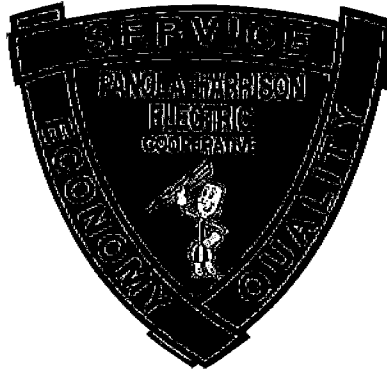




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Panola-Harrison Electric Cooperative, Inc.



EMERGENCY OPERATIONS PLAN

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EMERGENCY OPERATIONS PLAN INTRODUCTION

Panola-Harrison Electric Co-op maintains an Emergency Operations Plan (EOP or “the plan”) in anticipation of natural disasters or situations involving curtailments or major interruptions in electrical service. The plan establishes organizational and personnel assignments, describes emergency communication procedures and lists emergency contacts. It also contains information concerning members with life sustaining electrical equipment and plans for communication with all customer classes.

A portion of the plan concerns the coordination of emergency assistance with Local Office of Emergency Management and other local emergency agencies, neighboring cooperatives, construction contractors, and other utilities. It outlines procedures for securing assistance according to the plan developed by Texas Electric Cooperatives (TEC) through TEC Loss Control.

Our plan has been revised based on the model developed by TEC so that there would be significant uniformity from cooperative to cooperative. The Table of Contents is attached to illustrate the elements of the plan. The main part of the plan follows the requirement set forth by the Public Utility Commission of Texas (PUCT). It includes the Information to be included in the EOP as required by PUCT regulations. In addition to the required information, this plan includes annexes in which each department’s roles and responsibilities during an emergency are detailed. The annexes are maintained by each department and are the responsibility of the respective department heads. Only the main, required by rule, portion of the plan will be submitted to the PUCT when significant changes are made as required by regulation.

Purpose

Plan the restoration of service to our members prior to interruptions due to storms or other causes. The plan should maximize time, effort, and opportunity. This plan will be a guideline that will be varied as the situation requires.

Scope

This plan will establish:

1. The levels of the emergency from pre-storm watch to major destruction.
2. The guidelines to be used at each level.
3. The assigned responsibilities and duties for each department and sometimes for specific individuals.

This plan will be reviewed and discussed at least annually with reviews annually with key emergency operations personnel and updated by the Management department. The official copy will be maintained in Panola-Harrison Electric Co-op’s Management department located in Marshall, Texas.

A critique of the plan and its effectiveness will be conducted following each major level 4 emergency. The critique should generate improvements to the plan and formulate solution strategies regarding noted weaknesses in the plan.

AFFIDAVIT OF GENERAL MANAGER FOR PANOLA-HARRISON COOPERATIVE, INC.

STATE OF TEXAS §

COUNTY OF HARRISON §

I attest that I am Panola-Harrison Electric Cooperative's highest-ranking officer; and

I attest that I have binding authority over the Panola-Harrison Electric Cooperative's operations, procedures and daily policies; and

I attest that I am affirming the following:

- 1) Relevant operating personnel are familiar with and have received training on the applicable contents and executions of the Emergency Operations Plan ("EOP"), and such personnel are instructed to follow the applicable portions of the EOP except to the extent deviations are appropriate as a result of specific circumstances during an emergency.
- 2) The EOP has been reviewed and approved by the appropriate executives.
- 3) Drills have been conducted to the extent required.
- 4) The EOP or an appropriate summary has been distributed to local jurisdictions as needed.
- 5) The entity's emergency management personnel who are designated to interact with local, state, and federal emergency management officials during emergency events shall receive the latest IS-100, IS-200, IS-700, and IS-800 National Incident Management System training within the next 12 months.

I affirm that this report was prepared by me or under my direct supervision, that I am competent to testify to them, and I have the authority to submit this report on behalf of the affected entity.

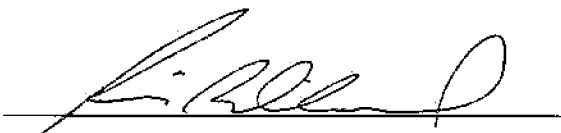


Michael Austin Haynes

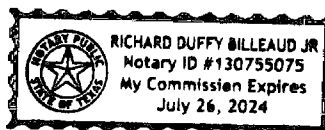
General Manager

Panola-Harrison Electric Cooperative, Inc.

Sworn and subscribed before me this 18th day of April, 2022.



Notary Public in and for the State of Texas



ANNUAL EMERGENCY RESPONSE PLAN REVIEW

At least once a year and/or after every level 4 or higher incident the entire EOP is reviewed in order to identify the strengths and weaknesses of the plan. Based on the plan review necessary changes may be required and documented. The following log is maintained to track the plan reviews and subsequent changes. The General Manager, the Director of Outside Operations, and the Office Manager are responsible for maintaining the current EOP and uphold the authority to make changes to the EOP.

PLAN REVIEW LOG			
Type of Review/Annual Major Event		Review Date	Remarks
[REDACTED]		[REDACTED]	[REDACTED]

RECORD OF DISTRIBUTION		
Name	Title	Date Received
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

EMERGENCY LEVELS

Pre-Storm Watch

This situation is prior to the arrival of an anticipated storm. This is a precautionary situation that would follow a weather broadcast of severe nature. The System Operator will monitor the situation and advise the on-call Supervisor. The System Operator and/or Supervisor may request the assistance of Customer Service/Call Center Representatives to answer calls.

- EXPECTED TIME OF ARRIVAL OF SEVERE WEATHER
- CREW AVAILABILITY INCLUDING SECOND SHIFTS
- RESTOCK (EVENT SPECIFIC MATERIAL) AND REFUEL
- EQUIPMENT ASSESSMENT
- EXPECTED AREA OF IMPACT
- INITIATED BY: SYSTEM OPERATOR/ON-CALL SUPERVISOR

Level 1

A routine outage where cooperative crews are able to restore service in less than 2-hours without the assistance of outside crews. On-call personnel assemble as needed.

- EXPECTED OUTAGE TIME: 0 TO 2 HOURS
- CUSTOMERS OUT OF SERVICE: LESS THAN 100 METERS. INITIATED BY: SYSTEM OPERATOR

Level 2

An emergency/outage where cooperative crews are able to restore service in less than 4-hours without the assistance of outside crews. Personnel assemble as needed.

- EXPECTED OUTAGE TIME: 2 TO 4 HOURS
- CUSTOMERS OUT OF SERVICE: LESS THAN 500 METERS

Level 3

An emergency/outage where cooperative crews are able to restore service in less than 12-hours without the assistance of outside crews. All construction, operations, and service personnel report as needed.

- EXPECTED OUTAGE TIME: 4-12 HOURS
- CUSTOMERS OUT OF SERVICE: SUBSTATION (non-power supply issues) OR MULTIPLE MAJOR CIRCUITS
- Communications with external organizations initiated by General Manager/Director of Outside Operations.

Level 4

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

- EXPECTED OUTAGE TIME: MORE THAN 12 HOURS
- CUSTOMERS OUT OF SERVICE: MULTIPLE MAJOR CIRCUITS ON MULTIPLE SUBSTATIONS/ WIDESPREAD DAMAGE
- CUSTOMERS OUT OF SERVICE: MORE THAN 10% OF METERS
- Communications with external organizations initiated by Office Manager/General Manager/Director of Outside Operations.
- Outside contractors help with restoration.

PRIORITIES FOR RESTORATION OF SERVICE

Moral Obligation

Though power restoration is the priority concern for any electrical utility with an interruption of service, Panola-Harrison personnel will first offer assistance to, aid or mitigate against a threat to public safety and health or loss of human life.

Restoration Philosophy

Panola-Harrison Electric Cooperative will endeavor to restore service to all customers as quickly and safely as possible. In extreme emergency situations where restoration of service to all customers will take an unusual amount of time, the Cooperative has established a list of priorities by service type for restoration of service. Restoration of Critical Loads, as defined by the appropriate utility commission, will be the focus of operations crews after transmission service is restored. Critical Care customers, those on battery backup for life sustaining equipment will follow directly. Panola-Harrison will then seek to complete the restoration process by bringing Key Accounts and Residential Services back online.

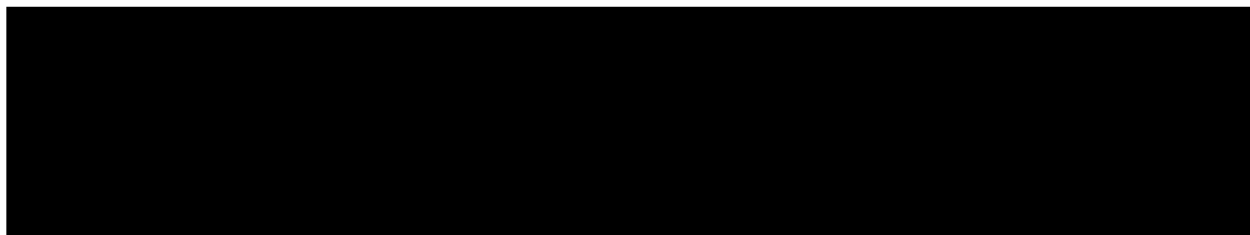
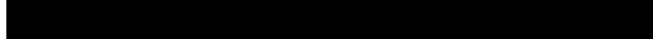
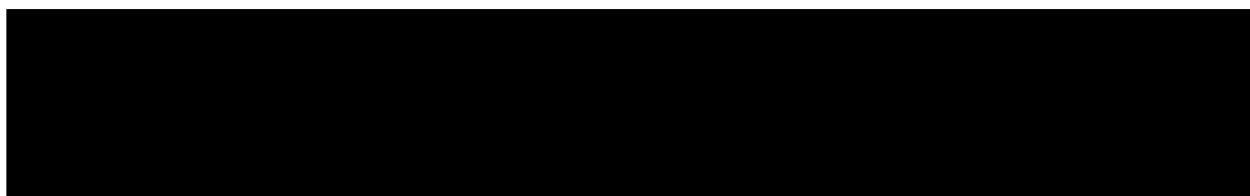
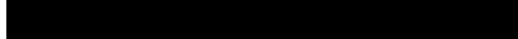
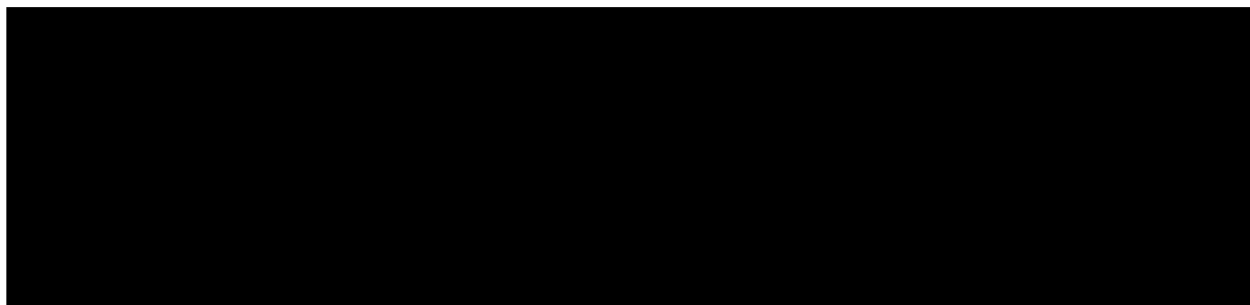
Priority of Service Protocol

1. TRANSMISSION
2. SUBSTATIONS
3. FEEDERS
4. CRITICAL LOAD
5. CRITICAL CARE/KEY ACCOUNTS
6. CUSTOMER ACCOUNTS

Current listings of all Accounts (including Critical Load and Critical Care/Key Accounts) are kept in the Customer Information System.

REGISTRY OF CRITICAL LOAD CUSTOMERS

All feeders in the Panola-Harrison Electric Co-op service area are analyzed annually to determine the types of customers served (e.g., hospitals, police stations, fire stations, water and wastewater facilities, residential, etc.). Panola-Harrison Electric Co-op identifies critical load customers using the definitions found in §25.497(a)(1)-(4), which describes four types of critical load customers: Critical Load Public Safety Customer, Critical Load Industrial Customer, Chronic Condition Residential Customer, and Critical Care Customer.



DISASTER COMMUNICATIONS

Assuming a reporting hierarchy, a designated Information Officer (IO) would be responsible for coordinating with the General Manager in disseminating an information flow that is targeted to reach audiences:

- Critical Load Member/Customers
- Critical Care Accounts
- Media/General Public
- Governing Agencies/PUCT

Critical Load Member/Customers

[REDACTED]

[REDACTED]

[REDACTED]

Critical Care Accounts

In the event of a level 3 or higher disaster, [REDACTED]

[REDACTED]

Media/General Public

The list under “Attachments” in this section identifies key media and emergency contacts that serve our territory providing communication to the general public. These contacts would be notified by the information officer (IO) designate in the event of an emergency situation.

IO would be contacted by the designated Event Coordinator(s) and or General Manager to contact or respond to all media inquiries. [REDACTED]

[REDACTED]

Also included under “Attachments” is a sample press release, contact information for all media, and a sample letter that could be used to send to members and or posted to our website before or on the onset of an emergency event.

Complaint-Handling Procedure During an Emergency

During an emergency, Member Service Representatives (MSRs) and Member Service Supervisors will handle member complaints. The complaints will be evaluated by MSRs on a case-by-case basis to determine the best course of action to resolve the complaint. The MSR is often knowledgeable of what is going on during an outage situation and therefore holds information that is valuable to the member during an ongoing outage.

[REDACTED]

[REDACTED]

In the case of walk-in complaints, MSRs will note the complaint and will attempt to resolve each member complaint in person. If they are unable to do so during the emergency event, the member's information will be recorded and an MSR (or supervisor) will attempt to contact the member after an emergency event.

ATTACHMENTS

DISASTER COMMUNICATIONS

SAMPLE NEWS RELEASE



Contact: (XXX)

FOR IMMEDIATE RELEASE

Tel:

Fax:

Email: (XXX)@phec.us

Panola-Harrison Electric Co-op Repairing Lines Downed by Hurricane

[REDACTED]

If you are a Panola-Harrison member and you wish to report an outage, please call 800-972-1093 or 903-935-7936. Please provide your phone number located at your physical address and other pertinent information available for accurate outage reporting.

###

If you'd like more information about this topic, please call (XXX) at 903-935 -7936 or (XXX) at support@phcc.us

Panola-Harrison Electric Co-op is a member-owned cooperative providing affordable electrical power to its members, operating over 2,600 miles of power lines and nearly 20,000 meters which serve commercial, industrial and residential members in Harrison and Panola counties in Texas, and Caddo and DeSoto parishes in Louisiana. Please visit our website at www.phec.us.

SAMPLE ROTATING OUTAGES SPP LETTER



Panola-Harrison Electric Co-op
903-935-7936

FOR IMMEDIATE RELEASE

The Southwest Power Pool (SPP) is currently in a critical state because of a temporary decrease in available power supply. An emergency notice has been issued instructing Panola-Harrison Electric Co-op and other utilities across Texas to shed electrical load effective immediately.

Panola-Harrison Electric Co-op is currently implementing rotating outages that will last approximately 15-30 minutes within its service territory. If an outage lasts for more than 30 minutes, please contact Panola-Harrison Electric Co-op at 903-935-7936. We appreciate your continued support as we comply with these requirements.

Please continue to conserve electricity. The following suggestions will assist in this process:

- Limit electricity usage to only that consumption which is absolutely necessary. Turn off all unnecessary lights, appliances, and electronic equipment.
- Businesses should minimize the use of electric lighting and electricity-consuming equipment as much as possible.
- Large consumers of electricity should consider shutting down or reducing non-essential production processes.

For more information, please contact our office at 903-935-7936.

SAMPLE ROTATING OUTAGES GENERIC TELEPHONE MESSAGE

Hello.

This is an important message from Panola-Harrison Electric Co-op.

Due to temporary power grid instability across Texas, Panola-Harrison Electric Co-op members may experience rotating outages lasting 15-30 minutes throughout your area. We apologize for any inconvenience this may cause and appreciate your concern as we comply with mandates that are issued by our regulatory authority.

Please visit our website at www.phec.us or our Facebook page for additional information.

Thank you,

PHEC

SAMPLE LETTER TO MEMBERS REGARDING OUTAGES

Dear Member,

Panola-Harrison Electric Co-op has experienced severe ice damage to our electric facilities in your area. We have determined that we have more than XXXX poles that have been broken and numerous miles of line down. Our original damaged pole estimate was at XX, but we received field reports that additional poles and lines fell, bringing our damaged pole total to over XXXX.

The purpose of this letter is to inform you that it may be over XXX days/weeks before we will have all meters back in service. This does not mean all meters will be off for days/weeks. We have begun our repairs at the distribution substations and are working out from there. We will energize line as it is built and isolated from other damage.

Panola-Harrison Electric Co-op has brought in XX extra construction crews to work alongside our own crews. We have also hired heavy equipment operators to help move our trucks through the mud and debris as needed. Temperature variations and muddy or flooded roads are creating difficult work conditions, but all repair crews are doing their best.

This disaster has brought by far the worst damage that your Cooperative has experienced in its history. For Panola-Harrison Electric Co-op, this damage is even worse than previous tornadoes or floods - the same disasters that many of you have also experienced. We understand that being without electricity is a hardship, but we hope you'll understand that your Cooperative is working diligently to restore your power.

MEDIA LIST

TV & Radio Stations

TV	Address	URL	E-Mail	Phone	Fax
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]		[REDACTED]	
[REDACTED]	[REDACTED] [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED] [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED] [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	

Newspapers

Name	Area	Address	Phone	Fax	E-Mail
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]		[REDACTED] [REDACTED] [REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

TELECOMMUNICATIONS PLAN

The main objectives of Panola-Harrison Electric Co-op's Telecommunication System are as follows:

- Allow members and employees easy access to use data and voice technologies effectively and efficiently.
- Strike the right balance between using human interfaces and using automated technologies.
- Enable business continuity, disaster recovery and restoration activities.

The following are the key features that are incorporated into Panola-Harrison Electric Co-op's Telecommunications Systems:

- System redundancy to support business continuity and disaster recovery and restoration.
- Offsite facilities to provide critical telecommunications functions in case of a disaster.
- Use of terrestrial as well as satellite data and voice communications.
- Use of wired as well as wireless data and voice communications.

The following are the key components of Panola-Harrison Electric Co-op's telecommunications system:

- [REDACTED]

- [REDACTED]

- Important Phone Numbers:
 - Office: 903-935-7936
 - Toll-free Phone: 1-800-972-1093

- [REDACTED]

Data Networks and Redundancies



For a given emergency event, it is the responsibility of the IO to gather all pertinent information from the designated Emergency Response Manager/Person and or General Manager, and submit to the PUCT in a timely fashion.

INVENTORY OF PRE-ARRANGED SUPPLIES FOR EMERGENCIES



STAFFING DURING SEVERE WEATHER EVENTS

Panola-Harrison Electric Co-op has contracted with Cooperative Response Center (CRC), to facilitate nightly call handling and dispatching. CRC has the ability to handle additional call volume, and all calls during a severe weather event with its call centers. If more than fifty percent of the main office personnel were unable to report into the office, CRC would handle all calls to continue restoration services until normal operations could be reinstated.

Panola-Harrison Electric Co-op maintains working relationships with line contractors that have the ability to provide additional field personnel during severe weather events. Panola-Harrison Electric Co-op has mutual-aid agreements with regional Texas cooperatives and the Association of Louisiana Electric Cooperatives.

**STATEMENT OF INTERACTION BY EMERGENCY MANAGEMENT
PERSONNEL WITH LOCAL, STATE, AND FEDERAL OFFICIALS DURING
EMERGENCY**

Designated Panola-Harrison Electric Co-op employees will interact with local, state, and federal management officials during an emergency. A copy of the April 15, 2022 Emergency Operations Plan document has been given to the following employees.

Employee	Title	Primary Office Location
██████████	██████████	██████████
██████████	██████████	██████████
██████████	██████████	██████████

MUTUAL AID AGREEMENT PARTICIPANTS (TEXAS ONLY)

In consideration of the mutual commitments given herein, each of the Signatories to this Mutual Aid Agreement agrees to render aid to any of the Signatories as follows:

Date _____

Entity _____

By _____

Title _____

EVENT REPORTING TO THE PUC/LPSC

General Instructions

EVENT REPORTING shall be one of your TOP PRIORITIES; not only to the utility commission(s) (during SOC Events), but also to the Local Disaster Operation Centers. The SOC and Local Disaster Operation Centers use these Event Reports to Plan the need for Emergency Supplies and Personnel. These Reports also help in the Preliminary Assessment for Disaster Declarations for Counties/Parishes.



The Event Report shall be filled out COMPLETELY. Allocate the required amount of time necessary to complete the Event Report and submit it by the established times. A delay in the Reporting causes a domino effect that affects everyone.

Specific Instructions

1. Event Name: The SOC will establish an Event Name for each Event. Use the SOC established name when reporting.
2. Utility Name: Name of Utility Reporting.
3. Date of Report: The Event Reporting Date.
4. Time of Report: Use the established times for reporting unless otherwise directed (9:00am and 3:00pm)
5. Reporting Contact: State the Name of the Person making the Report.
6. Title: State the Title/Position of the Person making the Report.
7. Contact Number: State the Current/Actual Phone Number of the Person making the Report, in case we need to follow up on the information in the Report.
8. Counties Involved: List the Counties within your Service Area that are Affected by the Event.
9. Cities Involved: List the Cities within your Service Area that are Affected by the Event.
10. Customers Out of Service/Affected: Provide the "best" estimate that you can for each reporting period as you have the information. We realize that directly after the event has occurred that good estimates are not available. Do the best you can. "Any" number is better than "No" number. As you have better estimates, provide them with the next Reporting period.
11. Total Customers on System by County: These numbers will help us understand the magnitude of the Event on that particular County, and give us an idea of what amount of Emergency provisions will be required.
12. Estimated Restoration Date and Time: This restoration information is very important in assessing the need for Emergency supplies, so please give us your "best" estimated Date and Time of Restoration.

13. Requests for Help: Any Equipment needs, or Personnel needs should be requested here. Also relay any requests for help that you are aware of with a brief explanation of the help being requested and a contact name and number.
14. Major Feeders, Substations, and Facilities Out of Service: This information is needed between utilities to coordinate work efforts. Please include number of customers affected and estimated time of restoration.
15. Area Affected - Explanation of Outages: Use this as a miscellaneous explanation area to give us detailed information (as you can) to WHAT is out (number of downed poles, feeders, Substations, central offices, etc.), WHERE it is out (cities, counties, etc.), REASON for outage (flooding, wind damage, debris, if known), the NUMBER of people affected (per circuit, feeder, etc.) and the estimated RESTORATION DATE (day and time, if known).
16. Number of internal linemen working.
17. Number of contract linemen working.
18. Number of vegetation crews working.

TEC/ALEC FORMS

REQUESTING ASSISTANCE FROM TEC

Cooperative requesting emergency assistance: _____

Telephone number(s): _____

Nature of disaster: _____

Number and type of trucks needed: _____

Other equipment and tools needed:

Personnel and classifications needed: _____

Materials needed: _____

Weather and road conditions: _____

Where crews should report and to whom: _____

Estimate of how long the help may be needed: _____

How to contact your cooperative during the emergency: _____

Name of person to receive this information: _____

Date: _____

Time: _____

REQUESTING ASSISTANCE FROM ALEC

A downloadable ALEC Emergency Assistance Request Form is available on the ALEC website. The link to fill out the form directly on the website is listed below.

[REDACTED]

When calling for help, give the following information:

- Nature of emergency
- Number and type of trucks needed
- Other equipment and tools needed
- Personnel and Classification needed
- Materials needed
- Weather and road conditions
- Where the crews should report, and to whom
- How to contact your cooperative
- Name of person to receive this information
- Telephone numbers other than normal usage

Key TEC staff that may be able to assist you:

[REDACTED]

To facilitate giving of above information over substandard communications media, or when the message must be relayed through persons unfamiliar with the terms, use the "Form for Requesting Assistance".

Key ALEC staff that may be able to assist you:

[REDACTED]



IDENTIFICATION OF POTENTIALLY SEVERE WEATHER EVENTS

Panola-Harrison Electric Co-op has multiple employees that monitor the weather 24/7 through the use of local news networks, National Weather Service public information, State of Texas Weather Briefings and other related weather portals. Panola-Harrison Electric Co-op is provided proactive updates on severe weather events and takes preemptive measures for securing supplies and equipment based on the type of weather. With these steps, Panola-Harrison Electric Co-op is able to maximize grid restoration during critical times.

HOT AND COLD WEATHER EMERGENCY

Panola-Harrison Electric Co-op is not a generation co-op. Therefore, the outside temperature does not affect the distribution of power to its members.

In the event of extreme cold temperatures, Panola-Harrison Electric Co-op provides all field personnel with appropriate personal protective equipment.

In the event of extreme hot temperatures, Panola-Harrison Electric provides all field

[REDACTED]

WILDFIRE MITIGATION EFFORTS PLAN

Panola-Harrison Electric Co-op receives and monitors National Weather Service Red Flag Warnings for local Texas counties and Louisiana parishes served from multiple data and media outlets [REDACTED]

[REDACTED]

HURRICANE EVACUATION ZONE

Panola-Harrison Electric Co-op does not have facilities located within a hurricane zone as defined by the Texas Department of Emergency Management (TDEM). Therefore, a Hurricane Plan is not required.

LOAD SHEDDING PLAN

Applicability

ETEC, NTEC, and their Members are responsible for shedding load during emergencies when instructed by their Balancing Authority (BA), Transmission Operator (TOP) or Reliability Coordinator (RC). NTEC Members are within one BA/TOP jurisdiction: Southwest Power Pool (SPP)/American Electric Power (AEP). ETEC Members are within three BA/TOP jurisdictions: SPP/AEP, Midcontinent Independent System Operator (MISO)/Entergy (EES), and the Electric Reliability Council of Texas (ERCOT)/South Texas Electric Coop (STEC). Each of the TOPs have the responsibilities to maintain the reliability of the Bulk Electric System (BES). In doing so, the TOP's use manual load shed as the last operator-initiated step to maintain the reliability of the BES. It is each Member's responsibility to respond to a TOP's Operating Instruction to shed load.

ETEC and NTEC Members maintain an Under-Frequency Load Shed (UFLS) program that meets each region's UFLS criteria. The UFLS feeders are kept separate from the manual load shed feeders when possible.

PHEC is a member of NTEC and has all of its load located in the Southwest Power Pool (SPP)/American Electric Power (AEP) area.

Procedures

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Post Event Responsibilities

Each Member receiving an Operation Instruction shall document the event and the actions taken in the log book. The documentation should include:

- a) Dates
- b) Times
- c) Who called and issued the Operating Instructions
- d) The requested amount of load to shed
- e) When the load was shed
- f) When the TOP was notified the load has been shed
- g) When the TOP gave permission to restore the load
- h) When the Member notified the TOP that the load had been restored
- i) Email should be sent to the following to inform them of the load shed event.

The email can be sent after the load shed event. Shedding the load is priority to the documentation.:



CALL/TEXT SCRIPT FROM TRANSMISSION OPERATOR AT NTEC MEMBER COOPERATIVE

Transmission Operator:

"I, _____ (name) with _____ (Transmission Operator) at _____ (time), have system conditions that require me to issue an Operating Instruction. Are you ready to receive an Operating Instruction? [Coop Member responds] I am issuing an Operating Instruction to _____ (Member Coop) to shed _____ MW(s) at/in _____ (substation(s) or your area)."

"Please repeat this instruction back to me."

Cooperative Member:

"I, _____ (name) at _____ (Member Coop) at _____ (time) acknowledges and understands that _____ (Transmission Operator) is issuing an Operating Instruction to shed _____ MW of load at _____ (substation(s) or your area)."

Transmission Operator:

Acknowledges the repeat back or reissues the Operating Instruction.

Cooperative Member:

"I will shed this load and report back to you when it is cleared."

*The Coop Member will coordinate the restoration of the load shed with the Transmission Operator and get their approval before restoring the load.

CYBER SECURITY INCIDENT RESPONSE

Procedure Objectives

Panola Harrison Electric Cooperative (PHEC) maintains an internal cyber security protocol. That protocol is administered by the Office Manager.

This Incident Reporting and Response Plan ensures that incidents are responded to in a systematic approach that is consistent with Cooperative's overall objectives and strategies. The plan ensures communication efforts to appropriate federal agencies, law enforcement agencies, shareholders, customers, and the media are defined, focused, and controlled. The plan will also ensure consistent incident handling and response and provides for future development and refinement of security controls.

Scope

The Incident Reporting and Response Plan (IRRP) is applicable to all personnel who have been identified to have direct or indirect assigned duties for Cooperative. Cooperative maintains physical and cyber security best practices. These best practices are based on the NIST Cybersecurity Framework.

Goals

The Cooperative works to promote resilience and enhance cyber security capabilities and works to convey current information on emerging cyber threats and initiatives, including critical infrastructure protection efforts, and realistic practices for improving operational resilience. The information technology team will keep cooperative members and staff informed while maintaining a working partnership amongst the various cooperative functional groups on matters of cyber security.

Detection and Analysis

Analyze detection devices and reports from people to identify and classify the activity and begin handling the evidence. Monitor IT systems and detect deviations from normal operations and see if they represent actual security incidents. When an incident is discovered, collect additional evidence, establish its type and severity, and document everything.

Containment

Ensure the impact of the incident does not increase. Perform short-term containment, for example by isolating the network segment that is under attack. Then focus on long-term containment, which involves temporary fixes to allow systems to be used in production, while rebuilding clean systems.

Eradication

Determine the cause and remove it. Remove malware from all affected systems, identify the root cause of the attack, and take action to prevent similar attacks in the future.

Recovery

Restore the system to its original state and validate the clean system. Bring affected production systems back online carefully, to prevent additional attacks. Test, verify and monitor affected systems to ensure they are back to normal activity.

Post-Incident Activity

Develop follow-up reports, identify lessons learned, and update procedures as necessary. No later than two weeks from the end of the incident, perform a retrospective of the incident. Prepare complete documentation of the incident, investigate the incident further, understand what was done to contain it and whether anything in the incident response process could be improved. In some instances, documentation may be needed for compliance requirements.

PHYSICAL SECURITY INCIDENT

Panola-Harrison Electric Co-op has adopted an effective physical security response plan that will ensure the well-being of all employees and/or visitors of the Cooperative.

The objective of this plan is to prepare the Cooperative for the possibility of an incident, how to communicate the incident quickly and how to minimize disruption to the working environment. This plan does not cover cybersecurity incidents or data breaches. For information about responding to incidents involving information systems and networks of Panola-Harrison Electric Cooperative, Inc., see the Cybersecurity Incident Response Plan.

Examples of incidents include:

- Workplace accidents and injuries
- Near misses
- Physical security breaches (e.g. break-ins)
- Weather related incidents
- Fire

Safety Resources Available

Incident Response Stages & Procedures

Level 1

Report the incident to the Office Manager to evaluate the situation. If the situation can be handled safely, then the Office Manager will proceed accordingly. If it is necessary, the Office Manager will call local authorities.

Level 2



Level 3



PANDEMIC PREPAREDNESS PLAN

Ongoing Pandemic Preparedness

- Employees of Panola-Harrison Electric Cooperative (PHEC) are continuously cross-trained to be prepared for a temporary reduction in labor force due to pandemic illness.
- PHEC has secured a temporary workforce through:
 - Current after-hours outage service (CRC) can be utilized to answer member calls during office hours, if necessary due to employee attrition
 - An agreement with 9 other Group 1 Cooperatives to contract healthy crews from one another
 - The use of temporary staffing companies, should the need for temporary office employees arise
- PHEC has the ability to reduce field staff, yet continue to operate effectively on a scaled-down basis should a widespread reduction of workforce be necessary.
- Should the need arise PHEC will identify business-essential positions and employees required to sustain business necessary functions and operations at the Cooperative
- Depending on necessity and employee availability, PHEC Management will:
 - Plan for downsizing services as needed
 - Prepare for operations with a reduced workforce of 20% to 40%
 - Plan to use a reduced workforce for 6 to 8 weeks
- PHEC has limited capability for office workers to work from home should the need arise.
- The Administrative Services Manager:
 - Will serve as the workplace coordinator dealing with pandemic related complications
 - Will monitor information from the Centers for Disease Control and Prevention (CDC) for pandemic related activity and information

Before a Pandemic – Employees Are Encouraged To:

- Become inoculated.
- Obtain a supply of anti-viral medication if it is proven effective, and is available to you
- Store a two-week supply of water and food.
- Periodically check regular prescription drugs to ensure a continuous supply at home.
- Have any non-prescription drugs and other health supplies on hand, including pain relievers, stomach remedies, cough and cold medicines, fluids with electrolytes, face masks and vitamins.
- Get copies and maintain electronic versions of health records from doctors, hospitals, and pharmacies. Store these records for personal reference.
- Talk with family members and loved ones about how they would be cared for if they got sick, or what will be needed to care for them in your home.

During a Pandemic – Limit your exposure and the spread of the virus

The best way to prevent illness is to avoid being exposed to a virus. However, the Centers for Disease Control and Prevention (CDC) recommend everyday preventive actions to help prevent the spread of respiratory diseases, including:

- **Avoid close contact** with sick people.
- **Stay home** when you are sick.
- **Cover your mouth and nose** with a tissue when coughing or sneezing, and then throw the tissue in the trash.
- **Clean and disinfect** frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- **Follow CDC's recommendations** for using a facemask:
 - CDC does not recommend that healthy people wear a facemask to protect themselves from respiratory diseases.
 - Facemasks should be used by people who show symptoms of a virus to help prevent the spread of the disease to others.
- **Wash your hands** often with soap and water for at least 20 seconds:
 - After going to the bathroom
 - Before eating
 - After blowing your nose, coughing, or sneezing
 - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol until washing is available
- **Avoid touching your eyes, nose or mouth.**
- **Practice other good health habits:**
 - Get plenty of sleep
 - Be physically active
 - Manage your stress
 - Drink plenty of fluids
 - Eat nutritious food

Wash Your Hands Often to Stay Healthy

You can help yourself and your loved ones stay healthy by washing your hands often, especially during key times when you are likely to get and spread germs:

- **Before, during, and after** preparing food
- **Before** eating food
- **Before** and **after** caring for someone who is sick with vomiting or diarrhea
- **Before** and **after** treating a cut or wound
- **After** using the toilet
- **After** changing diapers or cleaning up a child who has used the toilet
- **After** blowing your nose, coughing, or sneezing
- **After** touching an animal, animal feed, or animal waste
- **After** handling pet food or pet treats
- **After** touching garbage

APPENDIX

TIPS FOR MEMBERS

Unopened food freezers can maintain stored frozen foods safely from 36 to 48 hours depending upon the amount of food stores, capacity of the freezer and the normal temperature of operation of the freezer. Sources of dry ice, quantities available and prices will be determined by your statewide organization if requested.

During prolonged outages, dry ice can save thousands of pounds of stored food in a disaster area. Power suppliers can supply a real service during disasters by knowing where dry ice can be secured and even making arrangements in advance for it to be sent to a central location, whereby local radios can inform people of its availability.

Experience during the past hurricanes and ice storms points out the necessity of assigning, in advance, a member of our staff who will handle member relations during times of disaster. It is important that he/she make arrangements with radio stations to keep them informed of your systems' plan for re-establishing service. When telephone services are available, a regular schedule should be set up with a direct circuit from the cooperative office to the radio station that will enable the Manager to maintain contact with members.

There are many cases where members are isolated due to road conditions and they should be warned about energized lines which are down, they should be encouraged to notify the cooperative office when they notice broken lines, poles down, etc. They should be informed as to how your method of re-establishing service is progressing. Members cannot be expected to know when service to your substation has caused their outage. By keeping them thoroughly informed, you will be performing a vital member service and one that can pay handsome dividends for years to come.

In every cooperative area, there are dairies, hatcheries, etc. which must have electric service, certainly during part of the outage, therefore, it is recommended that a survey be made to determine the availability of portable generators of 5 KW and above. For example: In certain portions of Texas, the National Guard has available portable generators for providing emergency service of this nature. In emergencies, these units are moved from dairy to dairy to provide power for milking. Continuous power is necessary for hospitals or in houses where someone is seriously ill. These portable generators therefore are most important.

PRIMARY EMERGENCY CONTACTS

NAME OF COOPERATIVE:
PANOLA-HARRISON ELECTRIC COOPERATIVE, INC.
ADDRESS: PO BOX 1058 / 410 E. HOUSTON ST.
MARSHALL, TX 75671/75670
COOPERATIVE PHONE NUMBER: 903-935-7936

[REDACTED]

COOPERATIVE MANAGER:
Michael A. Haynes

[REDACTED]

ALTERNATE CONTACT:
Rich Billeaud

[REDACTED]

ALTERNATE CONTACT:
Robert Fisher

[REDACTED]