of electric power to more than 26 million Texas electricity customers. ERCOT is responsible for ensuring that the supply of electricity is sufficient to meet member demand (load) for electricity in most of the state.

When electric supply provided by all available power generation plants, wind farms and other sources becomes insufficient to meet member demand, ERCOT begins emergency operations. During a power emergency when electric supply cannot meet consumer demand for electricity and all other operational tools have been exhausted, the demand for electricity must be reduced to avoid uncontrolled blackouts. As a last resort, ERCOT will instruct electric utilities to implement controlled electricity customers outages to reduce the customer demand for electricity on the ERCOT grid. This is referred to as load shed and will last until the power emergency is resolved by ERCOT.

Typically, before calling for controlled electricity customer outages, ERCOT takes steps to reduce the demand on the electric grid by asking electricity customers to reduce electric usage. All electric utilities and electric cooperatives, including Nueces Electric Cooperative, are obligated to immediately implement load shed procedures when ERCOT instructs.

During member load shed events:

- All members should assume their power could go out without advanced warning. Efforts will be made, as much as possible, to provide advanced notification of pending outages, but circumstances do not always allow that to happen.
- Members designated as **Critical Load**, in accordance with PUC §25.497, are not guaranteed an uninterrupted supply of electricity. It is the responsibility of the retail member to make necessary arrangements for alternative sources of electric power should a localized outage or load shed event occur.
- Residential members dependent on electric-powered medical equipment, such as those designated as **Critical Care** or **Chronic Condition**, in accordance with PUC §25.497, are encouraged to have a solid back-up plan in the event they lose electricity. It is important to note that these members are not excluded from controlled outages and may lose power during a load shed event. Anyone who depends on electricity for life-sustaining equipment should have a back-up plan in place.
- The procedure for a member to apply to be considered a critical care residential member, a critical load industrial member, or critical load according to commission rules, can be found on NEC's website at: <https://www.nueceselectric.org/critical-care-renewal-letter-0>
- NEC will prioritize continuity of service for certain members whose service is critical to the community during an emergency or those whose service provides major support to the integrity of the electric system during an emergency. Examples include hospitals, major airports, critical natural gas and water supply systems, and 911.

- Because a load shed event is an emergency order from ERCOT based on a shortfall of electricity being generated NEC will not have the information to be able to notify individual members if they may lose power, when they may lose power or how long the load shed event may last.
- In extreme power emergencies, ERCOT may require electric utilities & co-ops to shed large amounts of load over long periods of time. In these instances, NEC may not have the ability to rotate outages without risking the stability of the entire electric grid. When this happens, some members may be without power for an extended period of time. These outages are critical for ensuring the integrity of the state's electric grid and preventing a system-wide blackout, which could be long-lasting and have a significant impact on all aspects of life.
- Electric utilities & cooperatives are required to continue to comply with ERCOT controlled member outage instructions until ERCOT determines that they are no longer required.
- The Public Utility Commission of Texas website ([Hot and Cold Weather, and General Energy-Saving Tips](#)) provides examples for members to reduce electricity use at times when involuntary load shedding events may be implemented.

Regardless of the nature of the load shedding event, Nueces Electric Cooperative is committed to ensuring the safe and reliable delivery of electricity to its members 24-hours-per-day, 7-days-per-week. While NEC may not control the issues or conditions that have required ERCOT's order to shed load, we will do everything in our power to restore electricity when we are able to safely do so. In addition, we will work to keep our members informed about the situation through local media outlets, social media, and direct communications to you. NEC communicates with members during a load shed event via all available media- website ([nueceselectric.org](http://nueceselectric.org), [neccoopenergy.com](http://neccoopenergy.com)), media releases, social media, and signage. Template messaging for such power interruptions is available in the NEC Crisis Communications Plan.

NEC's feeders that are currently prioritized for a load shed event are provided in the confidential section of the appendix.

## **Emergency Operations Plan**

### **Pandemic Annex**

#### **Phase I: Pandemic Plan Overview**

##### **I. General**

A pandemic is defined as a global outbreak of a new virus or disease with sustained and efficient human-to-human transmission. Generally, little or no immunity exists to the disease and it causes illness and, in some cases, death.

This plan's intention is to provide additional guidance during a confirmed or suspected pandemic. It works concurrently with our Emergency Response Plan and any Policies such as, but not limited to Family Medical Leave, Sick Leave, or Personal Leave.

##### **II. Basic Overview**

###### **A. Impact**

NEC holds responsibility for critical infrastructure to support our communities and business continuity is extremely important in emergency situations. A pandemic is considered a high impact, low frequency threat to business operations for NEC. In recent years, pandemic impacts have been mild, however the potential exists for a much more severe event that could affect the operation of the power grid by making a significant portions of the workforce ill or unavailable to come to work due to family illness or school closings. The power system is heavily reliant on critical personnel to operate reliably. This is a task that requires close coordination with government and health authorities to ensure appropriate and coordinated steps are taken in a timely fashion.

While NEC is a regional operation, NEC's supply chain could also be disrupted and mutual aid support limited by other co-op's challenged by crew shortages and fears of those available employees not wanting to put themselves and their families at further risk.

While mortality rates may vary, even low-end mortality rates may cause severe disruption for employees who lose family and friends.

A pandemic could severely disrupt operations through multiple waves that could last six to eight weeks and span several seasons of even years.

For Nueces Electric Cooperative, the impacts could include:

- Reduced availability of front office, back office staff, and field personnel to serve customers
- Absence of mission critical staff, including senior managers and IT personnel
- Permanent loss of staff who die

- Increased claims activity

**B. Staff Availability**

It is expected that many more employees than are ill will not be available to work.

This is because

- They may be caring for a family member who is sick,
- They may be worried about being exposed to the illness, and hence not want to come in to work or travel
- Transportation may be unavailable
- Whole workgroups may be sick at once if they are co-located in a single workspace or meet face to face regularly

Estimates of how many staff will be absent vary from 5% – 15%, up to 50% at the “peak” of the wave, perhaps for two weeks to one month.

**C. Planning Time Frame**

It is reasonable to expect the pandemic may last between 12 and 18 months and may pass through communities in two to three pandemic “waves”. New antiviral development can take 3 or more months and vaccine development takes 18 or more months once a vaccine is developed. A wave of infection may last from 4 to 12 weeks. There may be one to several months between waves. More rapid vaccine and anti-viral development may shorten the period of concern to nine months or less.

**D. Other Considerations**

Every country and region are expected to eventually be affected, although they may be affected at different times and to differing degrees.

- Transportation is likely to be interrupted – both as a result of border restrictions, and failures due to absenteeism or power or fuel interruptions.
- Basic infrastructure such as telecommunications and power may be impacted
- Supply and delivery chains are likely to be impacted

**E. Plan Focus**

Business continuity plans traditionally focus on discrete events such as fires and natural disasters that have a limited duration and which have greater impact on the physical infrastructure than on the workforce. The Pandemic plan’s primary impact

will be a reduced workforce. Therefore, Nueces Electric Cooperative's pandemic plan must include:

- Cross training of staff in critical functions to minimize the impact of absenteeism
- Improving systems for working from home
- Documentation of work functions to allow untrained or minimally trained staff to temporarily fill job positions
- Mechanisms to reduce the need for face to face meetings among staff or with customers
- Larger signature authority groups should multiple managers be ill at once

### III. EXPOSURE AND SCREENING

#### A. Exposure

- Office and Field employees (ie: those staff who deal with customers face-to-face on a very regular basis) could be at increased risk of contracting pandemic diseases because they are exposed to people who may be infectious. Attention to strict hygiene and appropriate use of Personal Protective Equipment (PPE) will help reduce this risk.

Some of the risks are identified as:

Risk	Employees shall
Customers' "respiratory droplets" considered as potentially infectious	<ul style="list-style-type: none"> <li>• Wear a mask at all times when dealing with customers face to face</li> <li>• Keep a distance of at least 2 meters / 6 feet between themselves and the customers.</li> <li>• Door screening procedures shall be followed</li> </ul>
Objects touched by customers (including money, pens, chairs etc) may be contaminated with the virus.	<ul style="list-style-type: none"> <li>• Wear gloves when handling objects that have been touched by customers. Gloves are NOT a substitute for hand washing.</li> <li>• Practice frequent hand washing. It may be useful to have alcohol hand rub available at desks for regular use.</li> <li>• Clean all shared space and objects regularly</li> <li>• Refrain from touching their face</li> </ul>
Visiting clients	<ul style="list-style-type: none"> <li>• Wherever possible, minimize face-to-face contact. Use the telephone / email or other means of communication if appropriate.</li> </ul>

	<ul style="list-style-type: none"><li>◦ If face-to-face contact is unavoidable, we will consider using masks. Avoid touching, don't shake hands</li></ul>
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#### B. Door Screening

Screening employees prior to coming to work or at the workplace helps minimize the risk of a sick individual coming to work and infecting the rest of the workforce Sick employees should remain at home and call in rather than approach screening areas Nueces Electric Cooperative's Headquarters Office currently has (12)-twelve entrances.

Door screenings will be located at the breakroom entrance.. All other entrances to the building will be for exit only. This will include access to the Warehouse and Yard facility.

The Human Resource Department will perform the screening.

Notices of the Health Screening will be posted at the front entrance where the screenings will be conducted.

#### IV. OPERATIONS

##### A. Office Operations

If a pandemic occurs all office operations will continue until it is determined if employees are at risk. Public access to the property may cease until the CEO, or designee, makes this determination.

The CEO and Department Managers shall determine what alternatives will be carried out for essential business operations. Possible scenarios include:

- Cashier
  - Limit access to drive through traffic only; no public access to facility.
  - Accept payments via electronic transmittance only.
  - Employee may work from home in lieu of coming into the office.
  - Employee will be required to wear proper PPE.
- New Service
  - Accepting applications for service via electronic transmittance only.
  - Employee may work from home in lieu of coming into the office.
  - Employee will be required to wear proper PPE.
- Customer Service
  - Accepting applications for service via electronic transmittance only.
  - Accepting payments via electronic transmittance only.
  - Employee may work from home in lieu of coming into the office.
  - Employee will be required to wear proper PPE.
- Other Office Services
  - Employee may work from home in lieu of coming into the office.
  - Employee will be required to wear proper PPE.



- Out Post Locations
  - Temporarily close all Out-Post locations; as determined by the CEO or designee.
  - Accepting applications for service via electronic transmittance only.
  - Accepting payments via electronic transmittance only.
  - Employee may work from home in lieu of coming into the office.
  - Employee will be required to wear proper PPE.

**B. Field Operations**

If a pandemic occurs some field operations will cease until it is determined employees are not at risk. The Executive Manager will make this determination.

The Executive Manager and Department Manager shall determine what alternatives will be carried out for essential business operations. Possible scenarios include:

- Meter Reading
  - Possible alternatives to conduct the meter reading operations will be allowing members to call in readings via telephone or other electronic means or Nueces EC contacting members for meter information.
  - Limited one-on-one exposure with public along with proper PPE can be utilized.
  - Employee may work from vehicle and home in lieu of coming into the office.
- Engineering Operations
  - Limited one-on-one exposure with public along with proper PPE can be utilized.
  - Employee may work from vehicle and home in lieu of coming into the office.
- Operations
  - Limited one-on-one exposure with public along with proper PPE can be utilized.
  - Employee may work from vehicle and home in lieu of coming into the office.
- Warehouse Operations
  - Limited one-on-one exposure with public along with proper PPE can be utilized.

**C. Public Access**

All visitors entering the building will be required to sign in after being screened. In the event of a potential exposure incident the Human Resources Department will notify each person of the exposure.

V. AWAY FROM AND RETURNING TO WORK

A. Employees Away from Work

Employees who have been away from work due to any of the following reasons must follow specific guidelines listed in B through E:

- Illness with confirmed or suspected pandemic virus
- A member of their household is/was ill with confirmed or suspected pandemic virus
- Employee is/was in close contact with a person infected with pandemic virus
- Employee has traveled from an affected State or County to an unaffected State or County

B. Confirmed or Suspected Pandemic virus

Category 1. Employees must follow the guidelines below for returning to work if they have been ill with confirmed or suspected pandemic illness.

Employee shall not return to work until free of fever, without medicine, for a minimum of 24 hours before returning to work. Employee shall obtain medical clearance from their physician prior to returning to work if possible. If the employee has any doubts about whether they are well enough to return to work and are unable to contact a physician, the employee shall contact the Human Resources Department for guidance.

C. Family Member has Confirmed or Suspected Pandemic virus

Category 2. Employees must follow the guidelines below for returning to work if a member of their household was ill with a confirmed or suspected pandemic illness.

Employee shall not return to work for the later of 14 days or until all members of the employee's household have been fever free without medicine for 24 hours.

D. Close Contact with a Person who has CVirus

Category 3. Employees must follow the guidelines below for returning to work if they come in close contact with a person infected with pandemic illness. Close contact is considered as having been within two meters (6 feet) and having had face- to- face contact.

Employee shall not return to work for 14 (days) days from the last period of contact with the affected person. Employee shall be free of symptoms, no fever, body ache, excessive fatigue, new onset of cough or other respiratory symptoms.

E. Travel from an affected State or County to an unaffected Country, State, or County

Category 4. Employees must follow the guidelines below for returning to work if they travel to/from an affected Country, State or County.

Employee shall not return to work for the length of the incubation period of the illness, from the last period of contact with the affected area. Employee shall be free of symptoms without medication for at least 24 hours (e.g. no fever, body ache, excessive fatigue, new onset of cough or other respiratory symptoms).

VI. TRAVEL RESTRICTIONS

A. Imposed by Nueces Electric Cooperative

Governments and public health authorities may impose travel restrictions in an attempt to reduce the risk of infected persons spreading the disease from area to area. Nueces Electric Cooperative may impose travel restrictions in an attempt to reduce the risk of employees becoming infected by pandemic diseases and to reduce the risk of employees becoming stranded in areas should travel restrictions be suddenly imposed.

Nueces Electric Cooperative has established a plan to restrict travel if there are suddenly increasing numbers of human infections of pandemic illness that appear to be localized in one area, or one county, then restrictions may well be declared. However, if many areas/counties are simultaneously experiencing widespread outbreaks, then restrictions may prove to be detrimental rather than of benefit, and travel bans may be lifted.

If employees have work training or conferences planned that require travel and the employee prefers not to go out of fear of the pandemic threat, every reasonable effort will be made to consider such requests.

Note that imposing travel restrictions too early will cause unnecessary disruption, additional expense and inconvenience. However, acting too late may result in employees being exposed to the pandemic virus, and/or being stranded in an area for an unknown period of time.

VII. EMPLOYEE RESPONSIBILITY

A. Notify Nueces Electric Cooperative of Health Status

- Employees that have any health issues are encouraged to notify Nueces Electric Cooperative about their condition, as the condition *might* place them in a priority group for such interventions as vaccination, or evacuation, if a pandemic arises. Employees should consider whether perhaps self-identifying their condition to human resources (or other management as appropriate) is in their best interests.
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VIII. STRESS MANAGEMENT

A. Employee Fears

Nueces Electric Cooperative will manage pandemic-related stress by:

- Communicating with employees early on regarding the potential pandemic and how our organization is preparing for it.
- Provide employees with clear and timely information in a proactive manner.

- Communicate clearly and accurately about our organization's response.

B. Reducing High Stress Levels

Supervisors should enforce staff breaks during work shifts. Breaks allow employees to better modulate their physiological response.

IX. Policies and Guidance

- A. The following are policies and guidelines for different levels of a pandemic:

## **Phase II: Current NEC Guidance Regarding the COVID-19 Pandemic**

### **NEC's Emergency Pandemic Plan has been activated**

*(Updated 3/23/20)*

These are trying times for all of our valued employees at NEC. It is management's goal do everything possible to help you stay safe and healthy through the COVID-19 Pandemic while we continue to support our mission to our members. Please follow the guidance below.

**I. Employees are encouraged to take responsibility for theirs and others health and safety through the following actions:**

1. Wash your hands frequently and/or use hand sanitizers before and after touching public surfaces
2. Avoid touching your face
3. Clean surfaces in your workspace (desk areas and vehicles) and at home that you and others touch frequently
4. Frequently wipe down doorknobs, handles, lobby and other public surfaces during business hours and when at home
5. Take seriously the practice of social distancing of at least 6 feet, avoiding large crowds, and travel to hot spots - other areas of the country experiencing the spread of this virus.

**II. Current NEC Restrictions & Guidance**

1. Any planned travel to attend conferences or trainings or other meetings between now and the end of April is cancelled. We recognize these trainings are valuable and will seek opportunities in the future to reschedule or obtain online conference information. Business critical meetings will be addressed on a case by case basis. Many upcoming training and events are being postponed or moved to online. Cancellations to date include:
  - a. NEC meetings, in person, are limited to 10 participants who must be seated no closer than 6 ft.
  - b. TEC & NRECA Schools and Conferences have been cancelled through the end of April.
  - c. The NEC Board meeting will be telephonic this month.
  - d. The TEC pole top and bucket rescue training has been postponed and the water clearance training will be online at a later date
  - e. The Lineman Appreciation Day activities will be postponed
  - f. The Office Staff Appreciation Day activities will be postponed
2. Only business-critical visitors may be admitted beyond the lobbies of our facilities. Those to be admitted into facilities for business reasons should be requested to complete the visitor questionnaire and if any answers are yes, should be denied admission. Forms completed and question should be directed to human resources.
3. Line crews have individual vehicles to support social distancing and have cleaning supplies to keep tools and vehicles clean.
4. We have increased the cleaning of our offices. Cleaning crews are cleaning the Calallen and Retail Corpus offices daily, Ben Bolt three times per week, and Ricardo 3 times per week. Deep cleans will be ordered if there are concerns of possible exposure. Also, additional cleaning supplies and hand sanitizers have been ordered.
5. Contact your supervisor, according to policy, and do not report to work if...
  - a. You are sick

- b. You believe you've had close contact (< 6 ft) with someone who has COVID-19
- 6. Notify HR (LaRae Ext. 231, Joanna Ext. 405 or Sarah Ext. 224) if...
  - a. You've returned within the last 14 days from a restricted area under a Level 2, 3, or 4 Travel Advisory according to the U.S. State Department. (You will be asked to self-quarantine, teleworking if possible, for 14 days)
  - b. You've had close contact with or cared for someone diagnosed with COVID-19 within the last 14 days (You will be asked to self-quarantine, teleworking if possible, for 14 days)
  - c. You've been in close contact (<6 ft) with anyone who has traveled within the last 14 days to an area identified in item 5.b. (You will be asked to self-quarantine, teleworking if possible, for 14 days)
  - d. You've experienced cold or flu-like symptoms in the last 14 days (e.g. fever, fatigue, cough, sneezing, aches & pains, runny or stuffy nose, sore throat, respiratory illness, difficulty breathing) (Stay home, call the health department to report your symptoms, follow their direction).
  - e. You've tested positive for COVID-19 (You will be asked to self-quarantine until you've been release to work by the health department)
- 7. If you are sick with symptoms of COVID-19, these are the actions to take:
  - a. Stay home – do not just go to your doctor or the emergency room- call first.
  - b. In Nueces County, call the Health Department Hotline at 361.826.7200 they will give you guidance and, if warranted, an appointment for a drive through COVID-19 test at the old Memorial Hospital parking lot (available beginning Thursday, 3/19/20).
  - c. In other counties, call (don't visit) your healthcare provider.
- 8. Local and federal ordinances limit NEC employee and public events to groups of 10 or less. Even in such groups, employees must social distance themselves by at least 6 feet. This means no handshakes, as well.
- 9. Employees are encouraged to limit meetings whenever possible to protect employees from possible exposure. Consider the meeting space size with respect to the number of meeting attendees and their need to keep 6 feet apart.
- 10. Employees are encouraged to use TEAMS and conference calls to coordinate and share information rather than work face to face.
- 11. Our service and field personnel must employ "social distancing" (of at least 6 feet) in dealing with the public.
- 12. Upcoming vacation time already scheduled and approved should be reviewed with your supervisor. Questions should be directed to HR.
- 13. NEC lobbies are closed to members and the public beginning at 5 pm, 3/20/20. Members are encouraged to pay bills, start service, and conduct all other necessary business through our free SmartHub app, NEC CE's online portal, our website, by phone, the night deposit, or the drive-through. We'll ask that anyone who can do business by phone to please do so in order to keep drive-thru times down.
- 14. NEC has NOT suspended member disconnections at this time, but we will give extra consideration to hardship situations for member bill payment. Members who have a history of DNPs may be disconnected.
- 15. NEC is prepared for possible telework for some employees who can work from home as necessary. This is offered in an effort to support social distancing, business continuity and to support parents of children for whom schools or daycares have been closed.
- 16. In consideration of item 8, NEC has decided to close the workout room at HQ and to remove chairs in the breakrooms. All NEC breakroom and common areas will be off-limits to employees for any social gatherings such as breaks, lunches, and any social activities. These areas are particularly vulnerable to spreading germs. You will continue to have access to the refrigerator, coffee maker, water dispensers, etc. but we do ask that you continue to practice social distancing in all areas. Employees are still encouraged to get outside and take breaks and walks. Employees are also allowed to eat at their desks during this emergency.

**NUECES ELECTRIC COOPERATIVE, INC.**

**OPERATING POLICY**

<b>Scope:</b>	<b>OPERATING POLICY</b>
<b>Subject:</b>	<b>Phase III- Initial Re-opening COVID-19</b>

**I. OBJECTIVE**

It is NEC's objective to take reasonable precautions to protect NEC employees from the COVID-19 virus during the pandemic. In this phase, government officials are slowly beginning the reopening process. Progress or regression from this phase is determined by the spread of the virus.

**II. PROCEDURES**

- A. NEC continues to follow CDC guidance to limit the spread of viruses in the workplace including:
1. If employees are sick, they should stay home from work.
  2. Employee must also stay home, and report to their supervisor, exposure or possible exposure to another person who tests positive for COVID-19. Employee is sent home for 14 days from date of last exposure or employee may obtain a documented negative COVID-19 test (test results taken earlier than 5 days following exposure are not acceptable, to allow for virus incubation period). Time off will require use of sick leave first if available, then vacation leave, then unpaid time off.
  3. Implementation of teleworking for all jobs possible, staggered schedules, individual vehicles, and other job adjustments to support distancing of employees.
  4. Closure of lobbies and public areas in all facilities.
  5. Social distancing of at least 6 feet from those not in your immediate household. As COVID-19 can be carried for many days by seemingly healthy individuals, this is an extremely dangerous virus. NEC employees must social distance at all times.
  6. Face coverings are encouraged at this time (and will be required during this phase when PPE is accessible), when interacting with other employees or the public. NEC has ordered coverings for all employees. If you have your own, these will need to be approved by HR or the Safety Manager.
  7. Avoid touching your eyes, nose, and mouth

8. Cover your cough or sneeze with a tissue and then throw the tissue in the trash
  9. NEC continues extra cleaning of all workspaces and vehicles, however employees must also be vigilant to clean and disinfect frequently touched objects and surfaces using a household cleaning spray or wipe, provided.
  10. NEC employees should wash hands often with soap and water for at least 20 seconds, or use hand sanitizer with at least 60% alcohol, especially after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing.
  11. Possible health checks may be performed by NEC personnel as allowed by law (e.g. temperature checks, etc.). Any health information obtain will be documented and protected as confidential information.
- B. NEC discourages personal travel and has cancelled all non-essential business travel. The CDC recommends you stay home as much as possible and practice social distancing. Traveling to visit friends and family increases your chances of getting and spreading COVID-19. It is possible for someone to have COVID-19 and spread it to others, even if they have no symptoms. Getting infected may be especially dangerous if you or your loved ones are at higher risk for severe complications from COVID-19. People at higher risk for complications do need to take extra precautions. Although it can be hard to remain apart from loved ones during challenging or stressful times, try to connect with them in other ways, using video chats or phone calls.
1. NEC continues to cancel company training and non-essential travel through at least the end of May.
  2. Employees may travel without restrictions within the Coastal Bend Counties of Nueces, Kleberg, Jim Wells, Kenedy, Duval, McMullen, Brooks, Live Oak, San Patricio, Aransas, Refugio, and Bee.
  3. Employees may travel (non-air) to areas with COVID-19 spread per capita of 100 or fewer cases according to <https://coronavirus.jhu.edu/us-map> , with only a pre-reporting requirement to their supervisor. If employee travels anywhere else after the pre-travel report, employee will be required to stay home (using leave, or if no leave is available, unpaid) for one day while the extra travel is reviewed for applicability of item d below.
  4. If an employee plans to travel or did travel to an area with COVID-19 spread per capita of greater than 100 and or traveled using air travel, they should expect restrictions upon their return BEFORE they can report to work. Restrictions will be reviewed on a case by case basis and may include:
    - a. One extra day of sick or vacation leave (or if no leave is available, time will be unpaid) to evaluate the travel that occurred.
    - b. Possible restriction to wear face coverings at all times while at work for two (2) weeks.
    - c. Possible restriction to stay home for 14 days or obtain a documented negative COVID-19 test (test results taken earlier than 5 days following return from travel are not acceptable, to allow for virus incubation period). Time off will require use of sick leave first if available, then vacation leave, then unpaid time off.
  5. Employees with vacation requests for later in the year may submit such requests on employee self-serve. Supervisors may approve the leave and travel. However, an