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N V E C
EMERGENCY
OPERATIONS
PLAN

Navasota Valley Electric Cooperative, Inc.

P.O. Box 848

2281 East U.S. Highway 79

Franklin, Texas 77856

979-828-3232

FOREWORD

This notebook is designed to contain an emergency work plan that provides standard procedures for coordinating emergency situations between Navasota Valley Electric Cooperative and other electric cooperatives.

This plan is available at Navasota Valley Electric Cooperative's main office in Franklin, Texas, for inspection by the cooperative's members upon request.

The Table of Contents illustrates the elements of the plan.

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Navasota Valley Electric Cooperative, Inc.'s Comprehensive EOP Summary

Navasota Valley Electric Cooperative, Inc. ("Navasota Valley") maintains an emergency operations plan ("EOP") in anticipation of natural disasters or situations involving curtailments or major interruptions in electrical service. The EOP sets forth organizational and personnel assignments, describes emergency communication procedures and lists emergency contacts. It also contains information concerning all types of critical load customers and plans for communication with all customer classes.

A significant portion of the EOP 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").

Navasota Valley's EOP has been revised based on the model developed by TEC so that there would be significant uniformity from cooperative to cooperative.

PURPOSE

The purpose of the EOP is to set forth the procedures and information for the restoration of service to Navasota Valley's members prior to interruptions due to storms or other causes. The EOP should maximize the time, effort, and opportunities for responding to emergency events impacting Navasota Valley's system. The EOP will also be a guideline for training staff on handling critical load customer needs.

The EOP will be reviewed annually by the General Manager. Critical load customers and contact information will be updated annually and as necessary by the Dispatch Supervisor. The official copy will be maintained by Navasota Valley's Dispatch Supervisor at 2281 East U.S. Hwy 79, Franklin, Texas.

A critique of the EOP and its effectiveness will be conducted following each major outage. The critique should generate improvements to the EOP and formulate solution strategies with regard to noted weaknesses in the EOP.

The following provides a detailed summary of the major sections of the EOP and how the EOP addresses the specific requirements of P.U.C. Substantive Rule 25.53(h):

A. Critical Load Customers

Navasota Valley makes every effort to be aware of critical load customers that it serves. It is the responsibility of residential customers who have life-sustaining electrical equipment to inform Navasota Valley of special medical needs. However, Navasota Valley attempts to identify these customers by asking new members at the time of establishing an account whether any person at that service location requires life-sustaining equipment and by reminding members through articles in the *Texas Co-op Power* that Navasota Valley needs to be informed of special needs. Annual letters to residential customers who have registered with Navasota Valley as having special needs helps keep the registry current.

A registry of these customers is included in the Emergency Operations Manual. Copies are accessible to appropriate utility personnel including the General Manager, Receptionist, Dispatcher, Line Superintendent, Linemen and Engineering personnel. Our customer accounting system and outage reporting system also includes special notation for critical needs customers. Communication with the General Manager, Line Superintendent, Linemen and Engineering personnel help identify industrial and public safety critical load customers. The Dispatch Supervisor is responsible for maintaining a current list of all critical load customers.

In the event of an unplanned outage or emergencies, Navasota Valley will make telephone calls to specified critical care customers. Methods to communicate with these customers during emergencies when telephone service is not available include visits by linemen and other utility personnel, and working through law enforcement officers and emergency medical personnel in the field.

B. Communications

During prolonged outages that affect a large number of consumers or a particular area that can be identified, a message will be given to radio and/or TV stations that are popular in each area. Sample news releases and local radio and TV stations contact numbers are included in the Emergency Operations Manual. Information regarding the nature of the problem and the expected time of service restoration will be given. If an outage is expected to continue, advice will be given about the care of frozen foods, etc.

Navasota Valley maintains a staffed phone system on a 24/7 basis. In the event of large outages, Navasota Valley also uses an automated answering system ("IVR") to handle customer calls that allows customers to speak with a customer service representative (if during normal business hours) or to leave recorded information to report outages, complaints, or other messages. Such information is transcribed to an outage report that can be relayed to Navasota

Valley's field personnel, as appropriate. Customers can request a call back, and Navasota Valley will take all reasonable efforts to return the call to such customers to provide relevant information.

C. Curtailment

Due to liability concerns, Navasota Valley has established a priority list for load curtailment in times of emergencies or generation shortages by category (industrial, water supply, schools, fire departments, communications, medical) rather than by name. Navasota Valley will attempt to inform customers in advance of planned outages or rotating blackouts by telephone or by using radio and/or television media.

Brazos Electric Power Cooperative, Inc. will coordinate and inform Navasota Valley in advance of the need to shed load.

D. Priorities for restoration of service

Navasota Valley has listed priorities for restoration of service by category rather than by name. Generally, this list will be the reverse of curtailment priorities.

In addition to priorities concerning community health and safety, Navasota Valley crews will be assigned to defined areas. Generally, crews will concentrate on a given feeder, working to the end or to a sectionalizing point, and then returning to restore service on single-phase lines or taps of the feeder. Restorations will be done systematically, avoiding pressure from individuals for special attention. However, one or more crews may be assigned to locations where special hazards exist or where especially critical loads require immediate attention. When not on special assignment, these crews may be used to repair individual services.

E. Pandemic Plan

Navasota Valley has adopted a plan to ensure continuous and adequate service during a pandemic. In preparation, Navasota Valley employees will be educated annually about the possibility of pandemic and the possible impacts on Navasota Valley's business operations. Measures have been implemented to mitigate the impact of an influenza pandemic on employees and Navasota Valley. Plans and policies for responding to a pandemic are reviewed annually by the General Manager. Navasota Valley promotes employee wellness and minimizes opportunities for employees to be exposed to the disease while at work.

F. Hurricane Plan

Navasota Valley is not included in the hurricane evacuation and re-entry procedures as defined by the Governor's Division of Emergency Management.

G. Power Plant Weatherization

Not applicable to Navasota Valley.

H. Alternative Fuel and Storage Capacity

Not applicable to Navasota Valley.

I. Recovering Generation Capacity

Not applicable to Navasota Valley.

PROCEDURES FOR SECURING EMERGENCY HELP

April 2022

1. Survey the extent of damage and determine as nearly as possible the outside personnel and equipment needed.
2. Contact the TEC Loss Control director and advise the director of your needs.

Name	Work	Home	Mobile		E-Mail
Danny Williams	512-454-0311		512-413-0509		dwilliams@texas-ec.org
Curtis Whitt	512-454-0311		512-694-0232		cwhitt@texas-ec.org

3. When calling for help, give the following information:
 - o Nature of emergency
 - o Number and type of trucks needed
 - o Other equipment and tools needed
 - o Personnel and classification needed
 - o Materials needed
 - o Weather and road conditions
 - o Where the crews should report, and to whom
 - o How to contact your cooperative
 - o Name of person to receive this information
 - o Telephone numbers other than normal usage

4. Key TEC staff that may be able to assist you:

The main number at TEC is 512-454-0311

TEC telephone numbers for key staff are as follows:

- o Mike Williams, 512-486-6203 Office
- o Martin Bevins, 512-486-6249 Office
- o Johnny Andrews, 1-877-868-8610 Office---(512) 763-3330 Cell

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 from TEC". (See next page.)

TEC Plan of Action

- The person at statewide receiving any call for help will attempt to learn:
- The nature of the emergency and its apparent severity,
- What has been done,
- Who has already been contacted,
- What help the cooperative thinks it will need,
- Where they want help to report, and to whom,
- What equipment and materials are needed first,
- A rough guess as to how long help may be needed, and
- What means of communication seems likely to serve best.

After alerting the TEC General Manager, TEC Loss Control will start immediate action to enlist appropriate help. All calls and assignments will be logged in such manner that others can immediately determine what has been done

Requesting Assistance from TEC

Cooperative requesting emergency assistance: _____

Telephone number(s): _____
(Use headquarters town name)

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: _____

TEC Mutual Aid Agreement

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 other Signatories as follows:

1. Request for aid The Requesting Signatory agrees to make its request in writing to the Aiding Signatory within a reasonable time after aid is needed and with reasonable specificity. The Requesting Signatory agrees to compensate the Aiding Signatory as specified in this Agreement and in other agreements that may be in effect between the Requesting and Aiding Signatories.
2. Discretionary rendering of aid. Rendering of aid is entirely at the discretion of the Aiding signatory. The agreement to render aid is expressly not contingent upon a declaration of a major disaster or emergency by the federal government or upon receiving federal funds. Invoice to the Requesting Signatory. Within 90 days of the return to the home work station of all labor and equipment of the Aiding Signatory, the Aiding Signatory shall submit to the Requesting Signatory an invoice of all charges related to the aid provided to this Agreement. The invoice shall contain only charges related to the aid provided pursuant to this Agreement. Charges to the Requesting Signatory. Charges to the Requesting Signatory from the Aiding Signatory shall be as follows:
3. Labor force. Charges for labor force shall be in accordance with the Aiding Signatory's standard practices.
4. Equipment. Charges for equipment, such as bucket trucks, digger derricks, and other special equipment used by the aiding Signatory, shall be at the reasonable and customary rates for such equipment in the Aiding Signatory's location.
5. Transportation. The Aiding Signatory shall transport needed personnel and equipment by reasonable and customary means and shall charge reasonable and customary rates for such transportation.
6. Meals, lodging and other related expenses. Charges for meals, lodging and other expenses related to the provision of aid pursuant to this Agreement shall be the reasonable and actual costs incurred by the Aiding Signatory.
7. Counterparts. The Signatories may execute this Mutual Aid Agreement in one or more counterparts, with each counterpart being deemed an original Agreement, but with all counterparts being considered one Agreement.
8. Execution. Each party hereto has read, agreed to and executed this Mutual Aid Agreement on the date indicated.

Date_____ Entity_____

By _____

Title_____

ORGANIZATIONAL AND PERSONNEL ASSIGNMENTS

1. SITUATION ASSESSMENT

The General Manager is responsible for monitoring threats to the reliability of the system and for assessing damages. He will determine if outside assistance is required.

2. INCOMING CALLS

The Dispatch Supervisor is responsible for managing incoming telephone calls by members reporting outages and trouble reports. The following individuals may be assigned to telephone or front office duty:

Ashley Hernandez	Janet Summers
Lisa Sanders	Kaylyn Barrett
DeLynn Barrett	Robin Cancilla
Delana Towns	Robin Powell
Terry Cambiano	Joyce Kadlacek
Nicole Spillers	Audra Golden
Delana Towns	Alysha Dies

3. DISPATCHING

The individuals listed below are authorized to perform dispatching duties. Visitors and unauthorized personnel are not allowed in the dispatch room. Dispatching should be handled by two employees. They may not work more than twelve hours on a shift.

Kayla Sanders	Joanna Tilson
Jessica Pruitt	DeLynn Barrett
Janet Summer	Jarad Summers
Ashley Hernandez	Hannah Hunt
Jacky Hancock	Bruce Wiggins

Delana Towns

Kaylyn Barrett

Steve Jones

Terry Cambiano

Josh Box

Audra Golden

4. COMMUNICATIONS EQUIPMENT

The Member Services Manager is responsible for maintenance of additional radios and other communications equipment for use during an emergency.

5. REPORTING: PUC, POWER SUPPLIER, CONTROL AREA, NEWS MEDICA, LOCAL EMERGENCY OPERATIONS CENTERS

The General Manager is responsible for reporting emergency information to the Public Utility Commission, the Cooperative's power supplier, the Reliability Council Control Area, local news medical and local government emergency operations centers. The General Manager may delegate this responsibility to the Office Manager or Line Superintendent.

6. MAINTAINING SYSTEM MAPS

The Mapping Coordinator is responsible for maintaining the appropriate number of up-to-date maps.

7. INVENTORY CONTROL

The Material Clerk is responsible for issuing all materials and keeping accurate records.

8. TREE REMOVAL EQUIPMENT

The Line Superintendent is responsible for keeping or arranging for tree cutting and removal equipment. He is also responsible for securing assistance from local residents or businesses, if needed.

9. SUBSTATION TRANSFORMERS – NOT APPLICABLE

10. POWER FEEDS

The Foreman of each crew is responsible for informing each crew of source(s) of all power being fed into the area to be worked.

11. CONSUMER ASSISTANCE

The Member Services Manager is responsible for assisting consumers with locating portable generators, dry ice and other items or services.

12. SUPPORT FOR VISITING WORK CREWS

The Office Manager is responsible for coordination with visiting crews including the following duties:

- Secure lodging and food

- Arrange for fuel and servicing of trucks

- Insure that visiting crews understand and agree to comply with safety rules described in this document

- Provide information concerning persons in charge of operations and dispatching.

- Provide revised estimates of work left to be completed.

- Reach an understanding concerning the handling of expenses.

Franklin Office

April 2022

General Manager

Steve Jones	979-828-6414		
	979-828-5978		
Cell	979-777-5047	Radio	Unit #22

Line Supervisor

Jacky Hancock	979-828-6421		
	979-828-3496		
Cell	979-229-8055	Radio	Unit #13

Dispatch/Operations

Kayla Sanders	979-828-6431
	979-814-0880

Staking Technicians

Chuck Smith	979-828-6424		
Coop Cell	979-324-9550	Radio	Unit #14

Jeff Hrncir	979-828-6432		
Cell	979-255-3052		
Cell	979-324-7906	Radio	Unit #03

Mapping

Jessica Pruitt	979-828-6415
	979-595-3502

Jay Rasberry	(GPS)	979-828-6423		
Coop Cell		979-255-3054	Radio	Unit #01

Warehouse/Materials Clerk

Frank Reistino	979-828-6417
Cell	979-218-0005

Mechanic

Bobby Marriott	979-828-6418
	979-571-2224

Office Personnel

DeLynn Barrett	979-828-6412	Cell	979-219-9213
Lisa Sanders	979-828-4902	Cell	979-676-1109
Delana Towns	979-828-6437	Cell	979-676-2744
Alysha Dies	979-828-6428	Cell	979-777-4784
Nicole Spillers	979-828-6422	Cell	979-587-3319
Ashley Garcia	979-828-6413	Cell	979-204-0313
Audra Golden	979-828-6411	Cell	979-324-7195

Dispatchers

Kayla Sanders	979-814-0880
Joanna Tilson	979-218-7408
Hannah Hunt	979-571-9490
Ashley Hernandez	979-204-0313
Josh Box	979-820-4938
Bruce Wiggins	979-777-9381
Kellie White	979-848-4219
Jessica Pruitt	979-595-3502
Delana Towns	979-676-2744
DeLynn Barrett	979-219-9213

Misc. Franklin Information

Office phone numbers	800-443-9462 979-828-3232
Unpublished number for linemen only	828-3368
Fax number	828-5563
Mailing address	P.O. Box 848; Franklin, TX 77856
Physical address	2281 E. US Hwy 79

FRANKLIN LINEMEN**HOME/OTHER**

April 2022

Jesse Burns	Cell	1-254-394-1557
	Home	828-4806
Trey Evans	Home	828-5471
	Cell	255-0485
Bobby Green	Home	828-5438
	Cell	218-0005
Jeff Hrnclir	Cell	255-3052
	Cell	324-7906
Fernando Jackson	Cell	254-229-1030
Robert Johnson	Cell	979-676-0648
Darryl McCormick	Cell	906-8944
Chuck Smith	Cell	324-9550
Robert Stearns	Cell	979-436-6011
Aaron Wegscheid	Cell	218-535-1702
Kyle Willis	Cell	254-652-8492
	Cell	979-255-6037
Bobby Green	Home	828-5438
	Cell	218-0005
Bobby Marriott	Home	828-4784
Has to go with a Lineman	Home	828-1866
	Cell	571-2224

Mart Office

April 2022

Office Manager

Janet Summers	254-828-6463	Cell	254-640-2377
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Line Superintendent

Jarad Summers	254-828-6456	Cell	254-709-5815
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Staking Technician

Tracy Adler	254-479-0639	Cell	979-324-8541
Brandon Hoelscher	254-723-4090		

Warehouse/Materials Clerk

Robert Schlemmer	254-789-2090	Cell	254-709-3957
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Office Personnel

Robin Cancilla	254-876-3581	Cell	254-744-5027
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Joyce Kadlacek	254-896-6531	Cell	254-855-3331
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Jennifer Reesing	254-876-2825	Cell	254-715-1311
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Kaylyn Barrett	979-828-6462	Cell	979-906-0366
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Misc. Mart information

Therrell Alarm	800-234-1216
Office phone numbers	979-828-3232 254-876-2581 or 2582
Mart line #4	828-3915 800-445-8920
Unpublished number for linemen and county emergency personnel	254-876-3800
Fax number	254-876-2583
Mailing address	P.O. Box 60 Mart, Texas 76664
Physical address	450 Battle Road Mart, TX 76664

MART LINEMEN**HOME/OTHER**

April 2022

Tracy Adler		254-479-0639
	Cell	979-324-8541
Russell Carroll	Cell	254-405-1744
	Alt #	254-405-0555
Robert Hickman	Cell	254-855-9469
Jimmy(Bubba) Hill	Cell	254-315-1301
	Cell #2	254-315-1661
Brandon Hoelscher	Cell	254-723-4090
	Cell #2	254-723-2095
Ty Marshall	Cell	254-227-0100
Brian Rogers	Cell	281-932-6445
	Home	254-896-6419
Tyron Sanchez	Cell	254-709-2729
	Cell #2	254-709-1559
Robert Schlemmer		254-789-2090
Has to go with a lineman	Cell	254-709-3957
Thomas Smith	Cell	254-715-5761
Has to go with a lineman		
Jarad Summers	Cell	254-709-5815
	Cell	979-255-4277
Landon Summers	Cell	254-709-4198
	Cell	254-723-6220
Jacob Vanous	Cell	254-716-9506
Chris Wehmeyer		254-214-1465

COMMUNICATIONS

Updated May 1, 2008

During prolonged outages that affect a large number of consumers or a particular area that can be identified, a message will be given to radio and/or TV stations that are popular in each area. Sample news releases and local radio and TV stations contact numbers are included in the Emergency Operations Manual. Information regarding the nature of the problem and the expected time of service restoration will be given. If an outage is expected to continue, advice will be given about the care of frozen foods, etc.

Navasota Valley maintains a staffed phone system on a 24/7 basis. In the event of large outages, Navasota Valley also uses an automated answering system ("IVR") to handle customer calls that allows customers to speak with a customer service representative (if during normal business hours) or to leave recorded information to report outages, complaints, or other messages. Such information is transcribed to an outage report that can be relayed to Navasota Valley's field personnel, as appropriate. Customers can request a call back, and Navasota Valley will take all reasonable efforts to return the call to such customers to provide relevant information.

1. Complaint Handling Procedures

During an emergency, the cooperative's telephone system will be staffed around the clock in order to receive information from customers, emergency authorities and others.

2. Coordination with Visiting Work Crews

If visiting crews operate on the same radio frequency as the cooperative, the dispatchers will communicate directly with the radio-equipped trucks. For those trucks operating on a different frequency or without radio equipment, the cooperative may issue hand-held radios to communicate with the dispatchers. The cooperative also reserves one unpublished telephone line for communications with crew members.

3. Critical Loads

When telephone service is not available, the cooperative will attempt to notify critical loads either before or at the onset of an emergency through broadcast radio and/or television announcements, working with law enforcement officers and utility personnel in the field.

4. Reporting Requirements

The General Manager will assign responsibilities for reporting to the Public Utility Commission, the reliability council control area, and local emergency officials.

MEDIA PLAN

During prolonged outages that affect a large number of consumers or a particular area that can be identified, a message will be given to radio and/or TV stations that are popular in each area. WBAP AM radio station in Arlington will be used to inform customers in the Buffalo area of an outage during a storm. The Bryan and Waco radio and television stations will be used to inform the northern and southern areas. See following pages for sample news releases.

Information regarding the nature of the problem and the expected time of service restoration will be given. If an outage is expected to continue, advice will be given about the care of frozen foods, etc. (See section M, "For Your Members.")

WTAW (1620 AM, Bryan)	www.wtaw.com	(979) 695-9595
	news@wtaw.com	(979) 695-3219
Aggie 96 (96.1 FM, Bryan)	www.aggie96.com	(979) 268-9696
Waco 100 (99.9 FM, Waco)	www.waco100.com	(254) 388-5100
KSTAR (99.7 FM, Conroe)	www.kvst.com	(936) 788-1035
		(936) 788-2525 Fax
KSAM (101.7 FM, Huntsville)	www.ksam1017.com	(936) 295-2651
		(936) 295-8201 Fax
WBAP (820 AM, Arlington)	www.wbap.com	(817) 695-1820
		(817) 695-0048
		(817) 695-0018 Fax
KWTX (Ch. 10 TV, Waco)	www.kwtx.com	(254) 776-3242 (Newsroom)
		(254) 776-1330 (Switchboard)
		(254) 776-4010 (Fax)
KBTX (Ch. 3 TV, Bryan)	www.kbtx.com	(979) 846-7777 (Switchboard)
		(979) 846-1888 (Fax)

SAMPLE NEWS RELEASES

Several generic news releases have been provided by TEC Communication Department on weather emergencies. Copies of the samples are on the following pages and are provided for use when preparing local news releases.

These releases are also available on the **TEC Business Portal Section** of the TEC website (www.texas-ec.org). Using your unique log-in each co-op has access to the "Members Only" section. Select **Member Resources** under the Members Area heading. On the next screen look under the Communications banner for **Sample News Releases & Crisis Communication Information**.

In order to answer questions from the media, two sheets are included at the end of this section. The **Power Outage Information Report** will assist co-op personnel in collection information on a crisis. The **Crisis Situation Fact Sheet** lists the questions the media will want answered. These reports will help everyone involved keep abreast with the latest news.

TEC MEDIA LIST FOR NVEC

County	Newspaper	Phone Number	Mailing Address	Town
Brazos	Bryan-College Staion Ea	979-776-4444	PO Box 3000	Bryan
Falls	The Marlin Democrat	254-883-2554	PO Box 112	Marlin
Falls	Rosebud News	254-583-7811	PO Box 516	Rosebud
Freestone	Freestone County Times	903-389-6397-or 8353	401 E. Commerce St	Fairfield
Freestone	The Fairfield Recorder	903-389-3334	101 E. Commerce	Fairfield
Freestone	Teague Chronicle	254-739-2141	PO Box 631	Teague
Hill	Hillsboro Reporter	254-582-3431	PO Box 569	Hillsboro
Leon	Buffalo Express	903-322-6009	PO Box H	Buffalo
Leon	Buffalo Press	903-322-4248	PO Drawer B	Buffalo
Leon	Centerville News	903-536-2015	PO Box 97	Centerville
Leon	Jewett Messenger	803-626-4296	PO Box 155	Jewett
Leon	Normangee Star	936-396-3391	PO Box 249	Normangee
Limestone	Groesbeck Journal	903-729-5103	PO Box 440	Groesbeck
Limestone	Mexia Daily News	254-562-2868	PO Box 431	Mexia
Limestone	Hubbard City News	254-576-2516	PO Box 431	Mexia
Madison	Madisonville Meteor	936-348-3505	PO Box 999	Madisonville
McLennan	Mart Messenger	254-876-3939	PO Box 29	Mart
McLennan	McGregor Mirrior	254-840-2091	PO Box 415	McGregor
McLennan	Riesel Rustler	254-753-3871	PO Box 100	Riesel
McLennan	Moody Courier	254-754-6222	PO Box 20234	Waco
McLennan	The Waco Citizen	254-754-3511	PO Box 20234	Waco
McLennan	Waco Tribune-Herald	254-757-5757	PO Box 2588	Waco
McLennan	West News	254-826-3718	PO Box 38	West
Robertson	Bremond Press	254-746-7033	PO Box 490	Bremond
Robertson	The Franklin Advocate	979-828-4716	PO Box 648	Franklin
Robertson	Franklin News Weekly	979-828-3221	PO Box 935	Franklin
Robertson	Hearne Democrat	979-279-3411	120 W. Third St	Hearne

PUC Department Telephone & Fax Directory

Department	Phone	Fax
Accounting	512- 936-7070	512- 936-7058
Central Records	512- 936-7180	512- 936-7188
Commissioners	512- 936-7001	-
Complaints	888- 782-8477	512- 936-7003
Customer Protection	512- 936-7150	512- 936-7003
Enforcement	512- 936-7200	512- 936-7208
Executive Director	512- 936-7040	512- 936-7036
Financial Review	512- 936-7389	512- 936-7428
Human Resources	512- 936-7060	512- 936-7054
Information Technology	512- 936-7100	512- 936-7098
Legal	512- 936-7260	512- 936-7268
Library	512- 936-7080	512- 936-7079
Mailroom	512- 936-7085	-
Relay Texas	-	512- 936-7428
Retail Markets	512- 936-7360	512- 936-7361
Wholesale Markets	512- 936-7360	512- 936-7361

Contact the PUC

Mailing Address, Phone & Hours

Address: 1701 N. Congress Avenue
PO Box 13326
Austin, TX 78711-3326

Phone: Agency Switchboard: 512-936-7000
Assistance Hotlines: 888-782-8477 or 512-936-7120
Central Records: 512-936-7180

Hours: Agency Switchboard: 8AM - 5PM, M-F
Assistance Hotlines: 9AM - 4PM, M-F
Central Records: 9AM - 5PM, M-F, Closed Friday Noon - 1PM

Email: customer@puc.state.tx.us

PUBLIC UTILITY COMMISSION Outage Report Information

INITIAL NOTICE

Pursuant to PUC Substantive Rules, Section 25.52 (e)(1)

Each utility must send the following information to the Public Utility Commission as soon as reasonably possible after a significant interruption of service has occurred.

Utility name: _____

Utility contact person: _____ Phone: _____

Date and time of significant interruption: _____

Estimated date and time of full restoration: _____

Suspected cause of the interruption: _____

Location, substation and feeder identifiers of all affected facilities (if known at time of report): _____

Estimated total number of customers affected: _____

Local authorities that have been notified of the interruption: _____

Local media that are aware of the interruption: _____

If the outage lasts more than 24 hours, the utility shall update this information daily and file a Summary Report with the Public Utility Commission.

**Emergency Contacts
Brazos County**

- | | |
|----------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| A. P.U.C. | (512) 875-2678 |
| B. Brazos Electric Power Cooperative, Inc. | (254) 750-6500 |
| C. TEC Loss Control
Austin, Texas | (512) 454-0311 |
| D. Emergency Management Contact
Brazos County Director
Brazos County Judge
DeMerle Giordano | (979) 361-4140
(979) 361-4102
(979) 361-4140 |
| E. Law Enforcement Offices
Brazos County Sheriff
Bryan Police Department
College Station Police Department | (979) 361-4100 or 911
(979) 361-3888 or 911
(979) 764-3600 or 911 |
| F. Fire Department
Bryan/College Station | 911 (Ask for Brazos Co.)
(979) 764-3700 |
| G. Emergency Medical Services
Bryan/College Station | 911 (Ask for Brazos Co.) |
| H. Area Hospitals
St. Joseph Hospital
College Station Medical Center | (979) 776-3777
(979) 764-5100 |
| I. Area Doctors
Scott and White Clinic – College Station
Urgent Care | (979) 691-330
(979) 691-3300 |
| J. Radio and TV Stations
96.1 FM; Bryan | (979) 846-5597 |

104.9 FM; Mexia	(254) 562-5328
100 FM, Waco	(254) 388-5100
WBAP AM; Arlington	(817) 695-1820 (Switchboard) (817) 695-0048 (Newsroom) (817) 695-0018 (Fax)
KTAM; Bryan	(979) 776-1240 (979) 776-0123 (Fax)
KAND; Corsicana	(903) 874-7421 (Business line) (903) 874-1340 (Request line) (903) 874-0789 (Fax)
KWTX Radio & TV; Waco	(254) 776-3242 (Newsroom) (254) 776-1330 (Switchboard) (254) 776-4010 (Fax)
KBTX TV; Bryan	(979) 846-7777 (Switchboard) (979) 846-1888 (Fax)

K. Telephone Companies

AT&T	(800) 288-2020
Windstream Communication	(877) 520-5220

L. Utilities

Bryan Texas Utilities (BTU)	(979) 821-5700
Brazos Electric Co-Op (Hearne)	(979) 279-2343
Brazos Electric Co-Op (Navasota)	(936) 825-3376
Entergy	(800) 368-3749
Mid-South Synergy	(936) 825-5100
TXU Electric & Gas	(800) 242-9113

M. Schools

Bryan ISD	(979) 361-5200
College Station ISD	(979) 764-5400
Texas A&M University Police Dispatcher	(979) 845-2345

Falls County

A. P.U.C.	(512) 875-2678
B. Brazos Electric Power Cooperative, Inc.	(254) 750-6500
TEC Loss Control Austin, Texas	(512) 454-0311
D. Emergency Management Contact Falls County Judge Rob Douglas	(254) 883-1426 (254) 422-3268
E. Law Enforcement Offices Lott Police Marlin Police Falls County Sheriff Falls County Highway Patrol	(254) 584-2681 (254) 883-9255 (254) 883-1431 (254) 803-2046
F. Fire Department Lott Fire Marlin Fire	(254) 584-2261 (254) 883-3544
G. Emergency Medical Services Falls County EMS Lott, Marlin, Reagan EMS	(254) 883-3443 (254) 883-5445
H. Area Hospitals Falls Community Hospital & Clinic, Marlin	(254) 803-3561
I. Area Doctors Falls Community Hospital & Clinic, Marlin	(254) 883-3561
J. Radio and TV Stations 96.1 FM; Bryan 104.9 FM; Mexia 100 FM, Waco	(979) 268-9696 (254) 562-5328 (254) 388-5100

WBAP AM; Arlington	(817) 695-1820 (Switchboard) (817) 695-0048 (Newsroom) (817) 695-0018 (Fax)
KTAM; Bryan	(979) 776-1240 (979) 776-0123 (Fax)
KAND; Corsicana	(903) 874-7421 (Business line) (903) 874-1340 (Request line) (903) 874-0789 (Fax)
KWTX Radio & TV; Waco	(254) 776-3242 (Newsroom) (254) 776-1330 (Switchboard) (254) 776-4010 (Fax)
KBTX TV; Bryan	(979) 846-7777 (Switchboard) (979) 846-1888 (Fax)

K. Telephone Companies

AT&T	(800) 288-2020
Windstream Communication	(877) 520-5220

L. Utilities

Bluebonnet Electric Co-Op	(800) 949-4414
Entergy	(800) 368-3479
Hilco Electric Co-Op	(800) 338-6425
McLennan Electric Co-Op	(254) 840-2871
TXU Electric & Gas	(800) 242-9113
TXU SESCO	(800) 550-9803
Heart Of Texas Co-Op	(254) 583-7955

Area Towns

Chilton	Lott
Marlin	Otto
Perry	
Reagan	
Rosebud	

Freestone County

A. P.U.C.	(512) 875-2678
B. Brazos Electric Power Cooperative, Inc.	(254) 750-6500
TEC Loss Control Austin, Texas	(512) 454-0311
Emergency Management Contacts Freestone County, Charles Nicholson	(903) 389-2776
	(903) 389-4675
Freestone County Judge	(903) 389-3335
Law Enforcement Offices Donie, Oakwood, Teague Fairfield Police Dept. Freestone County Sheriff	911 (Ask for Freestone Co.) (903) 389-3901 (903) 389-3236
Fire Department Donie Fairfield Teague	(979) 828-3794 (903) 389-6187 (254) 739-2132
Emergency Medical Services Fairfield Teague	(903) 389-6511 (254) 739-2536
Area Hospitals East Texas Medical – Fairfield Freestone Family Clinic Teague Hospital District	(903) 389-2124 (903) 389-6112 (254) 739-5322
Area Doctors Fairfield Family Practice	(903) 389-6112
Radio and TV Stations 96.1 FM; Bryan 104.9 FM; Mexia 100 FM, Waco	(979) 268-9696 (254) 562-5328 (254) 388-5100
WBAP AM; Arlington	(817) 695-1820 (Switchboard) (817) 695-0048 (Newsroom) (817) 695-0018 (Fax)
KTAM; Bryan	(979) 776-1240

	(979) 776-0123 (Fax)
KAND; Corsicana	(903) 874-7421 (Business line) (903) 874-1340 (Request line) (903) 874-0789 (Fax)
KWTX Radio & TV; Waco	(254) 776-3242 (Newsroom) (254) 776-1330 (Switchboard) (254) 776-4010 (Fax)
KBTX TV; Bryan	(979) 846-7777 (Switchboard) (979) 846-1888 (Fax)

Telephone Companies

AT&T	(800) 288-2020
Windstream Communication	(877) 520-5220

Utilities

Entergy	(800) 368-3749
Navarro County Electric Coop	(800) 771-9095
TXU Electric & Gas	(800) 242-9113

Schools

Fairfield ISD	(903) 389-2148
Teague ISD	(254) 739-3071

Area Towns

Dew
Donie
Fairfield
Teague

Hill County

A. P.U.C.	(512) 875-2678
B. Brazos Electric Power Cooperative, Inc.	(254) 750-6500
TEC Loss Control Austin, Texas	(512) 454-0311
Emergency Management Contact Hill County, Jeff Lions Hill County Judge	(254) 582-5313 (254) 582-5313
Law Enforcement Offices Hill County Sheriff Hubbard Police Mt. Calm Police	(254) 576-3323 (254) 582-5313 (254) 576-2900 (254) 582-5313
Fire Department Hubbard Fire Mt. Calm Fire	(254) 576-2576 (254) 582-5313
Emergency Medical Services Mt. Calm EMS	(254) 582-5313
Area Hospitals Hillcrest Baptist Hospital – Waco Providence Health Center – Waco	(254) 202-2000 (254) 751-4000
Area Doctors Parkview Clinic, Hubbard Scott and White Clinic – Waco	(254) 576-2547 (254) 741-4444
Radio and TV Stations 96.1 FM; Bryan 104.9 FM; Mexia 100 FM, Waco WBAP AM; Arlington KTAM; Bryan	(979) 268-9696 (254) 562-5328 (254) 388-5100 (817) 695-1820 (Switchboard) (817) 695-0048 (Newsroom) (817) 695-0018 (Fax) (979) 776-1240 (979) 776-0123 (Fax)

KAND; Corsicana	(903) 874-7421 (Business line) (903) 874-1340 (Request line) (903) 874-0789 (Fax)
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KWTX Radio & TV; Waco	(254) 776-3242 (Newsroom) (254) 776-1330 (Switchboard) (254) 776-4010 (Fax)
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KBTX TV; Bryan	(979) 846-7777 (Switchboard) (979) 846-1888 (Fax)
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Telephone Companies

AT&T	(800) 288-2020
Sprint	(800) 877-2000
Windstream Communication	(877) 520-5220

Utilities

Hilco Electric Co-Op	(800) 338-6425
McLennan Electric Co-Op	(254) 840-2871
TXU Electric and Gas	(800) 242-9113
Navarro Electric Co-Op	(903) 874-7411

Schools

Hill County School Co-Op	(254) 576-2805
Hubbard ISD	(254) 576-2564
Mt Calm ISD	(254) 993-2611

Area Towns

Hubbard
Mt. Calm
Hillsboro

Leon County

A. P.U.C.	(512) 875-2678
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B. Brazos Electric Power Cooperative, Inc.	(254) 750-6500
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TEC Loss Control

Austin, Texas	(512) 454-0311
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Emergency Management Contact

Leon County Coordinator, Bill Vest (903) 536-2749
Leon County Judge (903) 536-2331

Law Enforcement Offices

Buffalo Highway Patrol (903) 322-5449
Area Office (903) 536-2275
Buffalo Police (903) 322-5347 or 911
Hilltop Lakes Security Guard (936) 855-2813
Leon County Sheriff (903) 536-2749

Fire Department

Buffalo (903) 322-4292 or 911
Centerville (903) 536-2266
Hilltop Lakes (936) 855-2551 or 855-1974
Jewett, Marquez (903) 626-4411 or 911
Normangee (936) 396-3131

Emergency Medical Services

Jewett (903) 626-6500 or 911
NW Resources/Jewett Mine/Rescue Team (903) 626-6399

Area Hospitals

Centerville Heath Care Center (903) 536-2596
Normangee – Rural Health Clinic (936) 396-2806

Area Doctors

Buffalo Medical Center (903) 322-1307
East Texas Diagnostic Clinic – Buffalo (903) 322-4067

Radio and TV Stations

96.1 FM; Bryan (979) 268-9696
104.9 FM; Mexia (254) 562-5328
100 FM, Waco (254) 388-5100

WBAP AM; Arlington (817) 695-1820 (Switchboard)
(817) 695-0048 (Newsroom)
(817) 695-0018 (Fax)

KTAM; Bryan (979) 776-1240
(979) 776-0123 (Fax)

KAND; Corsicana (903) 874-7421 (Business line)
(903) 874-1340 (Request line)
(903) 874-0789 (Fax)

KWTX Radio & TV; Waco

(254) 776-3242 (Newsroom)
(254) 776-1330 (Switchboard)
(254) 776-4010 (Fax)

KBTX TV; Bryan

(979) 846-7777 (Switchboard)
(979) 846-1888 (Fax)

Telephone Companies

AT&T

(800) 288-2020

Windstream Communication

(877) 520-5220

Utilities

Buffalo Water Dept

(903) 322-4741

Centerville Water Dept

(903) 536-2515

Jewett Water Dept

(903) 626-4416

Lone Star Gas

(936) 348-2285

Marquez Water Dept

(903) 529-3020

Navarro County Electric Coop

(800) 771-9095

Normangee Water Dept

(936) 396-3691

Oakwood Water Dept

(903) 545-2131

TXU Electric & Gas

(800) 242-9113

Schools

Buffalo ISD

(903) 322-3765

Centerville ISD

(903) 536-2674

Leon ISD

(903) 626-5090

Normangee ISD

(936) 396-1664

Oakwood High School

(903) 545-2889

Area Towns

Buffalo

Centerville

Flynn

Hilltop Lakes

Jewett

Marquez

Normangee

Oakwood

Limestone County

A. P.U.C. (512) 875-2678

B. Brazos Electric Power Cooperative, Inc. (254) 750-6500

TEC Loss Control
Austin, Texas (512) 454-0311

Emergency Management Contacts
Limestone County Judge (254) 729-3810
Don Ford (817) 729-2101

Law Enforcement Offices
Limestone County Sheriff (254) 729-3278
Department of Public Safety – Groesbeck (254) 729-5147
Groesbeck Police (254) 729-3278 or 729-3497
Kosse Police (254) 375-2212 or 911
Mexia Police (254) 562-4150 or 911
Thornton Police (254) 385-6204 or 911

Fire Department
Coolidge (254) 786-2399 or 911
Groesbeck – Mexia – Lake Mexia 911
Kosse (254) 375-2401
Tehuacana Volunteer (254) 395-4888
Thornton (254) 385-6624 or 911

Emergency Medical Services
Coolidge - Groesbeck - Kosse – Mexia – Thornton 911 (Ask for Limestone Co.)

Area Hospitals
Limestone Medical Center (254) 729-3281 or 729-3411
Parkview Hospital – Mexia (254) 562-0408
Hillcrest Baptist Medical Center - Waco (254) 202-2000
Providence Health Center – Waco (254) 751-4000

Area Doctors
Scott and White – Waco (254) 741-4444
Parkview Clinic – Mexia (254) 562-9321

Radio and TV Stations
96.1 FM; Bryan (979) 268-9696
104.9 FM; Mexia (254) 562-5328
100 FM, Waco (254) 388-5100

WBAP AM; Arlington	(817) 695-1820 (Switchboard) (817) 695-0048 (Newsroom) (817) 695-0018 (Fax)
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KTAM; Bryan	(979) 776-1240 (979) 776-0123 (Fax)
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KAND; Corsicana	(903) 874-7421 (Business line) (903) 874-1340 (Request line) (903) 874-0789 (Fax)
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KWTX Radio & TV; Waco	(254) 776-3242 (Newsroom) (254) 776-1330 (Switchboard) (254) 776-4010 (Fax)
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KBTX TV; Bryan	(979) 846-7777 (Switchboard) (979) 846-1888 (Fax)
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Telephone Companies

AT&T	(800) 288-2020
Sprint	(800) 788-3600
Windstream Communications	(877) 520-5220
Embarq	(800) 880-2822

Utilities

Coolidge Water	(254) 786-4814
Entergy	(800) 368-3749
Groesbeck Water	(254) 729-5959
Mexia Water	(254) 562-4130
Navarro County Electrical Co-Op	(800) 771-9095
Thornton Water	(254) 385-6438
TXU Electric & Gas	(800) 242-9113

Schools

Coolidge ISD	(254) 786-4822
Groesbeck ISD	(254) 729-5167
Mexia ISD	(254) 562-2888

Area Towns

Coolidge
Groesbeck
Kosse
Mexia
Prairie Hill
Tehuacana
Thornton

Madison County

A. P.U.C.	(512) 875-2678
B. Brazos Electric Power Cooperative, Inc.	(254) 750-6500
TEC Loss Control Austin, Texas	(512) 454-0311
Emergency Management Contact Jodi Morris Madison County Judge	(979) 222-1389 (936) 348-2670
Law Enforcement Offices Madison County Sheriff Madisonville Police	(936) 348-2755 (936) 348-9297 or 911
Fire Department Madisonville – North Zulch	911 (Ask for Madison Co.)
Emergency Medical Services Madisonville – North Zulch	911 (Ask for Madison Co.)
Area Hospitals Madison County St. Joseph Health Center Trinity Medical Center – Brenham	(936) 348-2631 (979) 836-6173
Area Doctors	
Radio and TV Stations 96.1 FM; Bryan 104.9 FM; Mexia 100 FM, Waco KMVL Radio, Madisonville	(979) 268-9696 (254) 562-5328 (254) 388-5100 (936) 348-9200
WBAP AM; Arlington	(817) 695-1820 (Switchboard) (817) 695-0048 (Newsroom) (817) 695-0018 (Fax)
KTAM; Bryan	(979) 776-1240 (979) 776-0123 (Fax)
KAND; Corsicana	(903) 874-7421 (Business line) (903) 874-1340 (Request line) (903) 874-0789 (Fax)

KWTX Radio & TV; Waco	(254) 776-3242 (Newsroom)
	(254) 776-1330 (Switchboard)
	(254) 776-4010 (Fax)

KBTX TV; Bryan	(979) 846-7777 (Switchboard)
	(979) 846-1888 (Fax)

Telephone Companies

AT&T	(800) 288-2020
Sprint	(800) 788-3500
Windstream Communication	(877) 520-5220
Verizon	(800) 483-4000

Utilities

Bryan Texas Utilities (BTU)	(979) 821-5700
Brazos Electric Co-Op (Hearne)	(979) 279-2343
Brazos Electric Co-Op (Navasota)	(936) 825-3376
Entergy	(800) 368-3749
Mid-South Synergy	(936) 825-5100
TXU Electric & Gas	(800) 242-9113

Schools

Madisonville ISD	(936) 348-2797
North Zulch ISD	(936) 399-4151

Area Towns

Madisonville
North Zulch

McLennan County

A. P.U.C.	(512) 875-2678
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B. Brazos Electric Power Cooperative, Inc.	(254) 750-6500
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C. TEC Loss Control	
Austin, Texas	(512) 454-0311

D. Emergency Management Contact	
McLennan County Emergency Director	(254) 750-5911
McLennan County Judge	(254) 757-5049

E. Law Enforcement Offices

Mart Police Department	(254) 876-3334
After 5 p.m. and weekends	(254) 757-5222
McLennan County Sheriff	(254) 757-5222
Riesel Police	(254) 896-2666
West Police	(254) 826-5311

F. Fire Department

Mart Fire Department	(254) 876-2323
Riesel Fire Department	(254) 896-2201
West Fire Department	(254) 826-5110

G. Emergency Medical Services

Mart EMS	(254) 876-3322 or 876-2327
West Ambulance Service	(254) 826-3778

H. Area Hospitals

Providence Health Center – Waco	(254) 751-4000
Hillcrest Baptist Hospital – Waco	(254) 202-2000

I. Area Doctors

Scott and White Clinic – Waco	(254) 741-4444
West Medical and Surgical Clinic	(254) 826-5372

J. Radio and TV Stations

96.1 FM; Bryan	(979) 268-9696
104.9 FM; Mexia	(254) 562-5328
100 FM, Waco	(254) 388-5100

WBAP AM; Arlington	(817) 695-1820 (Switchboard)
	(817) 695-0048 (Newsroom)
	(817) 695-0018 (Fax)

KTAM; Bryan	(979) 776-1240
	(979) 776-0123 (Fax)

KAND; Corsicana	(903) 874-7421 (Business line)
	(903) 874-1340 (Request line)
	(903) 874-0789 (Fax)

KWTX Radio & TV; Waco	(254) 776-3242 (Newsroom)
	(254) 776-1330 (Switchboard)
	(254) 776-4010 (Fax)

KBTX TV; Bryan	(979) 846-7777 (Switchboard)
	(979) 846-1888 (Fax)

K. Telephone Companies

AT&T	(800) 288-2020
Windstream Communication	(877) 520-5220

L. Utilities

Axtell Water	(254) 863-0001
Entergy	(800) 368-3749
Hilco Electric Co-Op	(800) 338-6425
Heart Of Texas Co-Op	(254) 583-7955
Reliant Energy	(866) 222-7100
Riesel Water	(254) 896-6681
TXU Energy	(800) 233-2133 or 242-9113
TXU SESCO	(800) 550-9803

M. Schools

Axtell ISD	(254) 863-5301
Mart ISD	(254) 876-2762
Riesel ISD	(254) 896-5000
West ISD	(254) 826-7500

Area Towns

Axtell
Hewitt
Mart
Riesel
Waco
West

Robertson County

A. P.U.C. (512) 875-2678

B. Brazos Electric Power Cooperative, Inc. (254) 750-6500

TEC Loss Control
Austin, Texas (512) 454-0311

Emergency Management Contact
Jerry Henry (979) 778-0732
Robertson County Judge (979) 828-3542

Law Enforcement Offices
Bremond Police Dept. (254) 746-7710 or 911
Calvert Police Dept. (979) 364-2223
Camp Creek Patrolman (979) 828-3860
Franklin Police Dept. (979) 828-3444
Hearne Police Dept. (979) 279-5333
Robertson Co. Sheriff Dept. (979) 828-3299 or 828-3290
Texas Highway Patrol – Buffalo (903) 322-5449
- Fairfield (903) 389-3237
- Area Emergency (979) 776-3130

Fire Department
Bremond (254) 746-7001 or 911
Calvert 911
Franklin (979) 828-5831
Hearne (979) 279-2323

Emergency Medical Services
Bremond – Calvert – Franklin – Hearne 911

Area Hospitals
Bryan
St. Joseph Hospital (979) 776-3777
College Station Medical Center (979) 764-5100

Area Doctors

Bremond FCHC Medical Clinic (254) 746-7264

Franklin St. Joseph Medical Clinic (979) 828-4540

Hearne St. Joseph Medical Clinic

Little River Med. Clinic (979) 280-0022
(979) 775 3133

Scott and White Clinic – College Station (979) 691-3300
Urgent Care (979) 691-3300

Radio and TV Stations

96.1 FM; Bryan (979) 268-9696
104.9 FM; Mexia (254) 562-5328
100 FM, Waco (254) 388-5100

WBAP AM; Arlington (817) 695-1820 (Switchboard)
(817) 695-0048 (Newsroom)
(817) 695-0018 (Fax)

KTAM; Bryan (979) 776-1240
(979) 776-0123 (Fax)

KAND; Corsicana (903) 874-7421 (Business line)
(903) 874-1340 (Request line)
(903) 874-0789 (Fax)

KWTX Radio & TV; Waco (254) 776-3242 (Newsroom)
(254) 776-1330 (Switchboard)
(254) 776-4010 (Fax)

KBTX TV; Bryan (979) 846-7777 (Switchboard)
(979) 846-1888 (Fax)

Telephone Companies

AT&T (800) 228-2020
Windstream Communication (877) 520-5220

Utilities

Brazos Electric Co-Op (Hearne)	(979) 279-2343
Bremond Water Dept	(254) 746-7228
Entergy	(800) 368-3749
Franklin Water Dept	(979) 828-3257
Hearne Utilities	(979) 279-3461
After hours	(979) 279-5333
TNP – Bremond Plant	(254) 746-7604
TXU Electric & Gas	(800) 242-9113

Schools

Bremond ISD	(254) 746-7145
Calvert ISD	(979) 364-2824
Franklin ISD	(979) 828-1900
Gause ISD	(979) 279-5891
Hearne ISD	(979) 279-3200
Mumford ISD	(979) 279-3678

AREA TOWNS

Bremond
Calvert
New Baden
Franklin
Hearne
Wheelock

FEDERAL AGENCY PHONE NUMBERS AND WEBSITES

Federal Emergency Management Agency
800-621-FEMA (3362)
www.fema.gov

Federal Disaster Assistance Process for Individuals
800-462-7585
www.fema.gov/about/process

Department of Homeland Security
202-282-8000
www.dhs.gov/dhspublic

Government Benefits Search
800-333-4636
www.govbenefits.gov

Administration of Aging
202-619-0724
http://www.aoa.gov/prof/aoaprogram/disaster_assist/docs/FINAL%20SUA%20Directory%202003.pdf

Department of Health and Human Services
877-696-6775
<http://www.hhs.gov/disasters/>

Center for Disease Control
888-246-2675
<http://www.bt.cdc.gov/>

Small Business Administration
800-659-2955
<http://www.sba.gov/localresources/district/tx/>

NON-PROFIT AGENCIES

American Red Cross
800-HELP-NOW
www.redcross.org

Salvation Army
800-SAL-ARMY
www.salvationarmyusa.org

United Way
800-833-5948
<http://national.unitedway.org>

TEXAS STATE AGENCY PHONE NUMBERS AND WEBSITE

State of Texas
877-452-9060
www.state.tx.us

Texas Division of Emergency Management
512-424-2208
www.puc.state.tx.us/emr/districtcontact.cfm

Office of the Attorney General Consumer Protection
800-621-0508
www.oag.state.tx.us/consumer

Texas Department of Insurance
800-578-4677
www.tdi.state.tx.us

Texas Department of Health and Human Services
877-541-7905
www.hhsc.state.tx.us

2-1-1 Texas Information and Referral Network
877-541-7905
www.211texas.org

Texas Emergency Management Response Disaster District Contacts

In Accordance with the State Emergency Management Plan, when an emergency occurs or threatens to occur and is beyond the capability of local government to respond, state assistance will be requested by the local government chief elected official to the appropriate Disaster District Committee (DDC) Chairman as prescribed in the state emergency management plan. The DDC is chaired by the Highway Patrol commanding officer and is the first step in management of state resources during emergencies.

District	City	Chair	Telephone	Regional Liasion Officer	Telephone
1A	Garland	Capt. Joel McKinny	214-861-2155	Mark Shipman	214-861-2380
Sub 1A	Hurst	Lt. Michael Scullin	817-299-1311	Mark Shipman	214-861-2380
1B	Tyler	Capt. Mark Kennedy	903-939-6031	Michael Brock	903-939-6072
2A	Houston	Capt. Jude Schexnyder	281-517-1217	Tom Ryan	281-517-1353
2B	Beaumont	Capt. Paul Davis	409-924-5422	Clay Kennelly	409-924-5427
Sub 2B	Lufkin	Lt. Fred Richnow	936-634-4493	Clay Kennelly	409-924-5427
2C	Conroe	Capt. Tim Thompson	936-539-2221	Tome Ryan	281-517-1353
Sub2C	Pierce	Lt. Alan Spears	979-543-6878	Tome Ryan	281-517-1353
3A	Corpus Christi	Capt. Juan Galvan	361-698-5613	Randy Sijansky	361-698-5650
3B	San Antonio	Capt. Joe Hamilton	210-531-2206	Randy Sijansky	361-698-5650
3C	McAllen	Capt. Laurencio Saenz	956-684-5608	Randy Sijansky	361-698-5650
Sub 3C	Laredo	Lt. Jesse "Tom" Sharp	956-728-2292	Randy Sijansky	361-698-5650
4A	Midland	Capt. Ron Joy	915-498-2141	Doug Crabtree	915-498-2175
Sub 4A	El Paso	Lt. William B. Thomas	915-855-2105	Doug Crabtree	915-498-2175
4B	Abilene	Capt. John W. Madden	915-795-4020	Bobby Densman	915-795-4029
Sub 4B	San Angelo	Lt. Michael Thomson	915-942-8203	Bobby Densman	915-795-4029
5A	Lubbock	Capt. Audra Livingston	806-472-2794	Steve Reddish	806-472-2820
Sub 5A	Wichita Falls	Lt. Scot Houghton	940-851-5521	Steve Reddish	806-472-2820
5B	Amarillo	Capt. Russell Davis	806-468-1310	Steve Reddish	806-472-2820
6A	Waco	Capt. James Sanders	254-759-7160	Steve Vaughn	254-759-7165
6B	Austin	Capt. Chuck Smith	512-997-4101	Steve Vaughn	251-759-7165

DPS Regional Commanders

Region	City	Commander	Telephone
1	Garland	Major Wendell Miller	214-861-2460
2	Houston	Major J.R. Allen	281-517-202*
3	Corpus Christi	Major Artemio Garza	361-698-5606
4	Midland	Vacant	915-498-2113
5	Lubbock	Major Lamar Beckworth	806-472-2701
6	Waco	Major Danny Smith	254-759-7141

Division of Emergency Management Contacts

The Division of Emergency Management is responsible for the administration of a program of Comprehensive Emergency Management. The program is designed to reduce the vulnerability of citizens and communities of this State to damage, injury and loss of life and Property by providing a system for the **mitigation** of, **preparation** for, **response** to, and **recovery** from natural or man-made disasters, riots and/or hostile military or paramilitary actions. If the DDC is unable to meet requests for State assistance, the Chair will request State assistance from the State Emergency Management Council through the Division of Emergency Management. That assistance may then come from State assets, i.e., the National Guard or other State agencies or from neighboring Disaster Districts. If necessary, requests for federal assistance would be sent in the name of the Governor to the Federal Emergency Management Agency (FEMA) regional headquarters in Denton, Texas.

Duty Officer (24 hour) - 512-424-2208

Jack Colley, State Coordinator - 512-424-2443

Vacant, Assistant State Coordinator (Response Issues) - 512-424-2434

Ed Laundry, Assistant State Coordinator (Recovery Issues) - 512-424-2437

Frank Cantu, Field Operations Administrator - 512-424-2455

Mary Lenz, Public Information Officer - 512-424-2432



<http://www.puc.state.tx.us/emr/districtcontact.cfm>

Printed March 20, 2009

NVEC Suppliers & Contacts

Company Name	Contact Person	Phone	Phone or Fax	Address	City	Email
AGNITEK						
Computer IT Service	Office	979-260-8324		700 University Dr. E. #106	C.S., TX 77840	
	Allen Shearer	979-260-8324 x 303				ashearer@agnitek.com
Website help	Becky Jacobson	979-260-8324 x 402				rjacobson@agnitek.com
	David Ohendalski, President					davido@agnitek.com
						www.agnitek.com
AIR CONDITIONING/HEATING						
Closs Air Conditioning	Cody Closs	979-364-2133	979-777-1210	P.O. Box 141	Calvert, TX 78378	
BILLING (company name: IMS)						
Help	Sy	800-255-3190			San Antonio, TX	sy@totalims.com
Sales	John Reed	800-255-3190				
CAD SUPPLIES						
Plotter paper and ink	512-833-9800					
CAMERAS						
Brazos Electric	Andrew Mattei	BEC ext. 767	254-750-6500	2404 LaSalle Ave	Waco, TX 76702	amattei@brazoselectric.com
Brazos Electric	Charles Derrick	BEC ext. 385	254-750-6500	2404 LaSalle Ave	Waco, TX 76702	cderrick@brazoselectric.com
CHAIN SAW						
Bryan Outboard, Inc	a/c #427	979-822-6836	979-775-4864(F)	702 N Texas Ave	Bryan, TX 77803	
Cutter's Choice	a/c #102678	800-824-8521		2008 East 33rd St	Erie, PA 16510	
Forestry Suppliers, Inc.	a/c # 11162	601-354-3565	601-292-0185(F)	205 W Rankin St	Jacksonville, MI 39284	www.forestry-suppliers.com
CLEANING SUPPLIES						
Talley Chemical & Supply	a/c #NAVAS365	254-562-5583	254-562-7233 (F)	818 Hwy 171	Mexia, TX 76667	
						password: l5t5b5lt
CONSULTANT						
Professional Environmental Consultant	Ted Benson	417-881-0349	417-848-1131	P.O. Box 4877	Springfield, MO 65808	benson9999@sbcglobal.net
CONTRACTORS						
S&H Powerline	Marvin Hickey, owner	254-848-4100	254-744-3381			
	Larry LaFoe, Foreman	254-405-3540				
	Buda, Foreman	254-709-6994				

Tree Trimming Crew (R.O.W.)	Danny Coulter	903-626-6673	903-388-8731			
	Jay	903-388-4789				
COPY MACHINE						
Dahill Industries Equip I.D. #61587		979-774-2200		1869 Briarcrest	Bryan, TX 77802	www.dahillindustries.com
Service		800-750-2411				
Supplies (Ink cartridges)		800-774-2200				
DAFFRON - AS400						
Help Desk	Help Desk	800-325-0208				
Marketing Rep	John Bleiker	800-325-0208				
WinStake	Tim Pittser	800-325-0208				
AS-400 IBM server & printer	Joyce Porter	800-325-0208				
Maintenance on AS-400 server	IBM Service	800-426-7378				
Ebiz	Brian Shimp	314-569-9639				brian@daffron.com
DisPATCH / Calls Manager						
Milsoft	Brian Carr	800-344-5647		4400 Buffalo Gap Rd	Abilene, TX	brian.carr@milsoft.com
Milsoft	Roger Lunceford	800-344-5647	770-596-1106	3412 Uncle Gene's Way	Conyers, GA	roger.lunceford@milsoft.com
DOOR LOCK						
(Lock on employee entrance)						
Griffin Locksmith & Hardware		979-822-2705		500 Sulphur Springs Rd	Bryan, TX	
EATON CORPORATION						
UPS repair & replacement	Anthony Martin	800-843-9433 x 7039	800-356-5737	8609 Six Forks Rd	Raleigh, NC 27615	AnthonyMartin@eaton.com
Franklin office: Ferr UPS FE Series						
Mart office: Model #:						
ME2.1KVA						
Serial #:						
ME2.1K08289						
ELECTRIC GATE						
Walschak Welding		979-279-3001	979-218-3657	3642 S. Hwy 6	Hearne, TX 77859	
ELECTRICAL SUPPLY						
Central Electrical Supply	a/c # 213851	979-823-5217	979-822-1935	1800 Cavitt Ave	Bryan, YX 77801	
FIRE EXTINGUISHERS						
American Fire & Safety, Inc.		979-779-0030	800-234-5738	200 Ross St	Bryan, TX 77801	

FUEL						
<i>PROPANE-Tank Capacity - 250 gallons</i>						
Sharp Propane		979-778-2365		1609 N. Texas Ave	Bryan, TX	
<i>GASOLINE-Tank Capacity-7500 gallons</i>						
Thomas Petroleum	a/c #6907	800-548-9180			LaGrange, TX	
H & M Wholesale		979-690-8925			Bryan, TX	
DIESEL						
<i>#1 Tank Capacity - 500 gallons</i>						
<i>#2 Tank Capacity - 1200 gallons</i>						
K.D. Timmons	John Mitchell	979-220-1411			Franklin, TX	
GENERATOR						
REPAIRS						
Waukesha-Pearce Industries		405-670-1381		1128 SE 25th Street	Oklahoma City, OK	
S-Con Services, Inc.	Scott Hendrickson	979-204-5568 cell		8326 W Hwy 21	Bryan, TX 77807	shendrickson@sconservices.com
		979-822-4445 ofc	979-822-3479(f)			
<i>PROPANE-Tank Capacity-250 gallons</i>						
Sharp Propane		979-778-2365		1609 N. Texas Ave	Bryan, TX	
GLOVES, SAFETY						
Uneda Glove & Safety, Inc	Deryl W. Brumley	936-588-6088	936-203-6738	P.O. Box 724	Montgomery, TX 77356	
<i>Testing and Replacement</i>						
Southeastern Testing Lab., Inc		706-769-6645	706-769-6647	P.O. Box 149	Bishop, GA 30621	
IBM SERVICE						
Provides maintenance on AS-400 server		800-426-7378				
INSURANCE (customer claims)						
Scarborough, Medlin & Assoc.	Candy Redding	214-423-3333	214-423-3350(f)	5700 Granite Pkwy, Suite 500	Plano, TX 75024	candy@scarborough-medlin.com
INTERNET						
Brazos Electric	Andrew Mattei	BEC ext. 767	254-750-6500	2404 LaSalle Ave	Waco, TX 76702	amattei@brazoselectric.com
Brazos Electric	Charles Derrick	BEC ext. 385	254-750-6500	2404 LaSalle Ave	Waco, TX 76702	cderrick@brazoselectric.com
IMS (printing bills)						
Help	Sy	800-255-3190			San Antonio, TX	sy@totalims.com

Sales	John Reed	800-255-3190				
MC CORD ENGINEERING						
Work Plan	Mike Morris	979-764-8356			College Station, TX	
Work Plan	Paul P.	979-764-8356			College Station, TX	
Inspector	Mitchell Keith	979-764-8356			College Station, TX	
METERS						
<i>Purchase Refurb Meters</i>						
Hillsboro Meter Company	Mark Bowman	254-582-2271		117 E Franklin	Hillsboro, TX 76645	
<i>Repair and Testing and Recalibrate</i>						
Hillsboro Meter Company	Mark Bowman	254-582-2271		117 E Franklin	Hillsboro, TX 76645	
<i>Purchase Turtles</i>						
Landis-Gyr (Hunt) Technologies	Help Desk	800-828-4055	800-926-6254	6436 County Rd 11	Pequot Lakes, MN 56472	
	Support	888-390-5733				
<i>Return non-working Turtles</i>						
	http://www.landisgyr.com/na/en/pub/index.cfm		cust # 003201	6436 County Rd 11	Pequot Lakes, MN 56472	
		Support:				
		Return/Authorization RMA:				
<i>Turtle Computer Program"Command Center"</i>						
Landis-Gyr (Hunt) Support		888-390-5733				
<i>Meter Can Protector</i>						
Sycom Surge, Inc.		800-622-9904		4505 131st Ave North #27	Clearwater, FL 33762	www.sycomsurge.com
MILSOFT						
DisSpatch Client & Calls Mgr	Brian Carr	800-344-5647		4400 Buffalo Gap Rd	Abilene, TX	brian.carr@milsoft.com
	Roger Lunceford	800-344-5647	770-596-1106	3412 Uncle Gene's Way	Conyers, GA	roger.lunceford@milsoft.com
	24 Hr Helpline	800-344-5647		4400 Buffalo Gap Rd	Abilene, TX	
<i>Automated Answering (Porche IVR)</i>						
	Marilyn Webster	800-344-5647	850-477-6477	7100 Plantation Rd #17	Pensacola, FL	marilyn.webster@milsoft.com
	24 Hr Helpline	800-344-5647		4400 Buffalo Gap Rd	Abilene, TX	
Mapping - WindMil	Jeff K.	800-344-5647		4400 Buffalo Gap Rd	Abilene, TX	
Mapping - WindMil Map	Jeff Carr	800-344-5647		4400 Buffalo Gap Rd	Abilene, TX	
PORCHE IVR (AUTOMATED ANSWERING)						

Milsoft	Marilyn Webster	800-344-5647	850-477-6477	7100 Plantation Rd #17	Pensacola, FL	marilyn.webster@milsoft.com
	24 Hr Helpline	800-344-5647		4400 Buffalo Gap Rd	Abilene, TX	
PORTA-POTTY						
Hebronville Lone Star Rentals		361-527-4800	361-527-4802 f	10 FM 3073	Hebronville, TX 78361	lsirentals@aol.com
	Xavier Gonzalez	361-701-7449		Hwy 79	Franklin, TX 77856	
QUILL						
Office Supplies	a/c # 334580	800-789-1331		P.O. Box 94080	Palatine, IL 60094	www.quill.com
RADIO for TRUCKS						
Ware Radio	Bill	254-752-2711	800-723-9327			
S&H Powerline						
construction contractors	Marvin Hickey, owner	254-848-4100	254-744-3381			
	Larry LaFoe, Foreman	254-405-3540				
	Buda, Foreman	254-709-6994				
SCADA						
Brazos Electric	Jon Booth	BEC ext. 279	254-717-1793	2404 LaSalle Ave	Waco, TX 76702	jonbooth@brazoselectric.com
Brazos Electric	Bill Farley	BEC ext. 535	254-717-6500	2404 LaSalle Ave	Waco, TX 76702	wfarley@brazoselectric.com
QEI, Inc.	Shawn Sabo	770-339-4600	908-512-3699	1555 Mill Run Ct	Lawrenceville, GA 30045	ssabo@qeinc.com
SEPTIC SERVICE						
Young's Septic Service	James Young	979-279-6641	979-574-5369	PO Box 404	Hearne, TX 77859	
SOLOMON CORP						
Transformer maintenance/testing	Jan Sexton	800-234-2867 ext. 123			Solomon, Kansas	jsexton@solomoncorp.com
TEC LOSS CONTROL						
Safety Meeting Coordinator	Joe Snyder	512-750-9951				joes@texas-ec.org
TEC Safety Manuals	Tami Knipstein	512-486-6271	512-486-6273(f)	2550 S. IH-35	Austin, TX 78704	tknipstein@texas-ec.org
TECHLINE						
Main Office		512-833-5410	512-833-5407(f)	9609 Beck Circle	Austin, TX 78758	www.techline-inc.com
Billing Office		512-833-5401		P.O. Box 674005	Dallas, TX 75267	
Techline Rep	Brad Slaughter	512-656-1967 cell				
	Shane Yates	903-520-3874 cell	903-589-4358 (h)	702 E. Cherokee	Jacksonville, TX 75766	syates@techline-inc.com
		903-589-1889 ofc	903-589-1705(f)			

TELEPHONE						
<i>Service</i>						
Goss Communication	Danny Goss	800-550-1292	979-830-1292	P.O. Box 1793	Brenham, TX 77833	dgoss@gosscominc.com
	Bryan Goss	800-550-1292	979-830-1292	P.O. Box 1793	Brenham, TX 77833	bgoss@gosscominc.com
<i>Providers</i>						
AT&T	see next pages					
Windstream	for phone number					
Embarq	and account numbers					
TEXAS WESTMORELAND						
On-site training for s/m	David Evans	903-626-5486			Jewett, TX	
Tree Trimming Crew (R.O.W.)						
Tree Trimming Crew (R.O.W.)	Danny Coulter	903-626-6673	903-388-8731			
	Jay	903-388-4789				
UPS SYSTEM						
Franklin office: Ferr UPS FE Series						
Mart office: Model #: ME2.1KVA						
Serial #: ME2.1K08289						
Eaton Corporation	Anthony Martin	800-843-9433 ext. 7039	800-356-5737	8609 Six Forks Rd	Raleigh, NC 27615	AnthonyMartin@eaton.com
WAREHOUSE SUPPLIERS						
Grainger	a/c #802636027	979-821-0100		1408 W Villa Maria Rd	Bryan, TX 77801	
Techline		512-833-5410	512-883-5407 (f)	9609 Beck Circle	Austin, TX 78758	www.techline-inc.com
Shane Yates		903-520-3874 cell	903-589-4358 (h)	702 E. Cherokee	Jacksonville, TX	syates@techline-inc.com
		903-589-1889 ofc	903-589-1705(f)			
Brad Slaughter		512-656-1967 cell				

PRIORITIES FOR RESTORATION OF SERVICE

Navasota Valley Electric Cooperative has listed priorities for restoration of service by category rather than by name. Generally, this list would be the reverse of curtailment priorities.

In addition to priorities concerning community health and safety, crews will be assigned to defined areas. Generally, crews will concentrate on a given feeder, working to the end or to a sectionalizing point, and then returning to restore service on single-phase lines or taps of the feeder. Restorations will be done systematically, avoiding pressure from individuals for special attention. However, one or more crews may be assigned to locations where special hazards exist or where especially critical loads require immediate attention. When not on special assignment, these crews may be used to repair individual services.

CURTAILMENT PRIORITIES

Updated April 2022

The Cooperative will attempt to inform customers in advance of planned outages or rotating blackouts.

Brazos Electric Cooperative will inform Navasota Valley Electric Cooperative in advance of the need to shed load.

Navasota Valley Electric Cooperative will inform customers of power interruptions by telephone or by using radio and/or television media.

The pages listed in the next two sections detail substation and feeders with critical needs customers. It will be used in reverse order for load shedding and Brazos Electric will be kept informed as to the feeders that are available to be shed.

PROCEDURES FOR LOAD SHEDDING

All power sold by Navasota Valley Electric Cooperative is bought from Brazos Electric Power Cooperative, Inc., either by contract or directly through them.

Navasota Valley Electric Cooperative has and will in the future cooperate and work with Brazos Electric to fulfill the needs they have to curtail load and rotate outages in compliance with their emergency action plan.

However, Navasota Valley Electric Cooperative does require Brazos Electric to contact either General Manager, Line Superintendent, Dispatch Supervisor prior to any curtailment. Arrangements with consumers on life-sustaining equipment, industrial loads will be made and implemented with as little inconvenience as possible.

NVEC	800-443-9462
BEC	254-750-6260
Steve Jones	979-828-5978 979-777-5047
Jacky Hancock	979-828-3496 979-229-8055
Jarad Summers	254-709-5815
Kayla Sanders	979-814-0880

Load Shedding or Rolling Black Out Procedures for NVEC

April 2022

BEC TELEPHONE CALLS REGARDING ERCOT SITUATIONS

Beginning September 2007, BEC will use a **ring-down phone call** to inform all participants of the current grid operating conditions and any specific actions requested by ERCOT. During the ring-down phone call, one person from BEC will call all 18 electrical utilities with one phone call (similar to a large conference call.) THERE COULD BE A LOT OF STATIC ON THE LINE, DON'T HANG UP, PLEASE WAIT. After describing the current conditions the BEC operator will ask for acknowledgement from each Coop by calling roll. You can also ask questions or get clarification at this time.

This will eliminate BEC having to make 18 telephone calls and telling each utility the same message. This will also ensure each utility gets the same message. BEC will first try to contact us on the Brazos phone (ext.509), if they don't get an answer, next they will call the Brazos line (254-750-6510).

All other procedures for NVEC will stay the same. If you have any questions, let me know.

ERCOT STEPS IN AN ENERGY EMERGENCY ALERT (EEA)

April 2022

	ERCOT action	BEC response	NVEC response
EEA LEVEL 1	Adjusted Responsive Reserve (ARR) has fallen below 2500 MW	Calls all Coops to say ERCOT has initialized Level 1.	Nothing , we might receive calls from NVEC customers who heard about the public appeal. Review procedures for rolling outages
EEA LEVEL 2A	Adjusted Responsive Reserve (ARR) has fallen below 1750 MW	Calls all Coops to say ERCOT has initialized Level 2. Deploy VRC's (Voltage Reduction Control) or Block Load Transfers or LaaR's	Nothing , does not apply to NVEC. We have no VRC measures or Block Load Transfers or LaaR's
EEA LEVEL 2B	Adjusted Responsive Reserve (ARR) continue to fall Deploy remaining Emergency Interruptible Load	Calls all Coops to say ERCOT has initialized Level 2B. Deploy emergency interruptible loads.	Nothing , does not apply to NVEC. We have no contracts for Emergency Interruptible Load. Review procedures for rolling outages - that will be the next action.
EEA LEVEL 3	Instruct transmission owners to shed firm load	Calls dispatcher and informs NVEC to shed 1300 KW of load ASAP.	Follow directions on next pages, shed 1300 KW of load . Continue rolling outages around until BEC calls back and says emergency is over.

Please be prepared for skipping levels 2a and/or 2b and going straight to level 3.

BEC will also call when/if EEA is cancelled.

LOAD SHEDDING OR ROLLING BLACK OUT

If Brazos Electric calls and tells us we have to shed load because of an ERCOT emergency, repeat their instructions and immediately open the first feeder on the next page. Then use the following schedule to open and close feeders throughout our system to keep our required load of **1100 kW** off line.

In a rolling black out, you open one set of feeders for approximately **15 minutes**. Then open the next set of feeders. **After** the second set is open, go back and close the first set of feeders. You must keep the same amount of "load" off the grid at all times. This schedule spreads the outages around our systems so that one set of customers is not out the entire time.

Normally, rolling black outs last for 3 hours, but circumstances can change. Continue opening and closing feeders until BEC calls and tells you the emergency is over and you can discontinue rolling black out.

STEP 1: You will receive a telephone call from BEC, informing us of a state wide emergency and request us to shed **1100 kW** of load

STEP 2: Look at the SCADA screen for the first feeder to be opened and write down the amount of current KW

STEP 3: Using SCADA, open FIRST feeder from attached list. Write down the time

STEP 4: Put dispatcher phone on "OUT OF SERVICE" so only the IVR will be answering.

STEP 5: Call Kayla Sanders – 979-814-0880

STEP 6: In DisSpatch, verify feeder(s) open.

STEP 7: Using the IVR program "PorcheOCM" on Jessica's computer, open the program and start the **Aware Message** about the ERCOT outage. This message is already recorded in the program and when added to the active message section will play when a customer calls in. (Complete directions in back of this notebook.)

STEP 8: Check the time. If it's been 10-15 minutes since the first feeder was opened - check the list and open SECOND set of feeders using SCADA. Write down the kW and time. Be careful to open correct feeders – take your time.

STEP 9: Using SCADA, close FIRST feeder that has opened for 15 minutes.

STEP 10: Call Steve Jones - home (9)279-3759 or cell: (9)255-3051

STEP 11: In DisSpatch, verify SECOND set of feeders open.

STEP 12: In DisSpatch restore FIRST feeder and close outage
CONTINUE ROLLING BLACK OUT USING THE SCHEDULE UNTIL:

BEC calls and informs you the emergency has passed and you can restore all feeders to normal.

WHEN ROLLING BLACK OUT IS OVER:

1) Call Steve Jones

IDENTIFYING AND COMMUNICATING WITH CRITICAL LOAD CUSTOMERS AND DESCRIPTION OF REGISTRY

Updated April 2022

Navasota Valley Electric Cooperative makes every effort to be aware of critical load customers. It is the responsibility of the residential customers who have life-sustaining electrical equipment to inform Navasota Valley of special medical needs. However, Navasota Valley attempts to identify these customers by asking new members at the time of establishing an account whether any person at that service location requires life-sustaining equipment and by reminding members through articles in *Texas Co-op Power* that Navasota Valley needs to be informed of special needs. Annual letters to residential customers who have registered with Navasota Valley as having special needs helps keep the registry current.

A registry of these customers is included in the next section of the Emergency Operations Manual. Copies are accessible to appropriate utility personnel including the General Manager, Receptionist, Dispatcher, Line Superintendent, Linemen and Engineering personnel. Our customer accounting system and outage reporting system also includes special notation for critical needs customers.

Communication with the General Manager, Line Superintendent, Linemen and Engineering personnel help identify industrial and public safety critical load customers. The Dispatch Supervisor is responsible for maintaining a current list of all critical load customers.

In the event of an unplanned outage or emergencies, Navasota Valley will make telephone calls to specific critical care customers. Methods to communicate with these customers during emergencies when telephone service is not available include visits by linemen and other utility personnel, and working through law enforcement officers and emergency medical personnel in the field.

Priority Customers

This section includes customers categorized as:

Chicken Houses

Fire Department

Media

High Priority

Industry

Medical

Schools

Miscellaneous

Railroad

Water Supply

Their priority status is based on their need for continuous power or their impact on other industries.

FOR OUR MEMBERS

Quickly providing accurate information about the incident and its estimated duration is key to good customer relations. Surveys indicate that customers are satisfied with their cooperatives' response to a crisis – no matter how long the outage – as long as they receive information on the status of the system and when their electricity is expected to be reinstated. This helpful information may reassure customers:

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.

During prolonged outages, **dry ice** can save thousands of pounds of stored food. (Locating suppliers for this source could be very helpful to customers and even making arrangements in advance for it to be sent to a central location, whereby local radios can inform people of its availability.)

Dry Ice is available from:

Praxair, 321 Lacy Drive, Waco (254) 799-6201

Praxair, 4923 Franklin Ave, Waco (254) 420-3832

Waco Carbonic Co. 431 LaSalle, Waco (888) 280-3914

Praxair, 2324 S. College Ave, Bryan (979) 822-3783

HEB and Wal-Mart stores

There may be situations where **members are isolated** due to road conditions. 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.

Tell customers to assume that any **downed power line** is "live." If power lines are lying on the ground or dangling near the ground, do not touch them. They can notify their utility company or local law enforcement authorities as soon as possible that the lines have been damaged, or that the lines are down. Remind them they should not attempt to move or repair the power lines. If possible, remain on the scene to warn others away from the downed lines.

Explain to customers that if their have **appliances or equipment that has been exposed to water**, never assume they are safe to use after they have dried. Before trying to use any electrical appliance that has been exposed to water, take it to a qualified service electrician. The item may be fine, it may need reconditioning, or it might require replacement.

If a customer is inside a **car in contact with a downed power line**, stay put! They can safely use a cellular phone to call for help.

A vehicle should **never drive across a downed power line**.

If **someone is shocked** by contact with a downed power line, by-standers should not touch that person. Use a dry plastic or wooden object, such as a broom handle, to try to separate the victim from the power source. Call 911 for help immediately.

How to Operate Portable Generators Safely

People should exercise extreme caution when operating portable generators, warns Navasota Valley Electric Cooperative.

"These generators are useful when temporary or remote electric power is needed, but they also can be hazardous," said James Calhoun, General Manager, Navasota Valley Electric Cooperative.

The primary hazards to avoid when using a generator are "backfeeding" power into the electric system, electric shock or electrocution, carbon monoxide (CO) poisoning from the toxic engine exhaust, and fire. Every year, people die in incidents related to portable generator use.

Avoid "Backfeeding"

Never try to power the house wiring by plugging the generator into a wall outlet, a practice known as "backfeeding." This is an extremely dangerous practice that presents an electrocution risk to cooperative utility workers and neighbors served by the same utility transformer. It also bypasses some of the built-in household circuit protection devices.

If you must connect the generator to the house wiring to power appliances, have a qualified electrician install the appropriate equipment in accordance with local electrical codes. Or, check with your cooperative to see if someone on staff can install an appropriate power transfer switch.

Plug appliances directly into the generator, or use a heavy duty, outdoor-rated extension cord that is rated (in watts or amps) to at least equal to the sum of the connected appliance loads. Check that the entire cord is free of cuts or tears and that the plug has all three prongs, especially a grounding pin.

Keep the generator dry and do not use in rainy or wet conditions. Operate it on a dry surface under an open, canopy-like structure. Make sure your hands are dry before touching the generator.

For power outages, permanently installed stationary generators are better suited for providing backup power to the home. Even a properly connected portable generator can become overloaded. This may result in overheating or stressing the generator components, possibly leading to a generator failure.

Danger from CO (Carbon Monoxide)

Never use a generator in enclosed or partially enclosed spaces. Generators can produce high levels of CO very quickly, which you cannot smell or see. Even if you can't smell exhaust fumes, you may still be exposed to CO. If you start to feel sick, dizzy or weak while using a generator, get to fresh air right away. Do not delay. The CO from generators can rapidly lead to full incapacitation and death.

If you experience serious symptoms, get medical attention immediately. Inform medical staff that CO poisoning is suspected. If you experienced symptoms while indoors, have someone call the fire department to determine when it is safe to re-enter the building.

Follow these safety tips to protect against CO poisoning:

- * Never use a generator indoors, including homes, garages, basements, crawl spaces, and other enclosed or partially enclosed areas, even with ventilation. Opening doors and windows or using fans will not prevent CO buildup in the home.
- * Follow the instructions that come with your generator. Locate the unit outdoors and away from doors, windows and vents that could allow CO to come indoors.
- * Install battery-operated CO alarms or plug-in CO alarms with battery backup in your home, according to the manufacturer's instructions. The CO alarms should be certified to the requirements of the latest safety standards.
- * Test your CO alarms frequently and replace dead batteries.

Fire Hazards

Never store fuel for your generator in the home. Gasoline, propane, kerosene and other flammable liquids should be stored outside of living areas in properly labeled, non-glass safety containers. Do not store them near a fuel-burning appliance, such as a natural gas water heater in a garage. If the fuel is spilled or the container is not sealed properly, invisible vapors from the fuel can travel along the ground and can be ignited by the appliance's pilot light or by arcs from electric switches in the appliance.

Before refueling the generator, turn it off and let it cool down. Gasoline spilled on hot engine parts could ignite.

Source: U.S. Consumer Product Safety Committee

This information on operating generators safely was provided by TEC and is useful as a New Release.

NAVASOTA VALLEY ELECTRIC COOPERATIVE

PANDEMIC

PREPAREDNESS

PLAN

April 2022

Objectives of the Plan

To prepare the Cooperative for the possibility of a pandemic, including:

1. To educate employees about a possible pandemic and its possible impacts on the Cooperatives' business operations
2. To implement reasonable measures to mitigate the impact of an influenza pandemic on the Cooperative and employees
3. To develop plans and policies for responding to a pandemic
4. To promote employee wellness and minimize opportunities for employees to be exposed to the disease while at the Cooperative

Definitions

Seasonal (or common) flu – is a respiratory illness that can be transmitted person to person. Most people have some immunity, and a vaccine is available.

Avian (or bird) flu – is caused by influenza viruses that occur naturally among wild birds. The H5N1 variant is deadly to domestic fowl and can be transmitted from birds to humans. There is no human immunity and no vaccine is available.

(Since 2003, a growing number of human H5N1 cases have been reported in Asia and the Middle East and *more than half of the people infected with the H5N1 virus have died*. These cases are all believed to have been caused by exposure to infected poultry. However, the concern is that H5N1 will evolve into a virus capable of human to human transmission. Should it do so, it will spread easily through the human population, since no prior immunity will exist.)

Pandemic flu – is a global outbreak, or pandemic, that occurs when a new flu virus appears which can spread easily from person to person. Because people have not been exposed to this new virus before, they have little or no immunity to the virus; therefore serious illness or death is more likely to result. Currently, there is no pandemic flu.

Probable Impacts on NVEC Business Operations

Pandemics are unpredictable. The timing of the outbreak of a pandemic is uncertain and depends on many factors. Nevertheless, we must make assumptions to facilitate planning efforts. The following ideas are taken from the Electricity Sector Influenza Pandemic Planning, Preparation and Response Reference Guide, developed by the North American Electric Reliability Council (NERC):

1. Once human to human transmission begins, the disease will spread very rapidly around the world within three to eight weeks. The typical incubation period (interval between infection and onset of symptoms) for influenza is approximately 2 days.
2. Attack rate for the general population is expected to be in the range of 30 percent and these people would be very ill for up to a week.
3. Absentee rates for employees may be in the range of 35 percent for the duration of the pandemic due to illness and other factors such as needing to take care of family members. The pandemic could last for 6 months. Absentee rates will not be uniform and will be caused by employee illness as well as family care issues or inability to get to work, etc.

4. Persons who contract the virus are not expected to contract it a second time due to a build up of immunity. However, if the virus mutates, recurrences for the same individual would be possible.
5. Personnel will need to be managed differently to conduct essential business processes and to minimize the spread of the virus.
6. Not enough anti-viral medicines or vaccines will be available for the entire population. There may be none in the early stages and then limited quantities for select populations. Anti-viral medicines, such as Tamiflu, present a variety of difficult issues such as availability, effectiveness against specific virus strains and dosage levels for pre-infection prevention as compared to post-infection treatment.
7. A pandemic will strike in at least two waves, each lasting six to eight weeks. The first wave will peak in three to four weeks. The second wave will be three to six months after the first and will likely be stronger than the first. There may also be a third wave with characteristics similar to the second.
8. It will be important to provide accurate and timely information to employees, local health organizations and government before and during the pandemic.
9. Interdependencies with other segments of the electricity sector (Generators, transmission operators, distribution providers) and other critical infrastructures (Communications, nuclear, natural gas, petroleum, transportation, emergency services, etc) as well as contractors and suppliers will be severely tested during an influenza pandemic.

Preparation and Response Efforts

Employee Education

Efforts will be made to educate employees about influenza, how it spreads, how to prevent it spreading and how to avoid it. Educational resources available from the World Health Organization (WHO) and the Center for Disease Control (CDC) and US Government Pandemic Flu website www.pandemicflu.gov will be distributed and posters will be used to convey this information to employees.

Flu Shots

Employees will be encouraged to obtain flu shots annually. While no flu vaccine exists for a yet unknown strain of flu, there is some evidence that immunity to one strain of flu may provide some benefits related to other strains. Having more of our employees vaccinated would be beneficial at any rate.

Sanitary Practices

Supplies to maintain a sanitary environment will be kept on hand and deployed, as necessary, including:

1. Hand soap
2. Hand sanitizer
3. Disinfectant spray
4. Rubber gloves

5. Tissues
6. Office cleaning supplies

Policy Modifications

With possible impacts from a pandemic in mind, policies related to sick leave will be reviewed on a case-by-case basis. The following guidelines will be considered:

1. A relaxing of the definition of sick leave during a pandemic to allow leave to be taken to care for an employee's sick family members.
2. Mandatory leave for employees with influenza-related symptoms (e.g., fever, headache, cough, sore throat, runny or stuffy nose, muscle aches, or upset stomach)
3. Require employees to be fever free for 24 hours prior to returning to work to help prevent spreading the disease.
4. Missed time for employees that do not wish to come to work for fear of exposure.
5. Reduce face-to-face contact during a pandemic by closing the lobby and suspending customer appointments.
6. Stagger work shifts as absenteeism rises.

Business Continuity

It is the intention of NVEC to have all critical tasks redundantly trained. In most instances this task will have at least two persons proficient in its completion.

Close contact with local and state health departments monitoring the pandemic and adjusting our disaster plan to maintain services for customers.