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PROJECT NO. 53385

AFFIDAVIT OF
CHIEF EXECUTIVE OFFICER OF
LYNTEGAR ELECTRIC COOPERATIVE, INC.
PURSUANT TO 16 TEXAS ADMINISTRATIVE CODE § 25.53

STATE OF TEXAS §

COUNTY OF LYNN §

BEFORE ME, the undersigned authority, on this day personally appeared the undersigned affiant, who swore on oath that the following facts were true:

"My name is Gregory Henley. The facts stated within this Affidavit are within my personal knowledge and are true and correct. I am over the age of eighteen years, of sound mind, and competent to testify to the facts stated in this Affidavit.

"I am the Chief Executive Officer of Lyntegar Electric Cooperative, Inc. (Lyntegar Electric), which is a Texas electric cooperative corporation.

Lyntegar Electric operates an electric transmission and distribution utility system in the State of Texas and the Electric Reliability Council of Texas power region.

Lyntegar Electric has adopted an Emergency Operations Plan (EOP) that complies with 16 Texas Administrative Code §25.53 - Electric Service Emergency Operations Plans (EOP Rule), which was adopted by the Public Utility Commission of Texas on February 25, 2022.

Lyntegar Electric's relevant operating personnel are familiar with and have received training on the applicable contents and execution of the EOP, and such personnel are instructed to follow the applicable portions of the EOP except to the extent deviations are appropriate as a result of special circumstances during the course of an emergency.

The EOP has been reviewed and approved by the appropriate executives of Lyntegar Electric.

Drills will be conducted to the extent required by subsection (f) of the EOP Rule. Lyntegar Electric conducted a drill on April 1, 2022, but did not have sufficient time between the

effective date of the EOP Rule and the drill to provide 30 days advance notice to Commission Staff and the appropriate TDEM District Coordinators.

The EOP or an appropriate summary of the EOP has been distributed to local jurisdictions as needed.

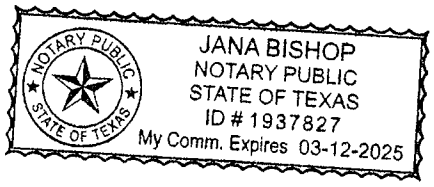
Lyntegar Electric maintains a business continuity plan that addresses returning to normal operations after disruptions caused by an incident.

Lyntegar Electric's emergency management personnel who are designated to interact with local, state, and federal emergency management officials during emergency events have not yet completed the latest IS-100, IS-200, IS-700, and IS-800 National Incident Management System training. Lyntegar Electric expects the training to be completed by May 31, 2022.

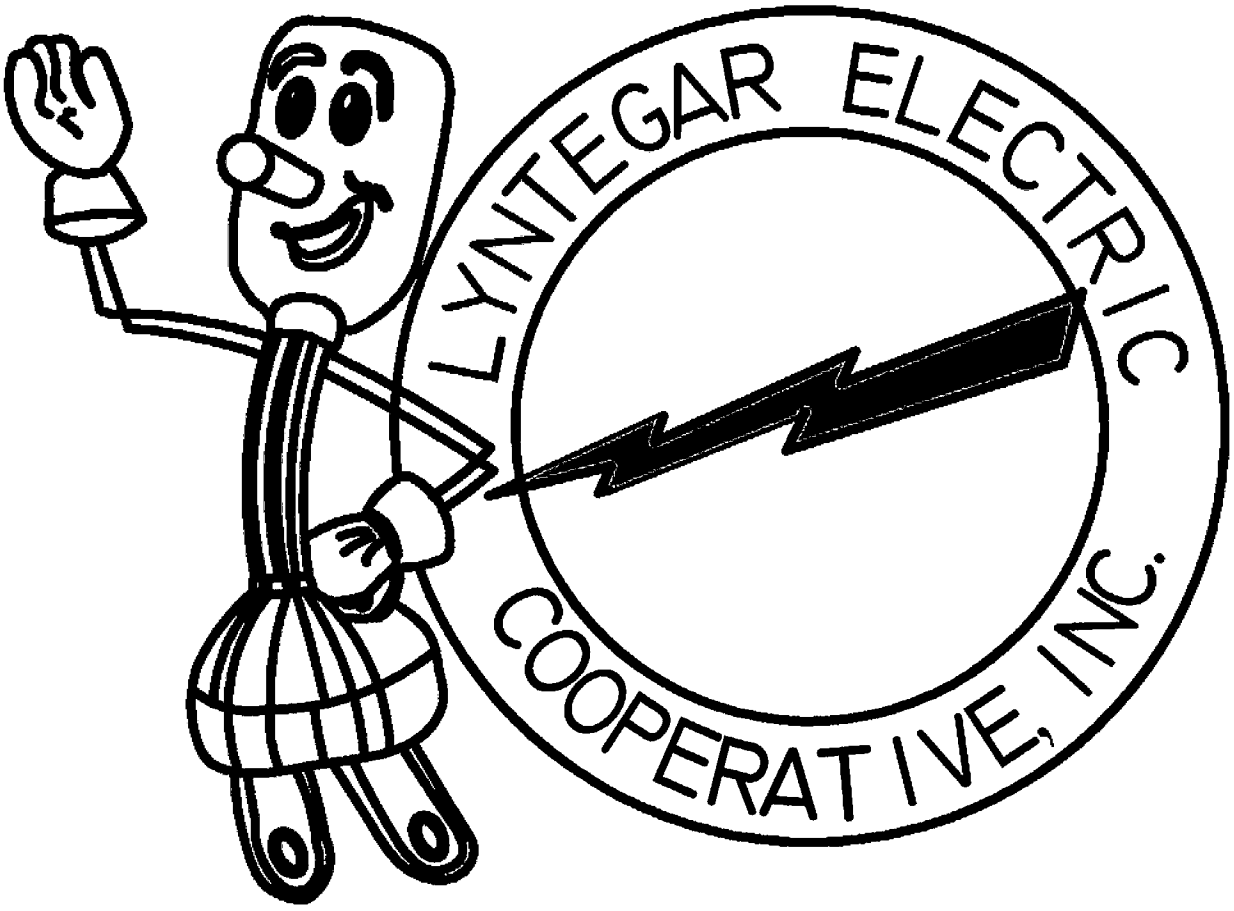
Gregory Henley

Sworn and subscribed before me on this 14th day of April, 2022, by Gregory Henley.

Notary Public in and for the State of Texas



EMERGENCY OPERATIONS PLAN



Lyntegar Electric Cooperative, Inc.

P.O. Box 970

Tahoka TX 79373-0970

(806) 561-4588

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I. APPROVAL AND IMPLEMENTATION

A. INTRODUCTION

Lyntegar Electric Cooperative, Inc. ("LEC" or "Cooperative") maintains this Emergency Operations Plan ("EOP" or "Plan") for use during emergencies, natural disasters or situations involving curtailments or major interruptions in electrical service in compliance with 16 Texas Administrative Code § 25.53 - Electric Service Emergency Operations Plan ("Rule").

This Plan will be reviewed, and an annual drill performed at least once annually if it has not been implemented in response to an actual event within that year. Following any implementation or annual review, Cooperative shall assess the effectiveness of the Plan and modify it as needed. The official copy will be maintained at Cooperative's headquarters located at 1701 US 87 West Access Road, Tahoka TX, and a list of modifications is included in Part I.C. below.

In every business, there exists a need for speedy recovery from different types of disasters. Acts of God and man-made disasters have been known to cripple or destroy business functions and even entire organizations. Since the terror attacks that occurred on September 11, 2001, electric utility interest in an Emergency Operations Plan has significantly increased.

Given their natural exposure to weather related outages, electric utilities have long proven disaster mitigation plans in place to recover their electrical grid.

Several types of disasters can occur that threaten our ability to efficiently provide service to our consumers. Disasters such as fire, tornado, and earthquake can result in total loss situations where tools and equipment, on-site data, hardware, software, facilities, and even personnel are lost. Severe weather, such as lightning, and floods can be damaging to sensitive electrical equipment and the ability to do business from a particular location. These disasters tie in with the potential for loss of power or other utilities. Sabotage can be either from external forces causing damage to structures, facilities, data through hacking or viruses, or from internal sources (personnel) damaging company resources.

The purpose of this Emergency Operations Plan is to speed a cooperative's recovery from a wide range of disasters. Which though it may have a low probability of occurring, would nonetheless have a huge impact on a cooperative's ability to manage business systems. It will enable neighboring electric cooperatives to share resources more efficiently, establish procedures for mitigating losses, and provide quick access to critical business operations information. The objective of this preparation manual is to provide the cooperative with a process to improve the effectiveness and responsiveness of all aspects of cooperative business following various disasters.

This Plan is designed to assist a cooperative in developing a comprehensive plan by focusing on the following:

- Identification of the business and operations functions that could be affected by a wide range of disasters;
- Mitigation efforts that will have a direct effect of reducing the impact on critical functions;
- Short-term tactical restoration recommendations, and
- Long-term strategic restoration and/or risk reduction recommendations.

B. INDIVIDUALS RESPONSIBLE FOR PLAN

The individuals listed in Table 1 are responsible for maintaining and implementing the Plan and, if designated, have authority to change the Plan:

Table 1 Individual's Responsible for Plan

Name	Title	Responsibility	Authority to Change
Greg Henley	CEO	Principal administrator of the plan. Must review and approve all changes	Yes
Ross Aten	Manager of Engineering		Yes
Jana Bishop	Manager of Human Resources		No
Roddy Gandy	Line Department Manager		No
Barry Pittman	Manager of Member Services		No

C. REVISION AND SUMMARY

This Plan, dated as of 4/1/2022 supersedes all previous versions of the Plan. Please refer to Table 2 for records of revision.

Table 2 Records of Revision

Revision Date	Section	Summary of Change	Inserted by (name and signature)
4/1/2022	**All**	**Implementation of New Plan**	**Ross Aten**

D. EXECUTIVE SUMMARY

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

Table 3 provides an overview of the contents and policies included in Cooperatives Emergency Operations Plan ("Plan").

Table 3 Overview of Contents and Policies included in Plan

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Table 4 provides an overview of the Plan's compliance with the Rule.

Table 3 Reference Table

CITATION	DESCRIPTION OF REQUIREMENT	APPLICABILITY	EOP SECTION	EOP PAGE #
25.53(d)(1)(A-E)	APPROVAL AND IMPLEMENTATION SECTION	YES	I	5-10
25.53(d)(2)(A)	COMMUNICATION PLAN FOR ENTITIES WITH TRANSMISSION OR DISTRIBUTION SERVICE	YES	III	11-21
25.53(d)(2)(B-D)	COMMUNICATION PLAN FOR GENERATORS, REP AND ERCOT	NO	VII, VIII, IX	84,85,86
25.53(d)(3)	PLAN TO MAINTAIN PRE-IDENTIFIED SUPPLIES FOR EMERGENCY RESPONSE	YES	IV, Appendix B	27-32 97-99
25.53(d)(4)	PLAN THAT ADDRESSES STAFFING DURING EMERGENCY RESPONSE	YES	II	6-16
25.53(d)(5)	A PLAN THAT ADDRESSES HOW AN ENTITY IDENTIFIES WEATHER-RELATED HAZARDS. INCLUDING TORNADOES, HURRICANES, EXTREME COLD WEATHER, EXTREME HOT WEATHER, DROUGHT, AND FLOODING, AND THE PROCESS THE ENTITY FOLLOWS TO ACTIVATE THE EOP	YES	V	33
25.53(e)(1)(A)(i-ii)	WEATHER EMERGENCY ANNEX	YES	VI.A, VI.D Appendix B	36, 52-55 97-99
25.53(e)(1)(B)(i-iii)	LOAD SHED ANNEX	YES	VI.B	37-43
25.53(e)(1)(C)	A PANDEMIC AND EPIDEMIC ANNEX	YES	VI.C	44-51
25.53(e)(1)(D)	A WILDFIRE ANNEX	YES	VI.D	52-55
25.53(e)(1)(E)	A HURRICANE ANNEX THAT INCLUDES EVACUATION AND RE-ENTRY PROCEDURES FACILITIES ARE LOCATED WITHIN A HURRICANE EVACUATION ZONE, AS DEFINED BY THE TEXAS DIVISION OF EMERGENCY MANAGEMENT (TDEM);	YES	VI.E	56
25.53(e)(1)(F)	CYBERSECURITY ANNEX	YES	VI.F	57-73

25.53(e)(1)(G)	PHYSICAL SECURITY INCIDENT ANNEX	YES	VI.G	74-78
25.53(e)(1)(H)	A TRANSMISSION AND DISTRIBUTION UTILITY THAT LEASES OR OPERATES FACILITIES UNDER PURA §39.918(B)(1) OR PROCURES, OWNS, AND OPERATES FACILITIES UNDER PURA §39.918(B)(2) MUST INCLUDE AN ANNEX THAT DETAILS ITS PLAN FOR THE USE OF THOSE FACILITIES; AND	NO	VI.H.	79
25.53(e)(1)(I)	ANY ADDITIONAL ANNEXES AS NEEDED OR APPROPRIATE TO THE ENTITY'S PARTICULAR CIRCUMSTANCES	YES	VI.I	80-83
25.53(e)(2)(A-H)	REQUIREMENTS FOR GENERATORS	NO	VII	84
25.53(e)(3)(A-E)	REQUIREMENTS FOR REPS	NO	VIII	85
25.53(e)(4)(A-F)	REQUIREMENTS FOR ERCOT	NO	IX	86

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Table 5. lists the titles and names of employees receiving access to and training on this Plan, including the date of access to or training.

Table 4 Record of Distribution

NAME	TITLE	DATE OF ACCESS OR TRAINING
Greg Henley	CEO	4/1/2022
Ross Aten	Manager of Engineering	4/1/2022
Roddy Gandy	Line Department Manager	4/1/2022
Barry Pittman	Manager of Member Services	4/1/2022
Jana Bishop	Manager of Human Resources	4/1/2022
Justin Harvey	Operations Supervisor	4/1/2022
Jon Hadderton	Operations Supervisor	4/1/2022

Table 4. lists the primary and backup emergency contacts for individuals who can address urgent requests and questions from the PUCT during an emergency.

Table 4 Emergency Contacts

NAME	TITLE	RESPONSIBILITY	CONTACT INFORMATION
Greg Henley	CEO	Principal administrator of the plan. Must review and approve all changes.	(806) 759-1896
Ross Aten	Manager of Engineering	Principal author of the plan.	(806) 759-0875
Roddy Gandy	Line Department Manager	Administrator of the plan	(806) 759-1587

II. ORGANIZATIONAL AND PERSONNEL ASSIGNMENTS

The following is not intended as an exhaustive list of all probable or potential responsibilities required in an emergency situation. It does, however, define the essential staffing positions and responsibilities necessary for the management and resolution of unplanned system outages and events.

A. ASSIGNMENTS BY GROUP

1. System Operators (Dispatchers, Line Department Manager, Operations Superintendents, Assistant Operations Superintendent, and Manager of Engineering)

- Coordination and direction for the operating activities required for the restoration of the transmission and distribution system during the entire period of any and all emergencies.
- Provide central communication and status information updates to the Branch Managers and Communications Coordinator.
- Determine problems and a course of action to follow.
- Log all events during the outage.
- Determine manning requirements and call out appropriate personnel.
- Operate the SCADA system and provide information about devices locked out and fault types and distances.
- Operate the outage management system and update the outage model to reflect current operating conditions.

2. Construction and Maintenance Group

- Repair, sectionalize, or restore all damaged transmission and distribution systems to acceptable operating conditions during the emergency.
- Provide adequate personnel and equipment to repair or sectionalize damaged equipment.
- Assist in the determination of severity and extent of damage to the transmission and
- distribution systems.
- Coordinate material requirements with the Materials Supervisor to the material suppliers.
- Periodically review and determine the best utilization of equipment and personnel.
- Request mechanic personnel for emergency equipment and vehicular repair as needed.

3. System Engineering Group

- Set priorities for switching, patrolling, and restoration.
- Control and direct all instructions for switching and patrolling.
- Provide Technicians to support relaying, Outage Management System, SCADA, substation, and radio system problems.
- Determine location of protective devices and switches involved for the restoration of power and recommend a course of action.
- Inform Supervisor On-Call of all power feeds and backfeeds on the system.

4. Engineering Services Group

- Provide personnel for patrolling circuits.
- Sort outage reports and determine location and possible cause of the outage.
- Determine extent of service interruptions by member count and by area.
- Identify each problem area on the system map.
- Track the location of personnel in the field and post on the map.
- Maintain an appropriate number of up-to-date system maps.

5. Member Services Group

- Provide trained and courteous personnel for answering member outage calls and verifying power restoration to members.
- Assist with the prioritizing of outage calls with regard to special needs or critical loads.
- Provide members with addition information with respect to anticipated outage time and the extent of the damage as supplied by the Communication Officer's publications.
- Confirm restoration of power by follow-up phone call.
- Provide a list of members with special, life-support, or other critical problems.
- Assist members with locating portable generators, dry ice and other items or services.
- Inform Supervisor On-Call of members who have installed portable generators.
- Coordinate news releases and public service announcements with the CEO. Establish and maintain information flow to the membership and the employee service group.
- Responsible for preparing news releases, public service announcements, and other pertinent information as may be deemed necessary for general instructions, safety, and well-being of the membership.
- Updates the Board of Directors on the current situation as advised by the CEO.
- Issue updated information on a timely basis through all available means, including Cooperative Social Media Pages.

6. Purchasing/Material Management Group

- Coordinate material requirements and deliveries with the material suppliers.
- Coordinate material requirements and deliveries with Branch Managers.
- Maintain proper records of all inventory items and tools used during emergency.

B. ASSIGNMENTS BY POSITION

1. Line Department Manager

- Determines proper course of action to restore transmission and distribution systems to operating condition.
- Determines the priority for restoration.
- Determines the level of the emergency.
- Insures all operating personnel are functioning as prescribed.
- Secures outside contract assistance if necessary.
- Determines and execute relief schedules during extended service restoration.
- Determines the need for outside contractor assistance.
- Meets daily with the Restoration group to assist in the development of the Restoration Plan for the upcoming day.

2. Operations Superintendents

- Coordinates, in the field, the execution of the power restoration plan by maximizing the available crews, equipment, and material.
- Establishes a crew rotation plan when restoration of the system is exceeding 16 hours.
- Meets daily with the Restoration group to assist in the development of the Restoration Plan for the upcoming day.
- Staff the facilities at the Operations Center for the required operational restoration functions.
- Provide estimates of work left to be completed.
- Arrange and supply necessary tree cutting and removal equipment, and secure assistance in tree removal from local residents or contractors if needed.
- Perform dispatch duties as necessary.

3. Manager of Engineering

- Determines proper course of action to restore transmission and distribution systems to operating condition.
- Activates the Emergency Load Curtailment Program (ELCP) in the Southwest Power Pool as directed by Golden Spread Electric Cooperative or Southwestern Public Service Transmission Dispatch.
- Activates the Manual Load Shed (MLS) Program in the Electric Reliability Council of Texas as directed by Golden Spread Electric Cooperative or South Texas Electric Cooperative.
- Reports emergency information to the Public Utility Commission of Texas (PUCT) (outage@puc.state.tx.us), Golden Spread Electric Cooperative, Inc., Southwest Power Pool, Southwestern Public Service Company Transmission Control in Amarillo, and Golden Spread Electric Cooperative Transmission Operations (GSEC TOP).
- Notifies the CEO and Member Services Group of system operating outages and other emergency conditions or situations that could invite media attention or need media or member advisories.
- Coordinates emergency switching procedures with Supervisor On-Call and dispatchers. Verifies that circuits will maintain adequate voltage and ampacity levels during switching.
- Maintains a file containing a list of suitable spare substation transformers and a list of trucking companies to transport them.
- Performs dispatch duties as necessary.
- Meets daily with the Restoration group to assist in the development of the Restoration Plan for the upcoming day.

4. Dispatchers

- Coordinates and dispatch all switching and patrol operations between the field and the Operations Center.
- Monitors SCADA, AMR, and OMS Systems.
- Maintains a list of employees' phone numbers and addresses. Call-out personnel at the request of the Supervisor On-Call.
- Tracks working time on all service and construction crews.
- Answer member outage calls courteously, calmly and professionally.
- Collect complete information using outage management program.
- Call customers back when service is restored.
- Apologize for the inconvenience and give the correct time.

5. Branch Managers

- Communicates with and identify key account customers for the Member Services Group.
- Assess the level of destruction to the service branch territory and communicates back to the Operations Center.
- Coordinates and assemble phone answerers as requested.
- Maintains function of offices with reduced staff during normal business hours.
- Continually trains personnel in the outage management program and the capabilities of the phone system.
- Meets daily via telephone with the Restoration group to assist in the development of the Restoration Plan for the upcoming day.
- Perform dispatch duties as necessary.

6. Risk Management Coordinator

- Coordinate with Branch Managers and Line Department Manager regarding visiting crews.
- Secure lodging and food.
- Insure that visiting crews understand and agree to comply with the cooperative's safety rules.
- Provide information concerning operations and dispatching to visiting crews.

7. Customer Service Representatives

- Answer member outage calls courteously, calmly and professionally.
- Collect complete information using outage management program.
- Call customers back when service is restored.
- Apologize for the inconvenience and give the correct time.

8. Manager of Member Services

- Answer member outage calls courteously, calmly and professionally.
- Collect complete information using outage management program.
- Call customers back when service is restored.
- Apologize for the inconvenience and give the correct time.
- Review and approve all news and press releases and advise the CEO accordingly.
- Act as official spokesman in the absence of the CEO.
- Secure lodging and food.
- Coordinate with the Branch Managers and Line Department Manager regarding crew assistance.

9. Member Services Advisors

- Answer member outage calls courteously, calmly and professionally.
- Collect complete information using outage management program.
- Call customers back when service is restored.
- Apologize for the inconvenience and give the correct time.
- Review and approve all news and press releases and advise the Assistant Manager
- accordingly.
- Secure lodging and food.
- Coordinate with the Branch Managers and Line Department Manager regarding crew assistance.

10. Vehicle Shop Foreman

- Arrange for fuel and servicing of trucks.
- Arrange for parts for trucks.

11. CEO

- Serve as the official spokesperson for the Cooperative in answering inquiries and making position statements. Confer with appropriate department managers on matters requiring either media response or news releases in order to assure accuracy of reporting.
- Meet daily with the Restoration group to assist in the development of the Restoration Plan for the upcoming day.

12. CFO

- Notify the CEO and CFC of rate and/or billing matters or other situations that could result in requiring line of credit or short term loans from CFC. Facilitate loans to maintain appropriate cash-flow requirements.

13. Manager of Accounting

- Compile and maintain payroll information, time sheets, invoices, receipts, and other pertinent information for FEMA disaster submission.
- Maintain records relating to all expenses accumulated during the emergency.

14. Plant Accountant

- Assist Materials Manager in working with suppliers to maintain appropriate inventory levels.
- Maintain material records relating to work orders assigned to the emergency.

15. Engineering Systems Administrator

- Assist Materials Manager and Plant Accountant in working with suppliers to maintain appropriate inventory levels.
- Ensure continuous network connectivity and proper operation for the Outage Management System and Automated Metering Infrastructure.
- Provide model updates for mapping and OMS systems as needed.

16. Coordinator of Engineering Services

- Work closely with Line Department Manager to ensure Field Engineering Technicians are completing damage surveys where necessary and that staking sheets and work orders are released accordingly.

17. Field Engineering Technicians

- Perform damage assessments and create Staking Sheets as necessary.
- Act as Bird Dogs for visiting crews and contractors after damage assessments have been completed.

18. Office Engineering Assistants

- Create Work Order Numbers for storms as requested by the Line Department Manager and/or Manager of Accounting
- Release Staking Sheets and Pick Lists as necessary from Field Engineering Technicians to Materials Supervisor.
- Work closely with Plant Accountant and Manager of Accounting to ensure material, assets, and time are properly recorded and closed out on storm related work orders

19. Information Technology Supervisor and Administrator

- Ensure continuous network connectivity and proper operation for all cooperative IT systems.
- Work closely with IT consultants to maintain and enhance networks between the Headquarters, Line Department, and Branch Offices
- Ensure continuous telephone service from the outside lines and between the Headquarters, Line Department, and Branch Offices.

20. **Facilitators**

- Includes any and/or all remaining employees of the Cooperative. Their duties will be assigned by the CEO. Their duties will vary from day-to-day and will address any special needs of the membership, cooperative, or the workforce, such as the following list of

    - May be directed to determine the extent of damage by field inspection.
    - May provide guidance to damage areas and accumulate material lists.
    - May coordinate and deliver materials and meals to Construction Crews.
    - May guide out-of-town crews to the damaged areas.
    - May visit members that are on life support systems if communication system is not working.
    - May provide additional support to critical or “key” accounts.
    - May help transport employees to and from homes or from one crew location to another.

C. GENERAL DUTIES AND REQUIREMENTS

All Employees - Report information about employees or the operations and activities of the Cooperative to the appropriate supervisor.

Dispatchers or Supervisor On-Call - In the event of a major electric system outage or emergency (one in which a substation or major feeder is interrupted for more than a few minutes in a heavily populated area or the same condition in a very rural area that is likely to last several hours), the Line Department Manager, Manager of Engineering, and CEO should be notified immediately. If a Branch Manager is acting as the Supervisor On-Call and if more than two breakers monitored by SCADA are open, or more than 250 members are out of service, the Supervisor On-Call designation shall revert back to the Superintendent located in Tahoka who is on standby.

Field Crews - Keep Dispatchers and Supervisor On-Call fully informed of any situation that would invite media attention. In situations where the media is on location, cooperate fully to the extent that neither safety nor efficiency of work is impaired. Answer all questions as briefly as possible without speculating.

Complaint Handling Procedures - The Cooperative's telephone system will be staffed around the clock in order to receive information from customers, emergency authorities and others. Also, personnel will be on duty at all times to receive outage reports from consumers appearing in person.

Telephone System - The Cooperative's telephone system has backup capability at the two emergency operations centers. Should the primary system fail, the secondary system can be made fully functional for outside calls by call forwarding provided by the communications provider, Poka Lambro Telephone Cooperative, Inc.

Backup Generators for Communication - The Cooperative's SCADA, Two-Way Radio, and AMR Communication systems all have battery backup and backup generation at key nodes such as the Warehouse, West Point Repeater, Sundown Branch Office, Lamesa Branch Office, and the Seagraves Branch Office. The Cooperative also maintains smaller generators that can be used at other nodes such as the Gail Mountain Repeater, Two Draw Repeater, Pleasant Hill Repeater, and Seminole Repeater if needed. The priority of communications is Telephone, Two Way Radio, SCADA, and then AMR.

Coordination With Visiting Work Crews - All visiting work crews will be assigned an employee of the cooperative familiar with the system and equipped with a two way radio to serve as a "Bird Dog". All lockout/tagout and SCADA operations will be coordinated through the cooperative employee.

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 television announcements, working with law enforcement officers and utility personnel in the field.

D. EMERGENCY OPERATIONS CENTERS

The cooperative maintains two Emergency Operations Centers in Tahoka. The main EOC is located in the Control Center at the Warehouse and is staffed 24x7 except Monday nights from 11:00 p.m. to Tuesday morning at 7:00 a.m. unless there are multiple outages on the system. The second EOC is located in the Backup Control Center in the basement of the Headquarters Office and kept in a warm-standby mode if the Primary Control Center needs to move the more secure and functional Backup Control Center.

Both Emergency Operations Centers are equipped with standby generators to provide for continuous phone and radio communications during emergency disaster conditions. Both centers also have the capability and capacity to add extra phone lines to handle additional calls from consumers.

Cell phones during certain disaster conditions might be severely limited or impaired. This is especially true during ice storms and hurricanes, when cellular transmission towers are often rendered virtually useless due to ice or wind damage. In emergencies such as tornadoes, high volume calling often causes congestion, thus making cell phone calling ineffective. However, if cellular towers are unaffected by the disaster, cell phones are an effective tool that can be utilized by initial Fast Survey crews to report system damage estimates to the co-op.

Computerized weather monitoring software programs are available for use in co-op Emergency Operations Centers. Both EOCs have access to National Weather Service Forecast Offices direct lines in Lubbock and Midland as well as the capability to communicate to NWS and media partners through NWSChat.

The staffing and function of the EOC is a direct correlation of the Emergency Level the cooperative is experiencing and is as follows:

PRE-STORM WATCH (LEVEL 5)

Normal business and dispatching functions including, but not limited to any trouble call, reconnect, line locate, etc. The Dispatcher on duty is adequate for staffing.

LEVEL 4 (LESS THAN 200 METERS OUT)

Trouble calls and line locates. The Dispatcher on duty and one supervisor acting as a system operator is sufficient for staffing.

LEVEL 3 (200 TO 1000 METERS OUT)

Trouble calls and emergency line locates only. One dispatcher, and two supervisors acting as system operators should be sufficient for staffing. One system operator will be working the Outage Management System and one system operator will be working SCADA and Lockout/Tagout. The call center may need to begin to be staffed at this time with one or two call operators, which may include the Dispatcher on duty.

LEVEL 2 (1000 TO 2000 METERS OUT)

Calls from cooperative employees only. Three supervisors acting as system operators should be sufficient for staffing. One system operator will be working OMS, one system operator will be working Lockout/Tagout, and one system operator will be working SCADA. The call center should be fully staffed with call operators at this time with no outside trouble calls coming directly into the control center with the exception of emergencies. The Primary Control Center may need to be moved to the Backup Control Center in the basement of the Headquarters at this level.

LEVEL 1 (MORE THAN 2000 METERS OUT)

Calls from outside employees directly working on system restoration only. Three supervisors working as system operators on OMS, Lockout/Tagout, and SCADA are required, plus one supervisor or member services employee working as an intermediary between the call center and the control room. This intermediary will act as a communications facilitator between emergency services personnel such as Law Enforcement, EMS, and Fire, and the control room. An important role of the communications facilitator will be to locate the closest map element from directions and road numbers given by emergency services before reporting the situation to the control room. The Primary Control Center will need to be located in the Backup Control Center at this level.

The only FEMA reimbursable expense for phone support is **the overtime** for full-time, hourly employees in the Emergency Operations Center. Part-time, temporary, or contract phone support personnel are eligible for reimbursement for both regular and overtime hours (Category B).

III. Communications Plan

A. EMPLOYEE COMMUNICATIONS

Communication with our employees is critical to relaying information such as where to report to work, if we need extra employees on duty, situational updates, etc. Communication tools available as needed include maintaining an employee telephone number list including home and cell phone numbers, calling, texting, and sending emails to Cooperative employees allowing us to reach every full-time and part-time employee.

B. OUTAGE REPORTING/MEMBER COMPLAINTS

Members can report outages by calling our telephone number at (877) 218-2308. The phone is always answered by a customer service representative Monday through Friday from 8:00 A.M. to 5:00 P.M. After hours calls are transferred to the Dispatch Center and are answered by the Dispatcher on Duty. During an outage where heavy call loads are expected, the telephone numbers of the Cooperative are transferred to CRC. Procedures for transferring the calls are maintained in the Dispatch Center and Backup Control Room and are included in an Annex of this EOP.

Customer service representatives are called into any of our four service offices to answer calls and process outage reports from members. They visit our Facebook page for updates and information to share with members. Member service representatives work continuously until the outage is restored or until the CEO or Line Department Manager determines that such services are no longer necessary.

The Cooperative's website, at www.lyntegar.coop hosts an automatically updated live outage map that members and the public can view to see the extent of outages and the areas affected.

Police, fire, and other emergency service organizations are provided with unpublished phone numbers for reaching the Dispatch Center directly.

Members can file complaints through the Cooperative's website contact form located at www.lyntegar.coop. Messages received here are forwarded to appropriate departments. Members can also contact us privately or publicly through Facebook or dial the office directly (877) 218-2308.

1. Letters to Co-op Members Regarding Extended Outages due to Disasters

Sample #1

Dear Member,

Lyntegar Electric Cooperative has experienced severe ice damage to our electric facilities in your area. We have determined that we have over _____ poles that have been broken and numerous miles of line ripped down. Our original pole estimate was at ____, but we received field reports that additional poles and lines fell, bringing our broken pole total to over _____.

The purpose of this letter is to inform you that it may be over two weeks before we can have all meters back in service. This does not mean all meters will be off for two 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.

Lyntegar Electric Cooperative has brought in ____ 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 hampering work conditions, but all repair crews are doing their best.

This disaster has wrought by far the worst damage that your Cooperative has experienced in its history. For Lyntegar Electric Cooperative, this damage is even worse than previous tornadoes or floods – the same disasters that many of you have also experienced. We understand that being with electricity is a hardship, but we hope you'll understand that your Co-op is working diligently to restore your power. For repair updates in your area, please call our Storm Damage Update Line at (806) 561-4588.

Sample #2

Dear Member,

We are sending this letter to update you once again on the ice storm damage and the progress Lyntegar Electric Cooperative has made. We are aware that there are several rumors circulating and we want to clarify our situation to you.

The damage is beyond what we could imagine. Even after we sent you the previous letter, the damage continued to grow. As of today, the Cooperative has lost approximately _____ poles. We are also reconstructing over _____ miles of line.

At this point, our outage total is approximately _____ services. This number is down from an estimated _____earlier this week, so progress is being made in restoring electric service.

Lyntegar Electric Co-op now has the aid of ____additional power line contractors. Even with this number of workers, rebuilding the system takes time. It could be another two or two and a half weeks before all service in your area is operational. This does not mean all meters will be off for that long. We have begun repairs at the distribution substations and are working out from there. We will energize segments of line as it is safe to do so. Obtaining labor, equipment and materials has not been a problem for your Cooperative so far, although due to the statewide damage, shortages could become an issue later.

Again, thank you for your patience. It is our greatest desire to restore your power as safely and quickly as is possible. We hope you understand. For repair update in your area, call the Update Line at (806) 561-4588.

C. PUBLIC COMMUNICATIONS

Communication tools include Facebook, the Cooperative's website and press releases to TV, radio, and newspaper outlets. A link to the live outage map is located on the Cooperative's website. The CEO and/or Member Services Department are available for interviews as needed. We also have the ability to pull member lists for email and text communications.

D. COORINDATION WITH VISITING WORK CREWS

Differences in radio frequencies combined with unfamiliarity with our transmission/distribution system make it imperative that all visiting work crews be accompanied by a qualified employee from the Cooperative during their work activities. These qualified employees, known as "Bird Dogs" are usually AMR Technicians, Utility Persons, and Staking Engineers who have completed damage assessments.

E. CRITICAL LOADS

The Cooperative will attempt to notify critical loads either before or at the onset of an emergency by any of the following methods: phone, texting, email, radio, television, social media, Cooperative's website, law enforcement officers, other important contacts and utility personnel in the field.

F. REGULATORY COMMUNICATIONS

The Risk Management Coordinator shall insure the timely filing of reports in the event that a system failure or load loss meets the reporting threshold of state and federal regulatory bodies.

1. Procedure for Outage Reporting to DOE

1. The Form OE-417 is the critical alert mechanism for informing DOE of electrical emergency incidents or disturbances that disrupt the operation of any critical infrastructure in the electric power industry.
2. Instructions for filing as well as a link to the on-line form are located at:
3. http://www.eia.gov/survey/form/oe_417/instructions.pdf
4. Form OE-417 must be submitted to the Operations Center if one of the following apply:
    i. Physical attack that causes major interruptions or impacts to critical infrastructure facilities or to operations.
    ii. Cyber event that causes interruptions of electrical system operations.

iii. Complete operational failure or shut-down of the transmission and/or distribution electrical system.
iv. Electrical system Separation (Islanding) where part or parts of a power grid remain(s) operational in an otherwise blacked out area or within the partial failure of an integrated electrical system.
v. Uncontrolled loss of 300 Megawatts (MW) or more of firm system loads for more than 15 minutes from a single incident
vi. Load shedding of 100 MW or more implemented under emergency operational policy
vii. System-wide voltage reductions of 3 percent or more.
viii. Public appeal to reduce the use of electricity for purposes of maintaining the continuity of the electric power system.
ix. Initial reports are due within 60 minutes of the time of system disruption; however the DOE will permit telephone if the incident or disturbance is having a critical impact on the operations. An initial report must still be filed as soon as possible. A follow-up report is due within 48 hours of the time of the system disruption.

2. Public Utility Commission of Texas

Upon request by Commission staff during an activation of the State Operations Center (SOC) by the Texas Department of Emergency Management (TDEM), the Cooperative will provide updates on the status of operations, outages, and restoration efforts. Updates shall continue until all event-related outages are restored or unless otherwise notified by Commission staff.

3. Office of Public Utility Counsel (OPUC)

Upon request by OPUC during an activation of the SOC by the TDEM, the Cooperative will provide updates on the status of operations, outages, and restoration efforts. Updates shall continue until all event-related outages are restored or unless otherwise notified by Commission staff.

Instructions and forms for reporting to both the PUCT and the Department of Energy ("DOE") are located in Appendix A

G. COMMUNICATIONS WITH RELIABILITY COORDINATOR

Cooperative's Transmission Operator managers communications with Reliability Coordinator. Please refer to Appendix A for the Transmission Operator's contact information.

IV. EMERGENCY SUPPLIES & ASSISTANCE COORDINATION

Cooperative maintains an appropriate amount of the number of poles, conductors, associated hardware and other supplies readily available on site to restore power after an emergency before permanent work commences.

Additionally, as described below Cooperative has access to mutual aid in in the event it needs access to additional supplies and work crews in an emergency.

Please refer to Appendix B: Emergency Supplies for a list of emergency supplies to be maintained at Cooperative sites and Appendix B: Restoration Crew Supplies for a list of emergency supplies for restoration personnel. Please refer to Appendix C for a description of the mutual aid agreements.

A. SECURING ASSISTANCE FROM REGIONAL COOPERATIVES

Cooperative has a Memorandum of Understanding ("MOU") in place between 17 adjacent distribution cooperatives plus Golden Spread Electric Cooperative ("GSEC")for emergencies that can be coordinated within the MOU participants.

During an emergency Cooperative will survey the extent of damage and determine as nearly as possible the outside personnel and equipment needed. If MOU participants are not able to respond to needs, contact Texas Electric Cooperatives to secure additional assistance. Please refer to Appendix C for a description of the MOU.

B. SECURING EMERGENCY ASSISTANCE FROM TEC

For larger widespread emergency events where multiple members of the MOU need assistance that cannot be obtained within the MOU participants, Cooperative will request mutual aid assistance according to the plan developed by Texas Electric Cooperatives through their Loss Control & Safety Program.

Cooperative will survey the extent of damage and determine as nearly as possible the outside personnel and equipment needed. Cooperative staff will contact

Martin Bevins, VP Communications & Member Services [redacted] and advise of your needs.

Other contacts at TEC include:

Mike Williams, [redacted]

Julia Harvey, [redacted]

Johnny Andrews, [redacted]

Danny Williams, [redacted]

When calling for assistance, 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

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 (see Appendix C).

C. COMPLIANCE WITH COOPERATIVE SAFETY RULES AND POLICIES

All Cooperative personnel, contractors, cooperative crews providing mutual aid, etc. shall be required to comply with all safety rules and policies of the Cooperative. Such rules and policies include, but are not limited to, all provisions of the Cooperative's current safety handbook, OSHA 29CFR 1910.269, NESC, etc.

D. UNIFORM METHOD OF REIMBURSEMENT

It is suggested that Cooperatives requesting assistance will reimburse the providers of the assistance the provider's actual labor, equipment and materials costs. It is suggested that the rate of pay for labor is at least time-and-a-half for all hours worked.
Every reasonable precaution shall be used to determine whether an employee is mentally and physically qualified to follow safe work practices. The crew foreman of the cooperative providing the assistance will determine the total number of continuous work hours. It is also recommended that the current FEMA Cost Code listing be considered.

E. TEC ADDITIONAL COMMENTS

1. The Texas Electric Cooperatives Loss Control Advisory Committee hereby recognizes the need to update and amend this manual, preferably on an annual basis. This document should certainly be reviewed shortly after a disaster event has occurred in the state, and which has affected any TEC member-system cooperative. Additional recommendations and suggestions will be added as necessary, and will serve as additional attachments or amendments to this text.
2. It is further recommended that the TEC Loss Control Advisory Committee, along with the TEC Directors, review and update the TEC Mutual Aid Plan for the Electric Cooperatives of Texas on an annual basis. Such review should include: 1) an update of names, addresses and phone numbers (to include emergency contact phone numbers) of all in-house contractors used by cooperatives in the state; 2) an updated listing of the current safety practices, rules, and regulations as adopted by the TEC Safety and Loss Control Advisory Committee and the TEC Board of Directors, including any amendments thereto; 3) an annual study of wages paid to assisting co-op personnel, to include an analysis of wages paid to assisting line crews from other surrounding states; and, 4) a review of billing rates for equipment and vehicles used during emergency restoration services and in subsequent permanent repair efforts during the days and weeks following a declared disaster.
3. It is strongly recommended that an inventory of materials be commenced by the assisting cooperative for all vehicles and equipment to be used during the emergency restoration period, and that such an inventory be conducted before vehicles are sent to an affected cooperative, and after work has been completed.
4. The assisted cooperative may either return the borrowed materials OR reimburse the assisting cooperative for materials replacement.
5. TEC should appoint a designated person from its staff to serve as an official liaison to both Texas Emergency Management (TEM) and the Federal Emergency Management Agency (FEMA).
6. Such liaison should work with officials from TEM and FEMA before, during, and after all declared disasters within the state of Texas. Additionally, said TEC liaison should stress the importance of applicable Codes and Standards that all Texas electric cooperatives are required by law to abide by and to apply such Codes and Standards during the Emergency Protective Measures period and during permanent repair efforts.
7. The Committee hereby recommends that TEM officials be trained in the knowledge of applicable electric Codes and Standards, (specifically the current version of the National Electrical Safety Code (NESC).
8. The Committee further recommends that FEMA auditors be consistent in both personnel and their findings among audited cooperatives.
9. The Committee suggests that TEC contract with, or arrange for, TEM officials to conduct an annual training seminar for cooperative personnel on disaster-related topics, including but not limited to: Public Assistance, Response and Recovery, Disaster-related Mitigation, and Hazard Mitigation.
10. Finally, the Committee recommends that, within 60 to 90 days following a disaster-related event, an in-depth analysis of the response and recovery effort by affected cooperatives be conducted in order to make necessary improvements, changes or corrections to the TEC

Mutual Aid Plan and to this disaster response and recovery guidebook. Mutual Aid Agreement Participants (Texas Only).

F. MANAGEMENT ISSUES

1. Mutual Aid Agreements between cooperatives and/or other organizations should be reviewed annually. Such agreements should specify the type of assistance each participant shall provide, and at what cost. The Mutual Aid Agreement should stipulate that the " helping partner," the participant responding to a request for help from the affected system, shall bill all costs at their normal rates; any "adders" should be specified and detailed in the agreement.
2. "Projects of Work," or "PWs," should specify verifiable quantities of work to be done whenever possible. Cooperative personnel must be prepared to explain cost over-runs or reasons for higher costs than were estimated in the original PW. Each state's Emergency Management Agency should be contacted immediately if an over-run is anticipated. Such constant tracking of a PW's progress may necessitate the use of a full-time accounting manager or project accountant for FEMA-related work. Such assignment would be added to the cooperative's "Administrative Costs" for the project.
3. Consider the assignment or designation of someone to be the cooperative Project Officer throughout the course of the disaster response and recovery. Such person could be from within the cooperative, or on loan from another system outside the disaster area. The Project Officer's duties could include the following:
    a. Assistance in evaluating and estimating the extent of damage to the cooperative's system;
    b. Assistance in securing available contractors and bid lists once the 70-hour Emergency Protective Measures period has passed;
    c. Coordinating with all other cooperative departments, including but not limited to management, accounting, engineering, operations, purchasing, and warehouse operations, to ensure an orderly assessment of needs by each department, and assistance in helping individual departments meet necessary requirements during the disaster response and recovery process. Such requirements would include ensuring environmental compliance via contacts with each state's Department of Environmental Quality (DEQ), One-call digging notification, State Historic Preservation offices and each state's Archeological Survey notification, as well as each state's Floodplain Administrator office notification.
    d. The Cooperative Project Officer could also coordinate the establishment of temporary storage areas for debris, and assist in dispensing state emergency management Environmental Release Forms and Historic Site Preservation Forms to individuals or groups who contact the cooperative regarding the re-use of damaged or destroyed wood poles)
    e. Other duties possibly assigned to the Cooperative Project Officer would be the evaluation of material acquisition, material dispensation, compilation of staking

sheets during both the Emergency Protective Measures period and the Utilities (permanent repairs) period, and ensuring that all required maps, invoices, time sheets, and other paperwork documentation relevant to the specified disaster be collected and retained in an orderly fashion for future review by FEMA and OIG.

4. Send personnel from the accounting, operations, and engineering departments to the Reapplicant Briefing meetings and sign up for assistance as soon as possible. To the best of your ability, make sure original estimates of damage are thorough and comprehensive. Underestimating disaster damages could create additional PWs or delay reimbursements.
5. Management may wish to implement a policy that designates key employees and supervisors be available 24-hours per day, 7 days per week during the disaster, with work schedules to be determined by department heads in conjunction with the manager/CEO.
6. Communications, marketing, and/or public relations personnel may be utilized or designated to deliver material, equipment, and/or food (meals) to crews in the field, depending upon the personnel's knowledge of the distribution system and their certification on equipment or in materials handling.
7. As soon as possible, preferably during the first 70 hours of the disaster (FEMA's usual definition of Category B, Emergency Protective Measures), contact in-house contractors and those whose bids have been accepted and determine the length of time the contractors' emergency rates are to be in effect. Do not accept a contractor's argument that FEMA will automatically pay for extended work periods utilizing emergency rates. Also, unless other arrangements are made, advise contractors that after the initial 70-hour Emergency Protective Measures period, meals and lodging will no longer be paid for by the cooperative, but should be arranged and paid for by the contractor, with copies of meal and hotel receipts to be attached to weekly invoices supplied to the cooperative. Said meal and hotel tickets should list the names of crew members and corresponding room numbers at hotels to account for appropriate meal and lodging expenses. (Reference current IRS per diem guidelines.)
8. It is strongly recommended that additional engineering resources be arranged to assist in the daily development of staking sheets, material sheets, and work order information. This will allow the staking department to stay ahead of construction crews and provide for a more orderly flow of necessary and vital information to other key departments.
9. The engineering department should begin solicitation of at least three (3) bids from contractors as soon as possible, even before the full extent of damage to the system has been determined. Both FEMA and the OIG require that bids be procured for all permanent restoration work to be done be contractors. Make sure that any 'verbal contracts' are converted to written agreements to be shown to auditors.
10. Whenever it appears that consumers may be without electric power for several days or weeks, consider hiring security guards to be in place at office headquarters and warehouse facilities. This generally eliminates the possibility of hostile issues with consumers and sends a message that personnel, material, and equipment are being safeguarded. Once the cooperative nears completion of its service restoration efforts to residential members, the security arrangement may then be terminated.
11. It is not uncommon for employees to retire, quit, or ask for re-assignment during or following a disaster. Carefully evaluate the need for cooperative linemen to work at night;

their most effective work and/or leadership will most likely be during daylight hours, when damage to the system is clearly visible and when they have been adequately rested.

12. Document the first day of the outage and the day the last consumer's service was restored. This may impact various FEMA Categories A through F on your co-op's Force Account Labor statistics.
13. Have an Organization Chart of all cooperative employees, indicating what area or department they worked in before and during the disaster. This will help resolve questions about force account labor when it is classified into Categories A, Debris Removal; B, Emergency Protective Measures; and F, Utilities (Permanent Repairs).
14. Consider the development of a Rest and Recuperation Policy (R & R) for employees. Such policy should be designed for the safety and well-being of the cooperative's employees, and for the general public. The policy should be developed by management, and approved/adopted by the co-op's board of trustees. If such a policy is enacted during the disaster, the date and time should be noted in the form of a written memorandum.
15. Insurance claims filed with FEMA should have a disclaimer from the cooperative's insurance carrier. Have copies of all insurance policies available for inspection by state emergency management, FEMA, and OIG personnel.
16. Insist that daily time sheet entries be made by all personnel, listing hours worked, names of crew members, and location work was performed; document, with narrative descriptions, any work performed by office personnel if it is related to field work, i.e., delivery of meals or materials and equipment, warehouse work, etc.
17. Management should be prepared to explain the process that the cooperative used to select work crews, whether such crews were from other co-ops or were contract crews. Explanation of the cooperative's action plan and methodology used in selecting various contractors may be necessary, including lists of equipment needed and rationale used to determine which contractors and crews would be utilized.
18. Send groups of employees to state emergency management agency and FEMA training; this denotes the co-op's dedication to being properly prepared.

V. IDENTIFICATION OF WEATHER-RELATED HAZARDS

Cooperative operations personnel will monitor weather conditions, county emergency management alerts and applicable state agency advisories regarding severe weather events and conditions. Operations personnel will also participate in applicable State Operations Center (SOC) and Texas Energy Reliability Council (TERC) calls prior to and during weather and wildfire events. Cooperative's wildfire plan is addressed in greater detail in Section VI.D.

The following stages describe the various levels of preparedness in advance of, or during an outage situation.

A. DEFINITION OF EMERGENCY LEVELS

Pre-Storm Watch (Level 5)

The 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 Cooperative monitors weather from the National Weather Service, Storm Prediction Center, and local broadcast media outlets. The Dispatcher will monitor the situation and advise the Supervisor On-Call. The Dispatcher and/or Supervisor On-Call may request the assistance of phone operators to answer calls or transfer calls to the Cooperative Response Center after normal business hours. The Supervisor may request additional Line Department personnel to stand by based on the severity of the storm.

- EXPECTED OUTAGE TIME-NONE
- CUSTOMERS AFFECTED-NONE
- INITIATED BY: DISPATCHER/SUPERVISOR ON-CALL

Level 4

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: 0 TO 4 HOURS
- CUSTOMERS AFFECTED: LESS THAN 200 METERS
- INITIATED BY: TAHOKA SUPERVISOR ON-CALL

Level 3

An emergency where cooperative crews are able to restore service in less than 8-hours without the assistance of outside crews. Personnel report as needed.

- EXPECTED OUTAGE TIME: 4-8 HOURS
- CUSTOMERS AFFECTED: 200 TO 1000 METERS
- INITIATED BY: LINE DEPARTMENT MANAGER OR MANAGER OF ENGINEERING.

Level 2

An emergency where cooperative crews are able to restore service in less than 6-hours without the assistance of outside crews. All required construction, operations, and service personnel report as needed.

- EXPECTED OUTAGE TIME: 8-12 HOURS
- CUSTOMERS AFFECTED: 1000 TO 2000 METERS
- INITIATED BY: LINE DEPARTMENT MANAGER OR MANAGER OF ENGINEERING.

Level 1

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

- EXPECTED OUTAGE TIME: MORE THAN 18 HOURS
- CUSTOMERS AFFECTED: MORE THAN 2000 METERS SYSTEM WIDE
- INITIATED BY: LINE DEPARTMENT MANAGER OR CEO

VI. ANNEXES

Lyntegar Electric Cooperative, Inc. maintains the annexes designated below, which are attached and incorporated into the Plan:

Annex	Title	Included	Explanation, if not included
A	Weather Emergencies	Yes	
B	Load Shed	Yes	
C	Pandemic and Epidemic	Yes	
D	Wildfires	Yes	
E	Hurricanes	No	Not applicable. LEC service territory is not located near or within a hurricane evacuation zone, as defined by the Texas Division of Emergency Management.
F	Cybersecurity	Yes	
G	Physical Security	Yes	
H	TDU Requirements	No	Not Applicable. Cooperative is not a Transmission and Distribution Utility as defined in 16 TAC §25.5
I	Power Delivery and Restoration During Energy Emergencies	Yes	

ANNEX A – WEATHER EMERGENCIES

Please refer to Section II: Organizational and Personnel Assignments for a description of personnel duties during an emergency, and Section V: Identification of Weather-Related Hazards for Cooperative's process for identifying weather related hazards.

Please also refer to the following Appendices:

- Appendix A: Emergency Office Supplies provides a list of emergency supplies maintained at Cooperative sites.
- Appendix: A: Restoration Crew Supplies provides a list of emergency supplies maintained on-site for restoration crews.
- Appendix D: Engineering and Operations provides engineering and operations emergency.

ANNEX B: LOAD SHED

A. PROCEDURES FOR CONTROLLED SHEDDING OF FIRM LOAD

1. ELECTRIC RELIABILITY COUNCIL OF TEXAS ("ERCOT")

1. [redacted]

[redacted]

[redacted]

[redacted]

2. SOUTHWEST POWER POOL ("SPP")

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

- [redacted]
- [redacted]
- [redacted]
- [redacted]

B. GOLDEN SPREAD ELECTRIC COOPERATIVE, INC. GUIDELINES FOR MEMBER NOTIFICATION REQUIREMENTS DURING SYSTEM POWER SUPPLY EMERGENCIES

C. PRIORITIES FOR RESTORING SHED LOAD TO SERVICE

1. [redacted]

D. PROCEDURES FOR RESTORATION OF SERVICE DURING NORMAL OUTAGES

1. [redacted]

E. PROCEDURE FOR MAINTAINING ACCURATE REGISTRY OF CRITICAL LOAD CUSTOMERS

The Cooperative maintains a registry of both critical care and critical load members; however, it is the responsibility of the member to inform the Cooperative of special medical needs. The Cooperative attempts to identify such members by asking at the time of establishing a new account whether any person residing at this new account location requires an electric-powered medical device to sustain life. Further, the Cooperative publishes reminders in the Texas Co-op Power magazine, newsletters and notices included with bills that the Cooperative needs to be informed of any special needs.

No less than twice a year, the Cooperative also provides load shed information with customer bills that addresses the procedures for implementing voluntary load shedding; the types of Member consumers who may be considered critical load or critical care and the application process to be designated as such; and information about reducing electricity use at times when involuntary load shedding events may be implemented.

The registry is confidential and is accessible through the Accounting System at all times for use by operations personnel. The OMS system also flags accounts listed on the registry. The list identifies each member by location number and is cross-referenced on outage reports. These members are contacted before any planned service interruption by Cooperative personnel.

Methods to communicate with these members during emergencies when telephone service is not available include working through local law enforcement officers and emergency medical personnel in the field. Where possible, field visits by Cooperative personnel may also be used.

The registry is updated continuously, as necessary.

ANNEX C: PANDEMIC PREPARDNESS PLAN

A. OBJECTIVES OF THE PLAN

To prepare the Cooperative for the possibility of a pandemic by:

1. Educating employees about a possible pandemic event and the potential impacts on the Cooperatives' business operations;
2. Implementing reasonable measures to mitigate the impact of a pandemic on the Cooperative and its employees;
3. Developing plans and policies for responding to a pandemic; and
4. Promoting employee wellness and minimizing opportunities for employees to be exposed to the disease while at the Cooperative.

1. Background

A pandemic is a global disease outbreak occurring when a virus emerges for which people have little or no immunity and for which there is no vaccine. The disease spreads person-to-person, causes serious illness, and can sweep across the country and ***around the world in very short time.***

It is difficult to predict when the next pandemic will occur or how severe it will be. Wherever and whenever a pandemic starts, everyone around the world is at risk. Countries might, through measures such as border closures and travel restrictions, delay arrival of the virus, but cannot stop it.

As of this writing, health professionals are concerned about the potential spread of a highly pathogenic virus.

2. Levels of Response

Because the nature of a pandemic cannot be determined in advance, this plan addresses the threat with three general levels of response: **Awareness**, **Epidemic** and **Pandemic**. These levels are defined as follows:

- **Level 1 – Awareness (seasonal)**
  - The virus is reported affecting 5-10% of the population within the State of Texas.
- **Level 2 – Epidemic (preparation)**
  - A widespread outbreak affecting 10-20% of the population. An epidemic may be declared by the Centers for Disease Control (CDC) or the Texas Health and Human Services Commission (HHSC).
- **Level 3 – Pandemic (implementation)**
  - A widespread outbreak affecting 20+% of the population. A pandemic may be declared by the CDC and/or the World Health Organization (WHO).

B. PREPARATION & RESPONSE EFFORTS

1. Employee Education

Employees will be educated about the virus, how it spreads and how the Cooperative is responding.

Numerous educational resources are available from the WHO and the CDC. Employee luncheons, company intranet, posters and broadcast e-mail may be used to convey this information to employees.

Existing communication tools and communications plans would be used to educate and communicate pandemic-related messages to employees.

Level 1	▪ How to avoid the virus ▪ Preventing the spread of the virus ▪ Symptoms of virus ▪ Do not report to work if sick ▪ Do not return to work until all symptoms have cleared. Full duty release is required to return to work with no restrictions/limitations (provide specific guidance from public health organizations)
Level 2	▪ Limit face-to-face meetings ▪ Limit travel to affected areas ▪ Communicate changes in policy and/or practices
Level 3	▪ Suspend face-to-face meetings ▪ Suspend non-critical business travel

2. Flu Shots

Employees will be encouraged – and given an opportunity – to receive the flu vaccine.

3. Sanitary Practices

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

1. Hand Sanitizer
2. Disinfectant Spray
3. Rubber Gloves

Level 1	▪ Alcohol-based hand sanitizer in all areas (restrooms, break rooms, conference rooms, and at all meetings where food and drink are served) ▪ Disinfectant spray (e.g. Lysol) in all restrooms ▪ Facial tissues (e.g. Kleenex) in all meeting rooms and break rooms ▪ Brief cleaning crews on disinfecting techniques
Level 2	▪ No additional measures unless directed by the CDC or Texas HHSC
Level 3	▪ No additional measures unless directed by the CDC or Texas HHSC

4. Policy Modification/Development

Policies related to sick leave will be reviewed with possible impacts from a pandemic in mind. The following issues will be among those considered:

1. A possible relaxing of sick leave policy during a Level 2 or 3.
2. The possibility of mandatory leave for employees with symptoms of illness
3. A set of return-to-work guidelines to prevent employees from returning while still contagious
4. Some guidance on the handling of missed time for employees that do not wish to come to work for fear of exposure
5. Guidelines to identify positions that would qualify for work-from-home (WFH)
6. Identification, by department, of potential WFH employees

Level 1	▪ Normal leave policies
Level 2	▪ WFH permitted (with supervisor approval)
Level 3	▪ WFH encouraged (with supervisor approval) ▪ Relaxation of sick leave and other relevant policies

5. Business Continuity

Managers will be asked to re-examine their critical functions at a Level 1 situation. Specifically:

1. Are employees within the department cross-trained in job functions related to critical processes?
2. Could the department continue to perform its critical processes with a 40-50% employee absentee rate?
3. Which of those employees are equipped to work from home (home computer, Internet access, VPN, etc.)?

The IT Department will develop plans for a wide deployment of software and services during a Level 1 situation to support a large number of WFH employees. IT will also provide instruction on

the use of the Cooperative e-mail system and other necessary programs and services from a remote location.

6. Coordination/Monitoring

The Cooperative's Manager of Human Resources will monitor information from the CDC and Texas HHSC for notification of activity. This should provide adequate lead time to prepare for arrival of the pandemic.

A significant increase in the level of contagious disease activity would be reported to the CEO and executive staff, who would then be responsible for determining if specific action related to the activation of a Level 2 or Level 3 response is required.

C. PROTOCOLS

Sick Leave	
Level 1	▪ Employees should not report for work if they show symptoms ▪ Employees should not report for work if a family member within the same household shows symptoms ▪ Employees should not return to work from an illness-related absence until they are symptom-free; a doctor's release is required
Level 2	▪ Supervisors encouraged to send sick individuals home
Level 3	▪ Consider modifications to sick leave and other relevant policies
Business Travel	
Level 1	▪ No changes
Level 2	▪ Employees should be cautioned concerning travel
Level 3	▪ Non-critical business travel suspended
Meetings	
Level 1	▪ No changes
Level 2	▪ Face-to-face meetings should be minimized
Level 3	▪ Face-to-face meetings suspended
Work from Home	
Level 1	▪ No changes
Level 2	▪ Employees approved for WFH would be allowed to do so
Level 3	▪ Employees approved for WFH would be encouraged to do so ▪ WFH employees would be expected to put in a normal work week and be available during normal business hours
Preparation	

➢ Identify potential WFH employees ▪ Job function can be performed remotely ▪ Employee has Internet access at home ▪ Employee has a home PC or company-issued laptop
➢ Train WFH employees on remote access to e-mail
➢ Install VPN software and train employees in its use
➢ Cross-train employees on critical business processes
➢ Update restoration plans to address potential for 50% absenteeism

When	Who	What
Level 1	Risk Management	▪ Initiate review of pandemic plan and recommend changes, as needed
Level 1	Executive Staff	▪ Develop and consider communications plan to educate employees about pandemic preparation efforts ▪ Identify critical business process plans ▪ Assess the need to purchase food or water
Level 1	Human Resources and Risk Management	▪ HR will prepare information to distribute to employees such as business cards with contact information for wallets and electronic email/phone notifications ▪ HR and Risk Management will educate employees on pandemic plan
Level 1	Information Technology	▪ Review configuration of remote access system and communicate any changes to employees ▪ Provide remote access training for potential WFH employees
Level 1	Risk Management	▪ Stock all restrooms and meeting rooms with hand sanitizer, and disinfectant spray ▪ Place placards and posters conveying prevention messages in all restrooms and meeting rooms

Level 2 or 3	HR initiates upon CEO approval	▪ Situational review with CEO and staff ▪ If recommended by the CDC or Texas HHSC, medical screening of employees and/or public will be implemented to reduce potential exposure to infected individuals ▪ HR will implement the medical screening process as recommended ▪ Risk Management will provide kits for persons performing medical screening. The contents of the kits will follow the recommendation of health professionals. ▪ Information Technology will put into place door lock procedures for medical screening, virus lockdown, and initiate call center for employees to report illness. ▪ Medical Door screening for employees, contractors or any persons that will be conducting business at a the headquarters, warehouse, or branch office will be conducted.
Level 2 or 3	Manager of Member Services	▪ Manager of Member Services will provide status updates and potential changes in business operations as they become necessary regarding the crisis.
Level 2 or 3	Risk Management	▪ Prepare contact information for virus cleanup in the event it becomes necessary. This will be based on recommendations by the CDC or Texas HHSC. ▪ Prepare signs in the event of lockdown for all doors and place in company vehicles at various locations. This will be based on recommendations by the CDC or

		Texas HHSC.
Level 2 or 3	Information Technology	▪ Provide remote access for WFH employees
Level 2 or 3	Human Resources and Risk Management	▪ Will communicate with employees and contractors regarding the potential pandemic preparation efforts.

D. OFFICE OPERATIONS

If a pandemic occurs all office operations will continue until it is determined that employees are at risk. Public access to the property may be denied pursuant to a determination by the CEO.

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

Cashier

1. Limit access to drive through traffic only; no public access to facility.
2. Accept payments via electronic transmittance.
3. Employee may work from home.

Member Service Representatives

1. Accepting applications/payments for service via electronic transmittance.
2. Employee may work from home.

Other Office Services

1. Employee may work from home.

E. FIELD OPERATIONS

If a pandemic occurs all field operations will continue until it is determined that employees are at risk. The General Manager may limit or prohibit public access to Cooperative property.

The CEO and executive staff will determine what alternatives will be carried out for essential business operations, however possible. Possible scenarios include:

1. Limited one-on-one exposure to members and public.
2. Employee may work from vehicle and/or home (where job duties allow).

F. CONTRACTOR OPERATIONS

If a pandemic occurs all contractor operations will continue until the General Manager and executive staff determines otherwise. The Line Department Manager will communicate as necessary with the contractor.

G. FORMS AND FUTURE ACTION PLANS

Any forms and/or department action plans such as employees identified as critical and/or able to work from home will be attached to this plan as they become available.

ANNEX D – WILDFIRE MITIGATION PLAN

A. PURPOSE

This plan outlines the overall fire mitigation measures that Lyntegar Electric Cooperative, Inc. (LEC) takes for its service territory to reduce the risk of fire hazards associated with overhead power lines.
This plan reflects Lyntegar's policy on fire prevention pre-planning, threat mitigation, fire readiness and response, and provides an overview of the various actions that Lyntegar currently takes to prevent and mitigate the risk of fire ignitions associated with the operation of overhead electric power facilities. This plan will evolve as additional opportunities for fire prevention and mitigation are identified.

B. SUMMARY

Lyntegar Electric Cooperative, Inc. has in place a number of separate operational plans and programs to prevent and mitigate the risk of fire ignitions associated with the operation of its facilities. To complement and support the various operational measures in place, Lyntegar continually monitors information made available from numerous entities on an ongoing basis and disseminates meteorological and fire threat information to employees within its service territory to ensure they are informed of critical conditions that may impact the operation of Lyntegar's transmission and distribution system. Additionally, Lyntegar has programs to reach out to members and first responders throughout its service territory to inform and educate them on electrical safety.

C. PLAN COMPONENTS

1. Fire Prevention Pre-planning
    a. Education
        i. Annual interaction with first responders (law enforcement, fire agencies, public works)
        ii. Joint exercises with members of the Emergency Management Community
        iii. Annual interaction with local, state, and federal agencies to share information and plans
        iv. Electric Junction workshops
    b. Intelligence Gathering
        i. Texas Forest Service fire index ratings of Extreme or Very High
        ii. U.S. Forest Service Fire Danger Class Low to Extreme
        iii. National Weather Service Red Flag
2. Threat Mitigation

a. Vegetation Management Program
    i. Adhere to applicable regulatory clearance requirements
    ii. Right of Way Inspections
    iii. High threat zone patrols
    iv. Mechanical trimming
b. Distribution and Substation Maintenance Plans
    i. Scheduled maintenance inspections
    ii. Ground line pole inspections
    iii. Equipment maintenance inspections
c. Circuit Health Monitoring System
    i. Identify wildfire high threat zones
        1. Landscape characteristics, historical fire occurrence, weather conditions, terrain, and potential fire behavior
    ii. Monitoring of feeders in high threat zones
    iii. Identify and address pre-failures of line apparatus
d. Safety Manual Switching Procedures
    i. Restrict testing of any line until the entire line has been patrolled and verified clear, including high threat zone areas during Red Flag Warnings
    ii. Maintain a list of reclosers that feed into high threat zones and place those reclosers on one shot during Red Flag Warnings that are categorized by the Storm Prediction Center as extreme wildfire danger scenarios or Southern Plains Outbreak Events, or during Red Flag Warnings coupled with High Wind Warnings
    iii. Isolate Primary Metering locations on the member side prior to reenergizing LEC owned distribution lines in high threat zone areas during Red Flag Warnings
e. Red Flag Awareness
    i. -CC text and email regarding level changes, which include Red Flag Warning
    ii. Briefing of crew entering high threat zone (tailboard)

3. Response to Fire Incidents
    a. Increased readiness via level change as appropriate
    b. Coordinate with local entities, support firefighting efforts
    c. Procurement and allocation of manpower from unaffected areas
    d. Field readiness
        i. Provide requested personnel to work directly with fire suppression personnel
        ii. De-energize circuits, as necessary, based on direction from Fire Departments, Emergency Management personnel, etc.
4. Post Incident Recovery

a. Remediation Activities
    i. Additional clearing of hazardous, burned, or damaged vegetation in recovery zone
    ii. Identify, repair/replace damaged equipment
b. Critique Process
    i. Conduct thorough post event critique within 2 weeks following the conclusion of recovery from a fire related incident or within a reasonable timeframe following recovery from a major incident
    ii. Participate in joint public agency review sessions following event to identify areas for improvement and share lessons learned

D. RECLOSERS TO BE PLACED ON ONE SHOT FOR WILDFIRE RISK

The following list of reclosers should be placed on one shot during Red Flag Warnings that are categorized by the Storm Prediction Center as extreme wildfire danger scenarios or Southern Plains Outbreak Events, or during Red Flag Warnings coupled with High Wind Warnings.

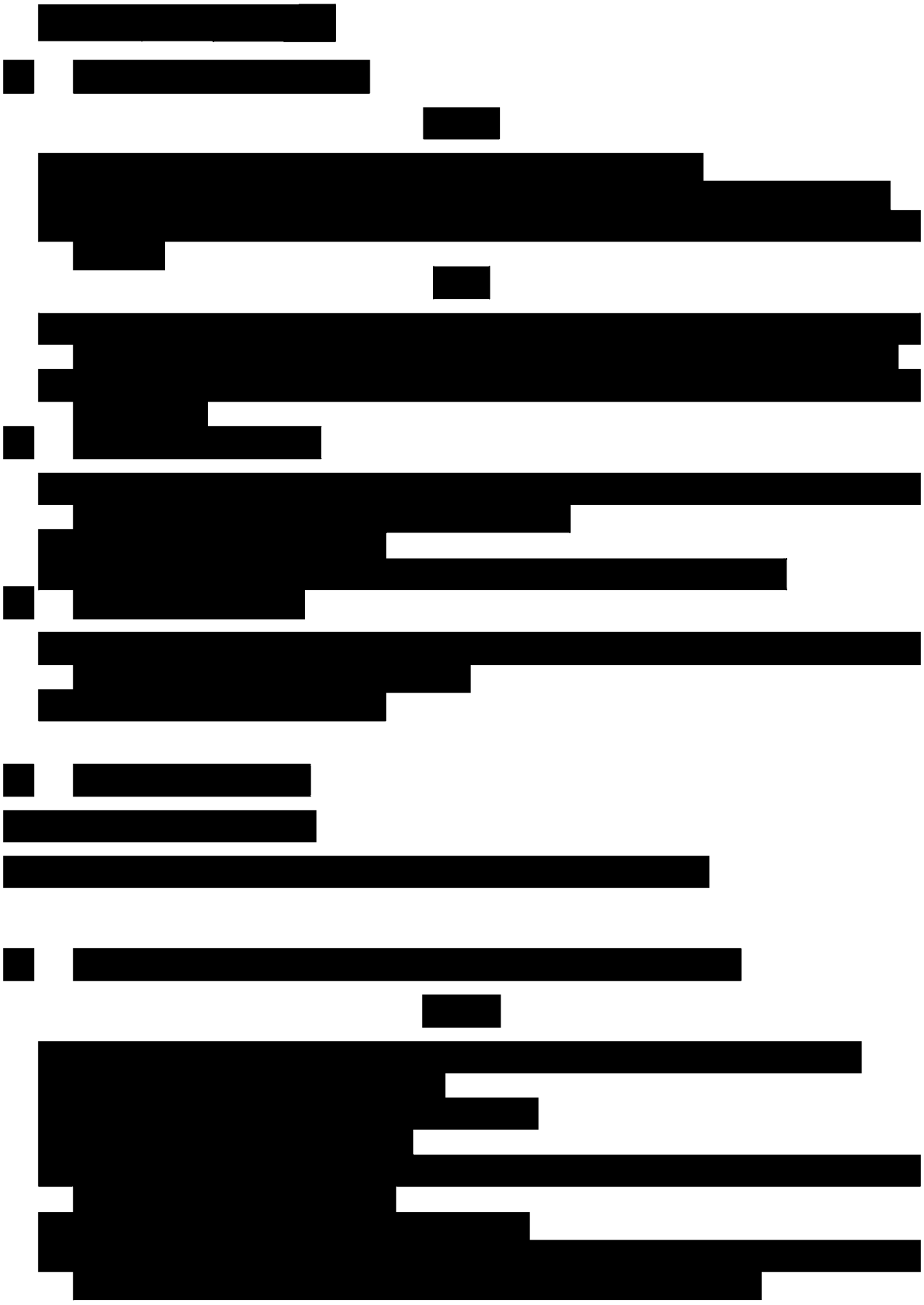
ANNEX E – HURRICANES

Not applicable. LEC service territory is not located near or within a hurricane evacuation zone, as defined by the Texas Division of Emergency Management.

ANNEX F – CYBERSECURITY

A. INCIDENT REPORTING AND RESPONSE PLAN

[redacted]



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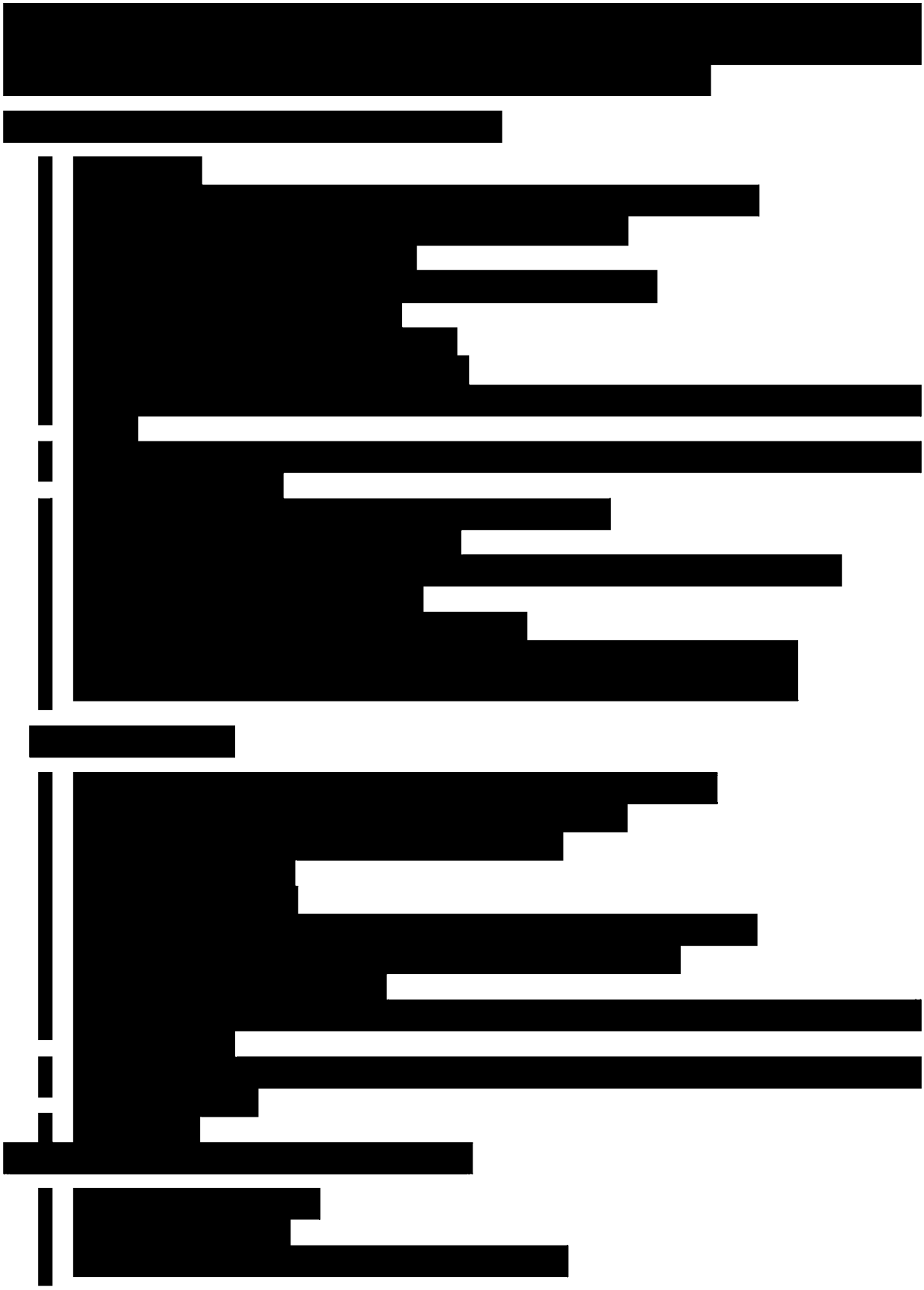
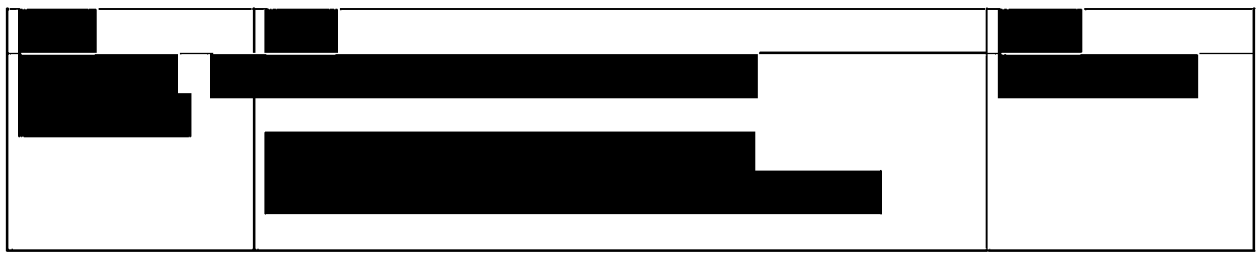


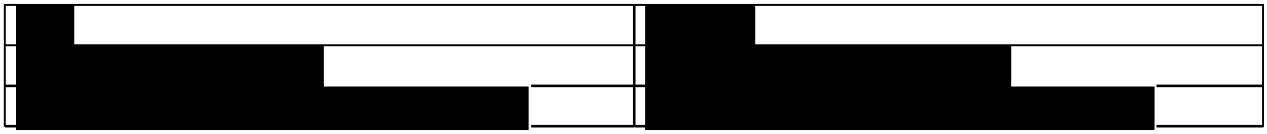
9. COMMUNICATIONS

[redacted]

[redacted]



B. ASSIGNED ROLES



C. INCIDENT RESPONSE PLAN CHECKLIST

[redacted]

ANNEX G – PHYSICAL SECURITY INCIDENT

A. PURPOSE

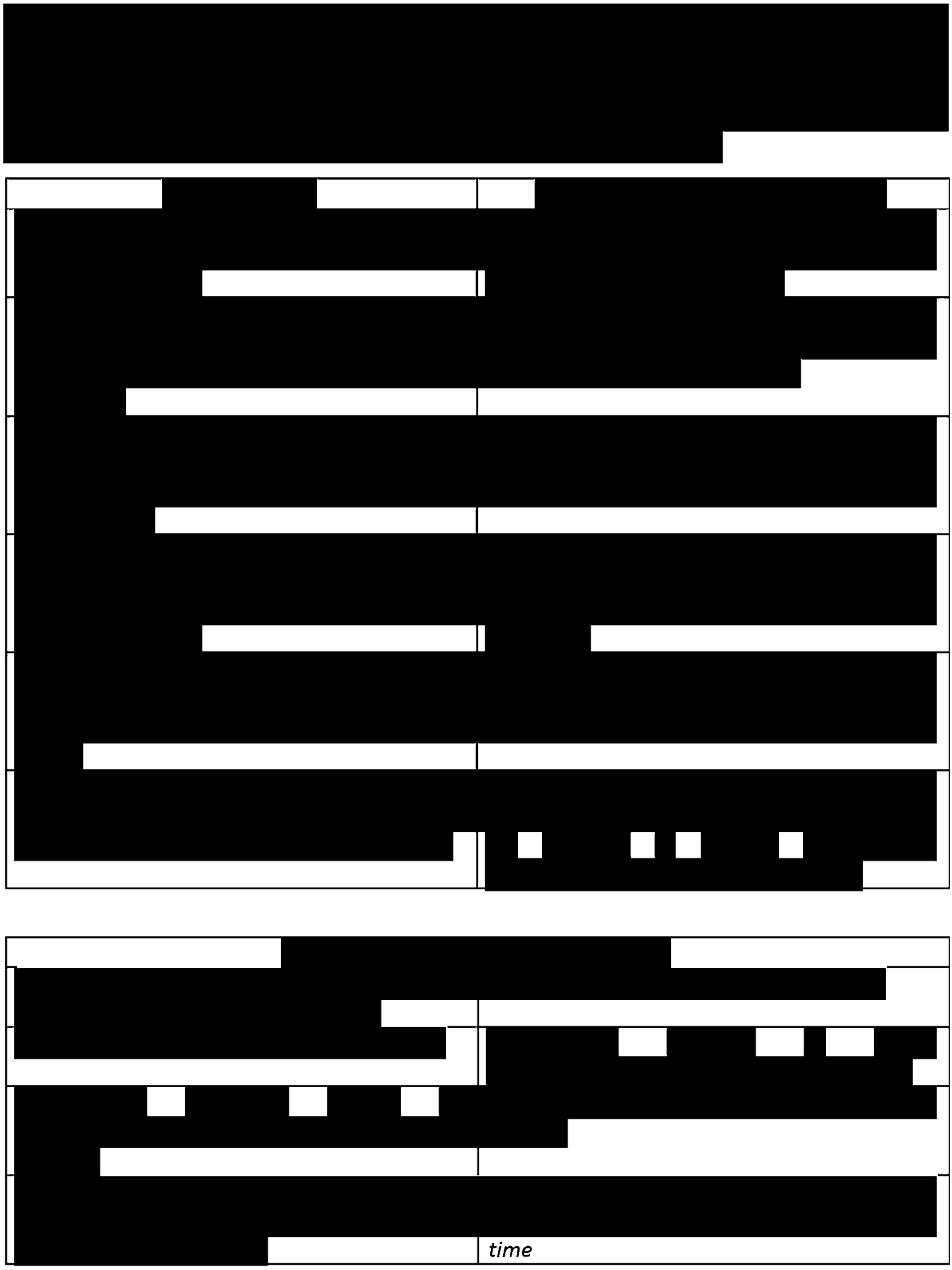
[redacted]

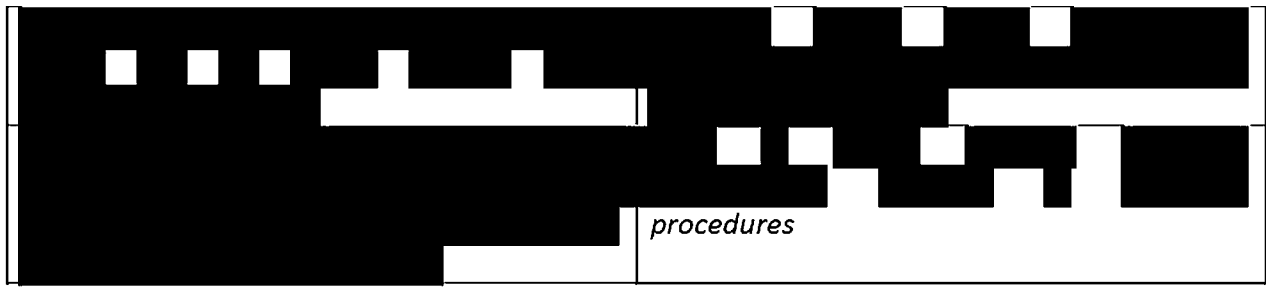
B. DEFINITION

[redacted]

C. RECOGNITION

[redacted]


time


procedures

Physical Security Incident Information Form

[redacted]

[redacted]	
[redacted]	[redacted]

ANNEX H: REQUIREMENTS FOR TRANSMISSION AND DISTRIBUTION UTILITIES

Not Applicable. Lyntegar Electric Cooperative, Inc. is not a Transmission and Distribution Utility as defined under 16 TAC §25.5.

ANNEX: I POWER DELIVERY AND RESTORATION DURING ENERGY EMERGENCIES

Tier One

A.

- Pipelines that directly provide natural gas to ERCOT identified Black Start Service facilities and other natural gas fired electric generation;
- Natural gas local distribution company critical pipelines or pipeline facilities,
- Underground natural gas transportation and storage facilities;
- Natural gas liquids transportation and storage facilities; and
- Associated pipelines, compressor stations, and control centers for facilities in Tier One A.

B.

- Natural gas wells and oil leases producing natural gas in the amount of 5000 Mcf/day or greater;
- Gas processing plants with a capacity of 200 MMcf/day and greater;
- Associated pipelines, compressor stations, and control centers for facilities in Tier One B; and
- Associated saltwater disposal wells supporting the wells and leases for facilities in Tier One B.

Tier Two

A.

- Natural gas wells and oil leases producing natural gas in the amount of > 1000 mcf/d <= 5000 Mcf/day;
- Gas processing plants with a capacity of >100 and < 200 MMcf/day;
- Associated pipelines, compressor stations, and control centers for facilities in Tier Two A; and
- Associated saltwater disposal wells supporting the wells and leases for facilities in Tier Two A.

B.

- Natural gas wells and oil leases producing natural gas in the amount of >250 mcf/d <=1000 Mcf/day;
- Gas processing plants with a capacity of <100 MMcf/day;
- Associated pipelines, compressor stations, and control centers for facilities in Tier Two B; and
- Associated saltwater disposal wells supporting the wells and leases for facilities in Tier Two B.

Tier Three

- Natural gas wells and oil leases producing natural gas in the amount of <250 mcf/day;
- Associated pipelines, compressor stations, and control centers for facilities in Tier Three;
- Associated saltwater disposal wells supporting the wells and leases for facilities in Tier Three; and
- Any additional facilities identified as critical on Railroad Commission of Texas Form CI-D, including processing, metering, and similar support facilities and equipment

(2) The utility may use its discretion to prioritize power restoration for a facility after an extended power outage in accordance with the facility's needs and with the characteristics of the geographic area in which power must be restored.

(g) **System reliability.** Reliability standards apply to each utility and are limited to the Texas jurisdiction. A "reporting year" is the 12-month period beginning January 1 and ending December 31 of each year.

(1) **System-wide standards.** The standards must be unique to each utility based on the utility's performance and may be adjusted by the commission if appropriate for weather or improvements in data acquisition systems. The standards will be the average of the utility's performance from the later of reporting years 1998, 1999, and 2000, or the first three reporting years the utility is in operation.

(A) **SAIFI.** Each utility must maintain and operate its electric distribution system so that its SAIFI value does not exceed its system-wide SAIFI standard by more than 5.0%.

(B) **SAIDI.** Each utility must maintain and operate its electric distribution system so that its SAIDI value does not exceed its system-wide SAIDI standard by more than 5.0%.

(2) **Distribution feeder performance.** The commission will evaluate the performance of distribution feeders with ten or more customers after each reporting year. Each utility must maintain and operate its distribution system so that no distribution feeder with ten or more customers sustains a SAIDI or SAIFI value for a reporting year that is more than 300% greater than the system average of all feeders during any two consecutive reporting years.

(3) **Enforcement.** The commission may take appropriate enforcement action, including action against a utility, if the system and feeder performance is not operated and maintained in accordance with this subsection. In determining the appropriate enforcement action, the commission will consider:

(A) the feeder's operation and maintenance history;

(B) the cause of each interruption in the feeder's service;

(C) any action taken by a utility to address the feeder's performance;

(D) the estimated cost and benefit of remediating a feeder's performance; and

(E) any other relevant factor as determined by the commission.

(h) **Critical natural gas facilities.** In accordance with §3.65 of this title, critical natural gas standards apply to each facility in this state designated as a critical customer under §3.65 of this title. In this subsection, the term "utility" includes MOUs, electric cooperatives, and entities considered utilities under subsection (a) of this section.

(1) **Critical customer information.**

(A) In accordance with §3.65 of this title, the operator of a critical natural gas facility must provide critical customer information to the entities listed in clauses (i) and (ii) of this subparagraph. The critical customer information must be provided by email using Form CI-D and any attachments, as prescribed by the Railroad Commission of Texas.

(i) The utility from which the critical natural gas facility receives electric delivery service; and

(ii) For critical natural gas facilities located in the ERCOT region, the independent organization certified under PURA §39.151.

(B) The commission will maintain on its website a list of utility email addresses to be used for the provision of critical customer information under subparagraph (A) of this paragraph. Each utility must ensure that the email address listed on the commission's website is accurate. If the utility's email address changes or is inaccurate, the utility must provide the commission with an updated email address within five business days of the change or of becoming aware of the inaccuracy.

(C) Within ten business days of receipt, the utility must evaluate the critical customer information for completeness and provide written notice to the operator of the critical natural gas facility regarding the status of its critical natural gas designation.

(i) If the information submitted is incomplete, the utility's notice must specify what additional information is required and provide a deadline for response that is no sooner than five business days from when the critical natural gas facility receives the written notice. If the utility does not receive the additional information in a

timely fashion, the utility may use its discretion to determine if it is possible to treat the natural gas facility as critical for load shed and power restoration purposes.

(ii) If the information submitted is complete, the utility's notice must notify the operator of the facility's critical natural gas status, the date of its designation, any additional classifications assigned to the facility by the utility, and notice that its critical status does not constitute a guarantee of an uninterrupted supply of energy.

(iii) A utility must provide an additional notice to the operator of the critical natural gas facility regarding any changes to the information provided in the notice required under clause (i) of this subparagraph. Notice must be provided within ten business days of the effective date of the change.

(D) A utility or an independent system operator receiving or sending critical customer information regarding a critical natural gas facility under this subsection must not release critical customer information to any person unless authorized by the commission or the operator of the critical natural gas facility. This prohibition does not apply to the release of such information to the commission, the Railroad Commission of Texas, the utility from which the critical natural gas facility receives electric delivery service, the designated transmission operator, or the independent system operator or reliability coordinator for the power region in which the critical natural gas facility is located. This prohibition also does not apply if the critical customer information is redacted, aggregated, or organized in such a way as to make it impossible to identify the critical natural gas facility to which the information applies.

(2) **Prioritization of critical natural gas facilities.** A critical natural gas facility is a critical load during an energy emergency. A utility must incorporate critical natural gas facilities into its load-shed and restoration planning. For purposes of this paragraph, a utility may also treat a natural gas facility that self-designated as critical using the *Application for Critical Load Serving Electric Generation and Cogeneration* form as a critical natural gas facility, as circumstances require.

(A) A utility must prioritize critical natural gas facilities for continued power delivery during an energy emergency.

(B) A utility may use its discretion to prioritize power delivery and power restoration among critical natural gas facilities and other critical loads on its system, as circumstances require.

(C) A utility must consider any additional guidance or prioritization criteria provided by the commission, the Railroad Commission of Texas, or the reliability coordinator for its power region to prioritize among critical natural gas facilities and other critical loads during an energy emergency.

(D) Compliance with directives of a regional transmission organization having authority over a utility outside of the ERCOT power region will be deemed compliance for that utility.

VII. REQUIREMENTS FOR GENERATORS.

Not applicable. Cooperative does not operate generation assets as defined in 16 Texas Administrative Code § 25.5 (33).

VIII. REQUIREMENTS FOR RETAIL ELECTRIC PROVIDERS

Not applicable. Cooperative is not a Retail Electric Provider as defined under 16 TAC §25.5.

IX. REQUIREMENTS FOR ERCOT

Not applicable. Requirements apply exclusively to ERCOT.

APPENDIX A. EMERGENCY CONTACTS

A. PUCT CRITICAL CONTACTS

Contact	Phone / Title	After Hours Number	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]

B. TEXAS DEPARTMENT OF EMERGENCY MANAGEMENT

Contact	Phone / Title	After Hours Number	Fax
[redacted]	[redacted]		
[redacted]	[redacted]		

C. TRANSMISSION OPERATORS

Contact	Phone / Title	After Hours Number	Fax
[redacted]	[redacted]		
[redacted]	[redacted]		

D. MATERIAL VENDORS

Vendor Name	Contact Person	Address	Phone Numbers
[redacted]	[redacted]		[redacted]
[redacted]	[redacted]		[redacted]
[redacted]	[redacted]		[redacted]
[redacted]	[redacted]		[redacted]
[redacted]	[redacted]		[redacted]

E. TELEVISION STATIONS

	Station Address	URL	E-Mail	Phone	Fax
KCBD	5600 Ave. A Lubbock TX 79404	www.kcbd.com	11listens@kcbd.com	(806) 744-1414	(806) 744-0449
KLBK	7403 S. University Ave. Lubbock TX 79423	www.everythinglubbock.com	rpoteet@klbk.com	(806) 745-2345	
KAMC	7403 S. University Ave. Lubbock TX 79423	www.everythinglubbock.com	rpoteet@klbk.com	(806) 745-2345	
KJTV	9800 University Ave. Lubbock TX 79423	www.myfoxlubbock.com		(806) 745-3434	
KWES	P.O. Box 60150 Midland TX 79711	www.kwes.com	mkurtz@kwes.com	(432) 567-9991	(432) 567-9994
KMID	P.O. Box 60230 Midland TX 79711	www.permianbasin360.com	melhudman@kmid.tv	(432) 563-4421	
KOSA	4101 East 42nd St. Suite J7 Box 107 Odessa TX 79762	www.cbs7.com		(432) 580-5672	

F. AREA SCHOOLS

ISD Name/Location	Phone	Fax
Borden County ISD	(806) 756-4313	(806) 756-4310
Dawson ISD	(806) 489-7568	(806) 489-7463
Klondike ISD	(806) 462-7334	(806) 462-7333
New Home ISD	(806) 924-7542	(806) 924-7520
Sundown ISD	(806) 229-3021	(806) 229-2004

G. NEWSPAPERS

Name	Publisher	Address	Phone	Fax	E-Mail
The Borden Star		P.O. Box 137 Gail TX 79738	(806) 756-4402		kdean@bcisd.net
O'Donnell Press Index		P.O. Box 457 O'Donnell TX 79351	(806) 428-3591		kelseymimi@hotmail.com
Tri County Tribune		P.O. Box 250 Seagraves TX 79359	(806) 387-2065	(806) 387-3582	lowdown@crosswind.net
Lynn County News	Juanelle Jones	P.O. Box 1170 Tahoka TX 79373	(806) 561-4888	(806) 561-6308	lynnconews@poka.com
Brownfield News		P.O. Box 1272 Brownfield TX 79316	(806) 637-4535	(806) 637-3795	publisher@brownfieldonline.com
Levelland and Hockley News-Press		P.O. Box Drawer 1628 Levelland TX 79336	(806) 894-3121		levellandads@valornet.com

Lamesa Press Reporter		P.O. Box 710 Lamesa TX 79331	(806) 872-2177		adsales@pressreporter.com
The Seminole Sentinel		P.O. Drawer 1200 Seminole TX 79360	(432) 758-3667	(432) 758-2136	sentinel@nwol.net

H. POLICE, FIRE, AND AMBULANCE BY COUNTY

County	Emergency #	Ambulance	Fire	Police
Lynn	(806) 561-4505	(806) 561-4505	(806) 561-4505	(806) 561-4505
Terry	(806) 637-2212	(806) 637-2212	(806) 637-2212	(806) 637-2212
Garza	(806) 495-3595	(806) 495-3595	(806) 495-3595	(806) 495-3595
Hockley	(806) 894-3126	(806) 894-3126	(806) 894-3126	(806) 894-3126
Gaines	(432) 758-9871	(432) 758-9871	(432) 758-9871	(432) 758-9871
Yoakum	(806) 456-2367	(806) 456-2367	(806) 456-2367	(806) 456-2367
Martin	(432) 756-3336	(432) 756-3336	(432) 756-3336	(432) 756-3336
Borden	(806) 756-4311	(806) 756-4311	(806) 756-4311	(806) 756-4311
Dawson	(806) 872-7560	(806) 872-7560	(806) 872-7560	(806) 872-7560
Andrews	(432) 523-5545	(432) 523-5545	(432) 523-5545	(432) 523-5545
Lubbock	(806) 767-1441	(806) 767-1441	(806) 767-1441	(806) 767-1441

I. RADIO STATIONS

Call Letters	URL	Phone	E-Mail
KLVT		(806) 894-3134	klvtradio@gmail.com
KPET		(806) 872-6511	kept@pics.net
KJDL	www.thereddirtrebel.com	(806) 744-6864	
KSEM		(432) 758-5878	Kikz-ksem@mywdo.com
KFYO	www.kfyo.com	(806) 770-5790 (806) 798-7078	robertsnyder@townsquaremedia.com
KLLL	www.klll.com	(806) 770-5555 (806) 762-3000	
KONE	www.rock101.fm	(806) 770-5000	
KSSL	www.ksslfm.com	(806) 828-5775	ksslradio@gmail.com

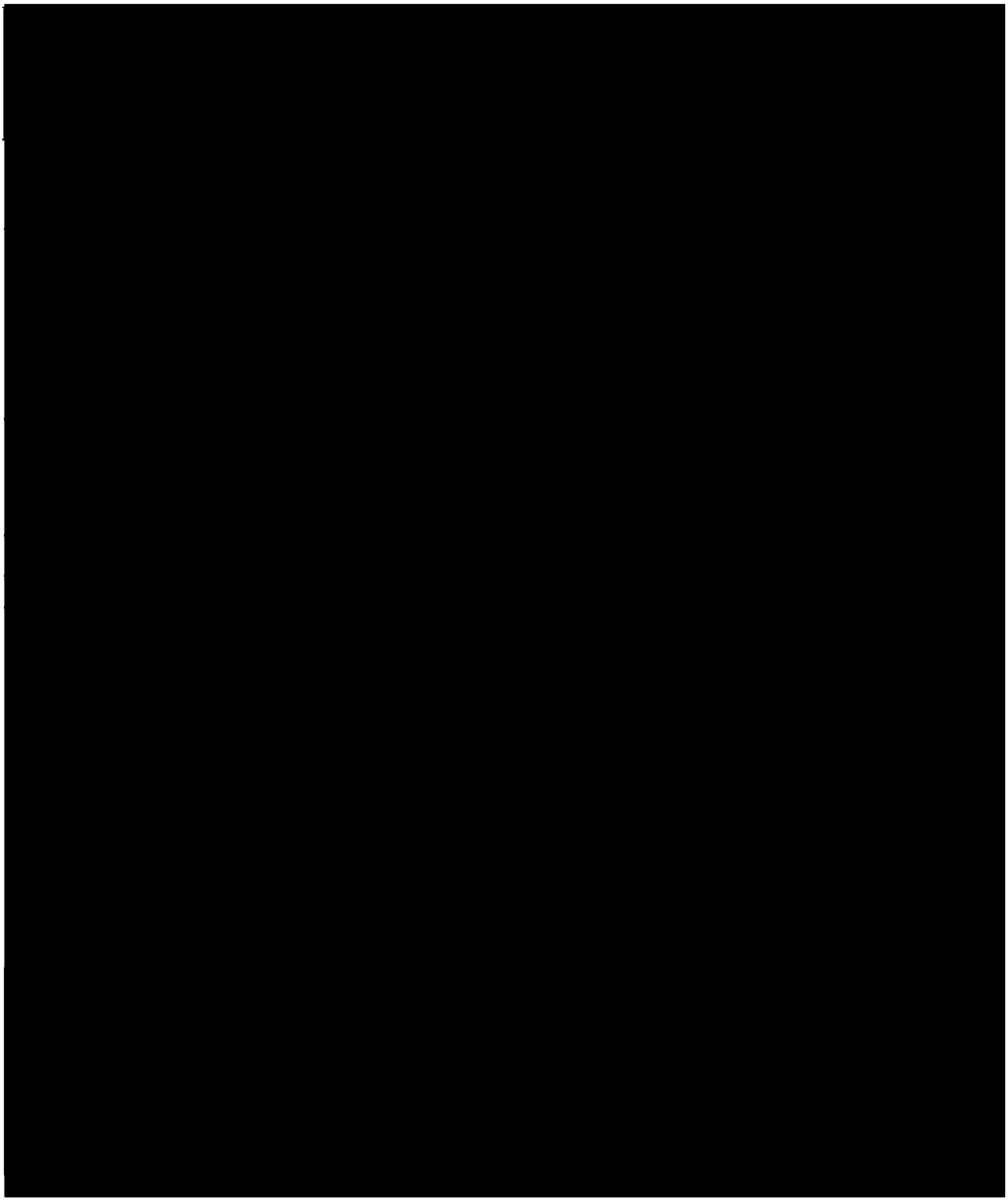
J. VOLUNTEER FIRE DEPARTMENTS BY COUNTY

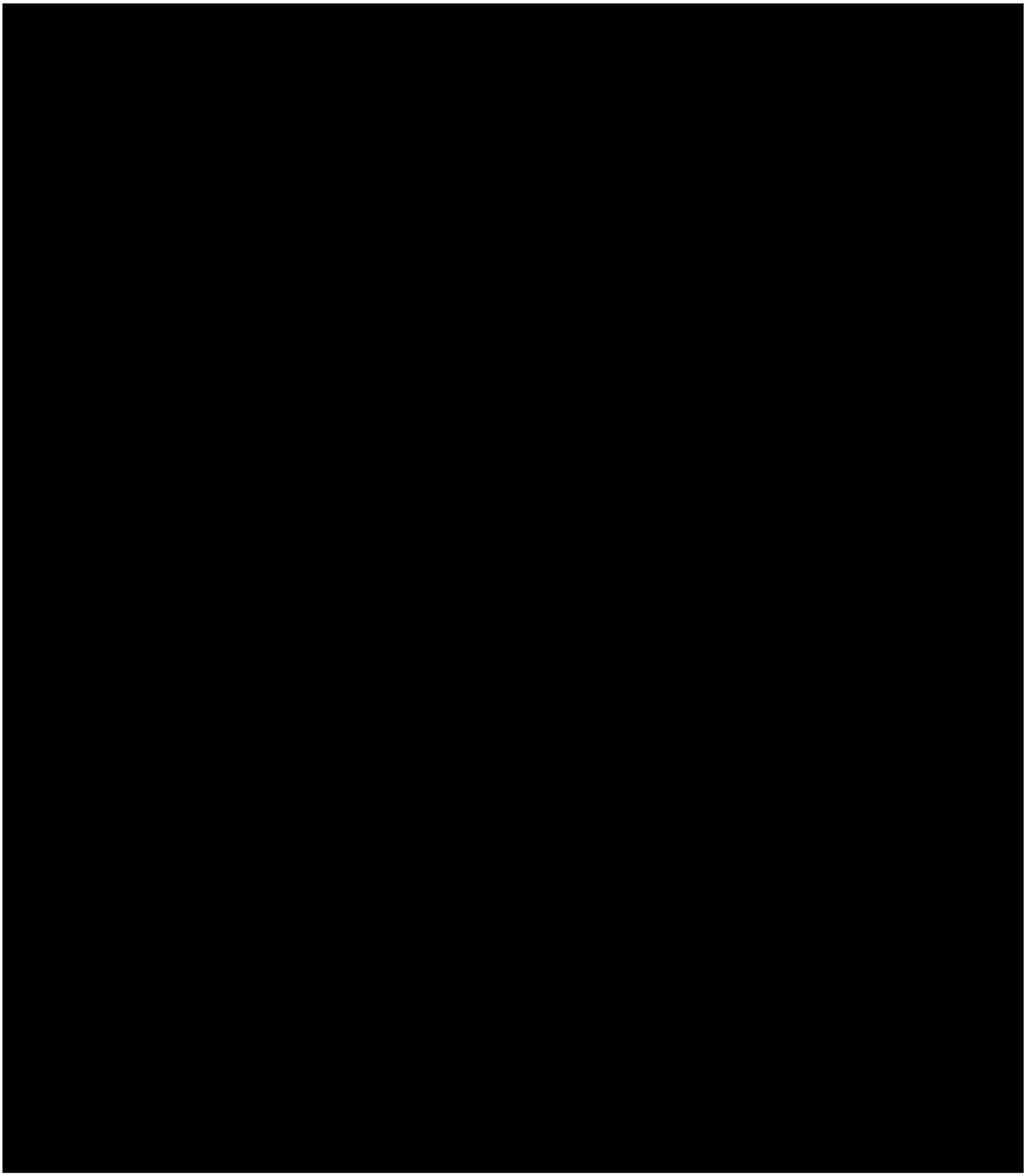
County	Chief	Address	Phone
Lynn	Bryan Reynolds	P.O. Box 600 Tahoka TX 79373	(806) 561-4505
Terry		218 W. Main Brownfield TX 79316	(806) 637-2212
Garza	Jimmy Valdez	108 S. Broadway Post TX 79356	(806) 495-3595
Hockley			(806) 894-3126
Gaines			(432) 758-9871
Yoakum			(806) 456-2367
Martin			(432) 756-3336
Borden	Buster Taylor	P.O. Box 115 Gail TX 79738	(806) 756-4311
Dawson	Larry Duyck	305 N. 1st Lamesa TX 79331	(806) 872-7560
Andrews			(432) 523-5545
Lubbock			(806) 767-1441

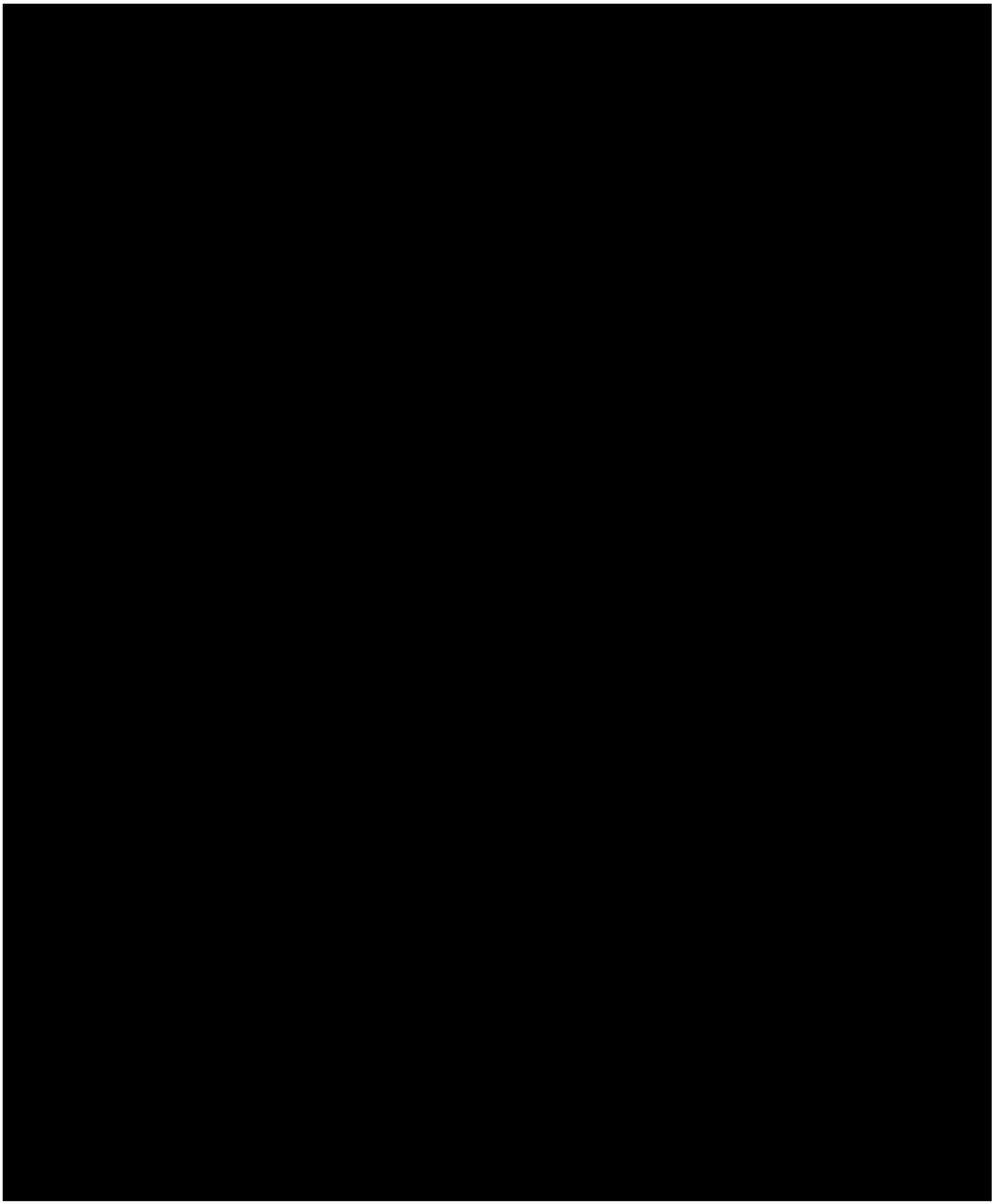
K. TEC PERSONNEL

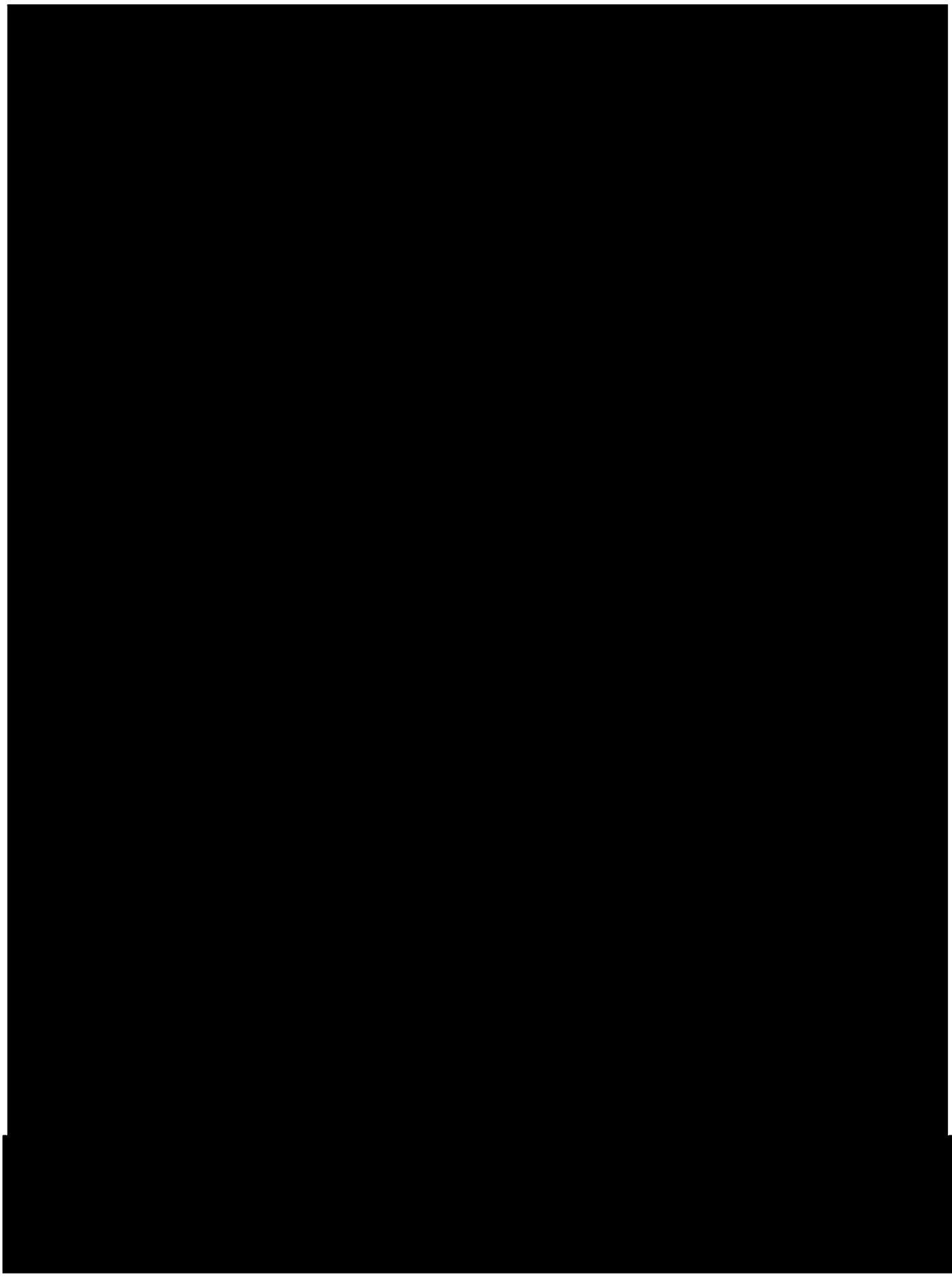
Name	Address	City	Zip	Email	Cell Phone
[redacted]				[redacted]	[redacted]

L. REPORTING TO THE DOE AND PUCT









M. PUCT OUTAGE FORM

PUBLIC UTILITY COMMISSION
OUTAGE REPORT INFORMATION

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

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.