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Tri-County Electric Cooperative, Inc.

Emergency Operations Plan

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I.   EXECUTIVE SUMMARY

This executive summary provides an overview of Tri-County Electric Cooperative's ("Cooperative") process for maintaining all aspects of Cooperative's business following various disasters in compliance with 16 Tex. Admin. Code Section 25.53, Public Utility Commission of Texas' ("PUCT") substantive rule regarding Electric Service Emergency Operations Plan ("EOP").

EMERGENCY SERVICE RESTORATION PLAN

Tri-County Electric Cooperative, Inc. maintains this emergency operations plan in anticipation of natural disasters or situations involving curtailments or major interruptions in electrical service. The plan establishes organizational and personnel assignments, describes emergency communication procedures and lists emergency contacts. It also contains information concerning members with life sustaining electrical equipment and plans for communication with all customer classes.

A portion of the plan concerns the coordination of emergency assistance with Local Office of Emergency Management and other local emergency agencies, neighboring cooperatives, construction contractors, and other utilities. It outlines procedures for securing assistance according to the Oklahoma Association of Electric Cooperatives Mutual Aid Agreement. The Table of Contents is attached to illustrate the elements of the plan.

PURPOSE

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

SCOPE

This plan establishes:
1. The levels of the emergency from pre-storm watch to major destruction.
2. The guidelines to be used at each damage level or impact event.
3. Responsibilities and duties of each department and of specific individuals.
4. Annex A: Weather Emergencies;
5. Annex B: Load Shed;
6. Annex C: Pandemic and Epidemic Plan;
7. Annex D: Wildfire Plan;
8. Annex E: Hurricane Emergency Plan;
9. Annex F: Cybersecurity;
10. Annex G: Physical Security; and
11. Annex H: TDU Requirements.

This plan will be reviewed periodically and continually updated by management and key staff of TCEC.

The official copy will be maintained in the offices of TCEC. A critique of the plan and its effectiveness will be conducted following any natural or terror related disaster. The critique should generate improvements to the plan and formulate solution strategies with regard to noted weaknesses in the plan.

I. DEFINITION OF EMERGENCY LEVELS

Pre-Storm Watch: Level 0
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 Chief Operations Officer will monitor the situation.

LEVEL 1
Some isolated or localized utility interruptions are possible, typically lasting only a few hours.

LEVEL 2
Scattered utility interruptions expected, typically lasting 12 to 24 hours.

LEVEL 3
Numerous utility interruptions with some damage to main feeder lines and equipment expected.

LEVEL 4
Prolonged and widespread utility interruptions with extensive damage to main distribution feeder lines and some high voltage transmission lines and structures. Outages lasting 5-10 days.

LEVEL 5
Catastrophic damage to entire exposed utility systems, including both distribution and transmission networks. Outages could last several weeks in some areas.

II.   DUTIES FOR ALL GROUPS

Engineering and Operations Group

- 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:
- Staff the facilities for the required operational restoration functions.
- Provide central communication and status information updates to key staff and office personnel.
- Determine problems and a course of action to follow.
- Determine extent of service interruptions by area and meter count.
- Determine manpower requirements and call out appropriate personnel.
- Set priorities for switching, patrolling, and restoration.
- Stake lines in advance of restoration when possible.
- Determine the level of the emergency.
- Determine proper course of action to restore transmission and distribution systems back to operating condition.
- Determine the need for outside assistance.
- Control and direct all instructions for switching and patrolling.
- Control and direct all relaying, SCADA operations and communications.
- Insure all operating personnel function as prescribed. 1. Determine location and possible cause of the outage.
- Determine location of protective devices and switches involved for the restoration of power.
- Secure outside contract assistance if necessary.
- Determine and execute relief schedules during extended service restoration.
- Establish a crew rotation plan when restoration of the system is exceeding individual safe working hours.
- Periodically review and determine the best utilization of equipment and personnel.
- Coordinate material requirements with purchasing agent to the material supplier.
- Field coordination of the power restoration plan by maximizing progress of crews and maintaining adequate equipment and material in the field.
- Meet daily to assist in the progress of the Restoration Plan and determine plan for the following day.

System Dispatchers

- Coordinate and dispatch all switching and patrol operations between the line crews and the Operations Manager.
- Maintain log of all events during the outage.
- Monitor Outage Management System (OMS) and SCADA.
- Maintain a list of employees' phone numbers and addresses. Call-out personnel upon request.
- Identify each problem area utilizing OMS on the system map.
- Track the location of personnel in the field and maintain record.

Member Service Representatives

- Provide trained and courteous personnel for answering member outage calls and verify power restoration to members.
- Assist with prioritization of outage calls with regard to special needs or critical loads.
- Provide members additional information with respect to anticipated outage time and the extent of the damage as supplied by Operations personnel.
- Continually train personnel to use outage management system for customer service representation.
- Maintain function of offices with reduced staff during normal business hours.

Communication Specialist

- Communicate with and identify key account customers for the Operations Group.
- Coordinate news releases and public service announcements with the Chief Executive Officer/Assistant General Manager.
- Establish and maintain information flow to the membership and the employee service group.
- Prepare news releases, public service announcements, and other pertinent information as may be deemed necessary for general instructions, safety, and well-being of the membership.
- Communicate daily with appropriate community leaders of the progress in effected areas.

Facilitators

- Includes any and/or all remaining employees of the Cooperative. Duties will be assigned by the Manager. These duties will vary from day-to-day and will address any special needs of the membership, cooperative, or the workforce.
- 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 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.

III.   COMMUNICATIONS PLAN

a. Employee Communication

During and after an emergency, sound communication methods with our employees is critical to relay information such as where to report to work, if we need extra employees on duty etc. We will be communicating internally via the following methods. We will be sending out emails to the email group "TCEC Employees." This is a mail group that sends emails to everyone that works at the Cooperative, full and part-time. In addition, we will update our employee only website that all employees have usernames and passwords to enter. Last, we will use our texting system and call our employees as needed.

b. Outage Calls/Complaints

During an emergency, member service representatives will handle members' calls relating to the reporting of an outage, and to provide additional information as may be requested by the member. Phone will be staffed continuously until the outage is restored, or until a determination has been made that such services are no longer necessary.

c. Updating Members via mass media/technology

During an emergency, updates will be given to members via mass media and technology as another way to reach out and make sure all members are informed. Press releases will be sent to all local broadcast stations, radio and newspaper. In addition, social media channels will be updated as communications team deems necessary depending on the severity of the emergency as well as the frequency of updates. A Facebook feed is also located on our website to ensure when an update is made via Facebook, members may also find it on our website. In addition, members that have previously 'opted-in' to our Text Power texting system will receive texts with pertinent update.

d. Coordination 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 of the Cooperative during their work activities.

e. 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, social media, our website, law enforcement officers/other important contacts and utility personnel in the field.

f. Local and State Governmental Entities

When the circumstances warrant, State agencies and emergency management are contacted by the Assistant General Manager.

g. Communications Responsibilities in a Crisis

i. Media Liaison

The media liaison will act as the primary liaison with the media for interviews and press conferences. This person will take the information from the media contact and arrange for a call or email back to the media.

ii. Media Spokesperson

The media spokesperson provides interviews, statements and press conferences. This person should have the requisite qualifications in terms of communication and interpersonal skills as well as a thorough understanding of the organization and it operations. This person shall always be the CEO or the Assistant General Manager.

iii. Writer/Information Coordinator

Writer: The best person for this job will often be the primary media spokesperson. But it can also be a behind-the-scenes individual tasked with writing press statements, news releases, social media posts and notices for the cooperative's website.

Information Coordinator: This individual should be responsible for gathering and verifying information from various sources — including cooperative operations, cooperative management, fire, police and municipal officials — and for disseminating that information to the writer and/or media spokesperson.

iv. Social Media Administrator

This individual will post to social media sites and monitor those sites during the crisis to identify any inaccurate or misleading information and take the necessary steps to correct them in a timely manner.

h. Employee Communications In a Crisis

Planning ahead and preparing to communicate with employees in a crisis are two of the best ways to protect the brand of the cooperative, minimize misinformation, mitigate the impact, reduce possible after-effects and return the co-op back to normal as quickly as possible.

i. Tools for Employee Communications

Email and management memos

o Outlook and Constant Contact

Standby intranet site

- SharePoint through Office 365
- Complete with discussion boards, blogs, Q&As, security procedures and a description of employees' roles during a crisis

Voicemail/Interactive Voice Response

- Employee On Demand through NISC

Text messaging to employees

- Employee On Demand through NISC

Cooperative social media accounts

- Same as external – Facebook, Twitter, Instagram, YouTube

News releases

- Outlook Email/External Website/Social Media

Bulletin boards and signage

- Digital Displays and Hot Board

Employee Q&A or town hall meeting format

- In person meetings in the training room

Talking points for managers

- Email/Meetings

Zoom for all-employee teleconference

- All employees have access to zoom or a zoom prescription
- Microsoft Teams is another option for all employee meetings but it does not have the phone line option.

j. Media Contacts

Weekly papers typically publish on Thursdays and need information by Monday of the same week.

LOCAL				
ORGANIZATION	CONTACT	PRIMARY	SECONDARY	EMAIL
Beaver Herald Democrat (Weekly)	Brent Lansden Christi Lansden Joe Lansden	580.625.3241 580.625.3241 580.625.3241	580.527.1015	bvrnews@gmail.com bpics.cl@gmail.com cowchipnews@gmail.com
Boise City News (Weekly)	Blake Wells Ashley Wells	580.544.2222	580.817.0796	blackmesapub@yahoo.com
Elkhart Tri-State News (Weekly)	Cliff Blackmore	620.697.4716	620.309.1148	tristate@elkhart.com
Guymon Daily Herald (Daily)		580.338.3356		guymondailyeditor@gmail.com dailyheraldads@gmail.com
Hooker Advance (Weekly)	Sheila Blankenship	580.652.2476	580.522.1076	advanceoknews@gmail.com survivorblanksa@gmail.com
KGYN-AM		580.338.1210		kgyn@kgynradio.com
KKBS-FM	Marsha Strong Ramey Cozart	580.338.5493 580.338.5493	580.206.5527 580.651.1710	marsha@kkbs.com ramone@kkbs.com
KSCB-AM Liberal	Joe Denoyer John Mulhern	620.624.3891 620.624.3891	620.391.1538 620.629.5919	joe@kscb.net or joe_denoyer@yahoo.com john@kscb.net

REGIONAL				
AMARILLO	Amarillo Globe News	806-376-4488		webmaster@amarillo.com
	KAMR-TV (NBC Amarillo)	806-383-3321		comments@kamr.com
	KCIT-TV (FOX Amarillo)	806-383-1414		foxtalk@fox14.tv
	KFDA-TV (CBS Amarillo)	806-383-1010		newsroom@newschannel10.com
	KVII-TV (ABC Amarillo)	806-373-1787		pronews7@kvii.com
OKLAHOMA CITY	Associated Press OKC	405-525-2121		apoklahoma@ap.org
	Daily Oklahoman	405-424-4444		news@newsok.com
	KFOR-TV (NBC OKC)	405-478-6333		news4@kfor.com
	KOCO-TV (ABC OKC)	405-478-3000		news@koco.com
	KOKH-TV (FOX OKC)	405-843-2525		news@okcfox.com
	KWTV-TV (CBS OKC)	405-843-6641		newsdesk@news9.net
WICHITA	Associated Press	316-263-4601		rhegeman@ap.org
	KAKE-TV (ABC Wichita)	316-946-1331		news@kake.com
	KSNW-TV (NBC Wichita)	316-292-1111		news@ksn.com
	KWCH-TV (CBS Wichita)	316-831-6130		news@kwch.com
	Wichita Eagle	316-268-6000		wenews@wichitaeagle.com

k. Emergency Contacts

	BEAVER COUNTY		
ORGANIZATION	CONTACT	PRIMARY	ALTERNATE
BEAVER COUNTY SHERIFF	Reuben Parker, Jr.	**580-625-4549**	
Beaver County EMS	David Glasscock	580-625-4551	580-527-1954 c
Beaver County Emergency Mgmt	Keith Shadden	580-651-9166 c	
City of Beaver Mayor	Denise Janko	580-625-3331	
City of Beaver City Mgr	Marc Davis	580-625-3331	
City of Beaver Police Chief	Justin Earls	580-625-3331	
City of Beaver Fire Chief	James Pratt	580-625-3333	580-527-1441 c
Balko Fire Dept Chief	Robert Marshall	580-361-2266 or 580-361-2555	580-361-2567
Elmwood Fire Dept Chief	Troy Hoover	806-202-4949 c	
Forgan Fire Dept Chief	Larry Pell	580-651-1498 c	BT580-461-0144c
Gate Fire Dept Chief	Troy Dewitt	580-334-0379 c	
Slapout Fire Dept Chief	Charlie Starbuck	580-334-8590 c	
Turpin Fire Dept Chief	Gary Riffe	580-778-3702	620-629-5301 c
*SHERIFF'S OFFICE can dispatch any fire dept/police station in Beaver County 580-625-4549			
	CIMARRON COUNTY		
ORGANIZATION	CONTACT	PRIMARY	ALTERNATE
CIMARRON COUNTY SHERIFF	Leon Apple	**580-544-2020**	580-516-1912 c
Cimarron County Emergency Mgmt	Lea Lavielle	580-544-2938	580-517-1832 c
Boise City Mayor	Elton Soell	580-544-2271	
Boise City Manager	Rod Avery	580-544-2271	806-683-9991
Boise City Police Chief	Nathan Cobb	580-544-2271 or 580-544-2020	580-517-1837 c
Boise City Fire Chief	Mike Kershen	806.336.3252	
Griggs Fire Dept	Donnie Cook	580-518-1004c	
Felt Fire Dept Chief	Daryl McDaniel	580-426-2256	806-333-3975 c
Kenton Fire Dept Chief	Michael Lavielle	620-360-2495c	
Keyes Police Chief/Emergency Mgmt	Kevin McIntire	580-546-7651	580-518-1911 c
Keyes Fire Chief	Wade Cryer	580-546-7334	580-216-8957
Griggs Fire Dept Chief	Donnie Cook	580-543-6478 h	580-518-1004 c
Wheeless Fire Chief	Stewart Hutchison	580.516.1980c	
*SHERIFF'S OFFICE can dispatch any fire dept/police station in Cimarron County 580-544-2020			

MORTON COUNTY			
ORGANIZATION	CONTACT	PRIMARY	ALTERNATE
Morton County Sheriff/Police Chief	Shelby Ralstin	**620-697-2151**	620-360-0261 c
Morton County Emergency Mgmt	Dusty Brillhart	620-697-2803	
City of Elkhart Mayor	Kelly Howe	620-697-2171	
City of Elkhart Manager	Tim Hardy	620-697-2424 o 620-697-4202 h	620-453-2213 c
City of Elkhart Fire Chief	Mike Rodriguez	620-697-4313	620-360-0011 c
Epic Touch	Becky Scott	800-554-4250 or 620-697-2111	
	TEXAS COUNTY		
ORGANIZATION	CONTACT	PRIMARY	ALTERNATE
TEXAS COUNTY SHERIFF	Matt Boley	**580-338-4000**	
TEXAS COUNTY HIGHWAY PATROL		**580-338-3366**	
Texas County Emergency Mgmt	Harold Tyson haroldtyson@txcountyok.com	580-338-0911	580-651-7055 c
Adams Fire Dept	Brett Bowers	580-651-7460c	
Goodwell Emergency Mgmt	Justin Carnegie	580-651-4580	
Goodwell Mayor	Bryant Riffe	580-349-2221 w	
Goodwell Police Chief	Andrew Ramirez	580-349-2566 w	
Goodwell Fire Dept Chief	Tenoch Ramon	580-651-3300	
Guymon Mayor	Kim Peterson	580-651-5531	
Guymon Police Chief	Michael Babb	580-338-6525	
Guymon Fire Dept Chief	Grant Wadley	580-338-5536	580-651-0951 c
Guymon City Manager	Micheal Shannon	580-338-3396	
Hardesty Fire Chief	Clay Frantz	580-524-1697c	

Hooker Mayor			
Hooker Police Chief	Scott Hedrick	580-652-2111	
Hooker Fire Dept Chief	Robbie Wayman	580-652-2131	
Hough Fire Dept	David King	580-206-0635	
Optima Fire Dept	Sam Strong	580-754-1234	
Texhoma Mayor	David Thrasher	580-423-7456	580-521-1953 c
Texhoma Police Chief	Daniel Charles	580-817-0203	
Texhoma Fire Dept Chief	Cale Clinesmith	620-353-4422	
Tyrone Mayor	Merriloy Judd-Parker	580-854-6888	620-621-1187 c
Tyrone Police Chief	Jerry Schroeder	620-655-4646	
Tyrone Fire Dept Chief	Josh Bell Donovan Smith	580-461-3634c 620-629-5301c	
Yarbrough	Mike Bellomy	580-545-3622	580-520-1973
*SHERIFF'S OFFICE can dispatch any fire dept/police station in Texas County		**580-338-4000**	
NEIGHBORING SHERIFF'S DEPARTMENTS			
Colorado	Baca County	719-523-4511	Springfield, CO
New Mexico	Union County	505-374-2583	Clayton, NM
Kansas			
-Meade County		620-873-8765	Meade, KS
-Seward County		620-626-0150	Liberal, KS
-Stevens County		620-544-4386	Hugoton, KS
Texas			
-Dallam County		806-249-2313	Dalhart, TX
-Sherman County		806-366-5551	Stratford, TX
-Hansford County		806-659-4140	Spearman, TX
-Ochiltree County		806-435-8000	Perryton, TX
-Lipscomb County		806-862-2611	Lipscomb, TX
PARTNERS			
CRC	877-437-4889		
Golden Spread	806-379-7766		
Golden Spread Dispatch	317-344-7020		
Golden Spread Mgr Engr Shane McMinn	806-231-1406 c		
Xcel (SPS) Transmission Dispatch	806-640-6596		
Xcel (SPS) Distribution Dispatch	806-796-3255		
Xcel (SPS) Security	612-330-7842		
SW Power Pool (SPP)	501-614-3900 X 1		

Western Farmers	405-247-4570		
North Plains Elec Coop, Perryton	(806) 435-5482		
Northern Natural Gas	580-625-4501 X 1		
Union Pacific RR (Alan Weissinger) Dispatch Emergency Stop	580-461-4665 c 800-848-8715 888-877-7267		
Burlington Northern Santa Fe	817-593-7200 800-832-5452		
Oklahoma Statewide (OAEC) Sid Sperry, Disasters	405-607-0160 o 405-627-7754 c		
Kenny Guffey, Safety	405-478-1455 o 405-823-5191 c		
Colorado Statewide	303-455-2700		
Kansas Statewide	785-478-4554		
New Mexico Statewide	505-982-4671		
Texas Statewide	512-454-0311		

Cooperative's Contact Person

Assistant General Manager: Chris Purdy (580) 652-4218   cpurdy@tcec.coop

IV.   EMERGENCY SUPPLIES AND 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 the event it needs access to additional supplies and work crews in an emergency.

Cooperative will survey the extent of damage and determine as nearly as possible the outside personnel and equipment needed. The Cooperative contact person will be the Chief Operations Officer.

V.   SECURING ASSISTANCE FROM REGIONAL COOPERATIVES

Cooperative has a Mutual Aid Agreement with the Oklahoma Association of Electric Cooperatives that is readily accessible in the event of an emergency.

VI.   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 consistent with all State and Federal Laws, Rules and Regulations.

VII.   METHOD OF REIMBURSEMENT

Cooperative will follow the reimbursement method as outlined in the Mutual Aid Agreement of the Oklahoma Association of Electric Cooperatives.

VIII. ANNEXES

Cooperative 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	No	In development.
E	Hurricanes	No	Not applicable. TCEC 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	Cooperative is a distribution only Utility.

ANNEX A – WEATHER EMERGENCIES

Refer to EOP page 5 and pages 8-9.

ANNEX B – LOAD SHED

Load Shed

The Cooperative has identified and created separate lists of hot and cold weather circuits which do not contain critical infrastructure and services. During a load shed event cooperative dispatchers follow a predetermined order of operations to shed these circuits until the required load shed capacity has been achieved. During a long-term load shed event system dispatchers rotate the outages between circuits to spread the outage time evenly across cooperative members while maintaining the required level of shed capacity.

ANNEX C – PANDEMIC AND EPIDEMIC

Pandemic Plan

1.1. INTRODUCTION

As part of TCEC's concern for the health of its employees, reports shall be monitored on the global spread of diseases and the possibility of a pandemic.

Pandemics are global epidemics of disease that occur on a worldwide scale and are traditionally caused by infectious diseases, such as influenza. Pandemics are unpredictable in their timing and impact making it vital that TCEC plan properly. As it is not possible to predict the behavior of a pandemic, a pandemic plan must allow considerable flexibility in its response. In the event the pandemic is widespread and lasts for many months, TCEC will have to plan for depleted and/or displaced staffing for long periods of time.

Developing a plan is only one part of overall preparedness for an outbreak. TCEC must communicate the plan to Board Members, Employees, Members and Vendors and revise the plan to stay current with changing business needs until the pandemic crisis has been resolved. TCEC

1.2. SCOPE AND OBJECTIVES

The objectives of this Plan are to provide:

- Background information on pandemic concerns
- Pandemic actions for TCEC employees
- A list of precautionary measures
- A checklist to assist management in providing the prerequisites that make the Plan effective
- A consistent approach regarding preparation for and management of the Pandemic

1.3. CORONAVIRUS DISEASE (COVID-19) INFORMATION

TCEC is currently monitoring the coronavirus disease (COVID-19). COVID-19 is a highly contagious respiratory illness caused by a novel (new) coronavirus first identified in Wuhan, China. While much is unknown, according to the Centers for Disease Control and Prevention (CDC), COVID-19 is spread from person-to-person in close contact (approximately 6 feet). Particularly, respiratory droplets produced when an infected person coughs or sneezes can spread the virus. These droplets can land in the mouths or noses of people who are nearby or can possibly be inhaled into the lungs. At this time, it is also suspected that a person can get this virus by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly the eyes.

TCEC is taking preventive action now to protect our staff from the coronavirus and ensure the continuity of our business operations.

1.4. PANDEMIC BACKGROUND

According to the CDC, a pandemic occurs when a new influenza virus appears, against which no one is immune. This may result in several simultaneous epidemics worldwide with large numbers of sick people and deaths. With the increase in global transport and urbanization, epidemics caused by the new virus are likely to occur rapidly around the world.

1.5 BUSINESS CONTINUITY PLANNING ASSUMPTIONS

The following are based on planning assumptions developed by the Critical Infrastructure Protection Committee (CIPC) of the North American Electric Reliability Council (NERC) and are available in their planning guide developed for use by the electric utility sector in the development of their own specific plans. TCEC has used the NERC planning guide in the development and approach to this Plan (See Appendix A – Plan Preparation Checklist). The following NERC assumptions are not predictions; rather they are situational planning parameters for business continuity planning for an influenza pandemic:

- The timing of the outbreak of a pandemic is uncertain and depends on many factors

- Once human to human transmission begins, the disease will spread very rapidly around the world within three to eight weeks

- Attack rate for the general population is expected to be in the range of 25%, and these people would be very ill for up to a week

- Absentee rates for employees may be in the range of 35% for the duration of the pandemic due to illness and other factors such as needing to take care of family members
  - The pandemic could last for 6 months
  - Absentee rates will not be uniform across an organization and will be caused by employee illness as well as family care issues, inability to get to work, etc.

- Persons who contract the virus are not expected to contract it a second time due to a buildup of immunity; however, if the virus mutates, recurrences for the same individual would be possible

- Employees will need to be managed differently to conduct essential business processes and to minimize the spread of the virus

- Not enough anti-viral medicines or vaccines will be available for the entire population
  - There may be none in the early stages and then limited quantities for select populations
  - Anti-viral medicines, such as Tamiflu, present a variety of difficult issues such as availability, shelf-life limitations, effectiveness against specific virus strains,

and dosage levels for pre- infection prevention as compared to post-infection treatment

- ○ A pandemic will strike in at least two waves, each lasting six to eight weeks
  - ▫ The first wave will peak in three to four weeks
  - ▫ The second wave will be three to six months after the first and will likely be stronger than the first
  - ▫ There may also be a third wave with characteristics similar to the second
- ○ It will be important to provide accurate and timely information distribution to employees, labor organizations, and membership before and during the pandemic
- ○ Interdependencies with other segments of the electricity sector (generators, transmission operators, distribution providers) and other critical infrastructures (communications, nuclear, natural gas, coal, petroleum, transportation, emergency services, etc.), as well as contractors and suppliers will be severely tested during an influenza pandemic, thus impacting call volumes.

1.5. LEVELS OF RESPONSE

Given that the nature of the next pandemic cannot be determined in advance, TCEC's Plan defines planning that should occur based on current conditions. These conditions are outlined in the following sections.

1.6.1. Seasonal

Annually, winter produces an outbreak of influenza, affecting 5% to 10% of the population. The strains during the normal flu season are generally the same as, or similar to, strains in previous seasons, and some pre-existing immunity to these viruses exist. Flu shots also provide some level of protection, if the shots selected by authorities coincide with the virus that ends up circulating for that season.

1.6.2. Epidemic

A widespread outbreak of influenza affects 10% to 20% of the population. The strains of influenza during an epidemic, like the seasonal flu, are typically seen in humans. For example, Indiana, Iowa, and West Virginia experienced near epidemic levels during the flu season of 2006-2007. The circulating viruses were those familiar to health officials; however, the sheer number of reported cases were quickly approaching epidemic levels in these states. A rapid spread through any segment of the populations can increase the risk of spreading when a large number of households are affected by sick school-aged children, for example.

1.6.3. Pandemic

A global pandemic will impact more than 20% of the population worldwide. A pandemic flu can occur when a strain of influenza, previously unknown in humans, develops the

ability to spread from person to person. The H1N1 flu of 2009-2010 is an example of a highly infectious, worldwide outbreak.

1.6. RECOVERY STRATEGY

The strategy for minimizing the spread of the infectious diseases among staff and allowing critical activities to continue is to employ telecommuting as much as possible. Where unique products and services or staff with unique skills and critical information/experience exists in the business, TCEC utilizes cross training of other staff in order to provide continuous service.

Additionally, following any incident or pandemic, all procedures and policies related to pandemic response would be examined for effectiveness and modified on an on-going basis to prepare for any future continuity issues.

2. Incident Management Phases and Actions

2.1. WORLD HEALTH ORGANIZATION (WHO) PANDEMIC PHASES

The World Health Organization (WHO) has developed a phased approach in recognizing and reacting to a worldwide pandemic. These phases and associated pandemic periods are shown in Figure 1 below. These phases act as trigger points for specific recommended actions.

Figure 1.

WHO Phase Levels		
Pandemic Periods	**Phase Levels**	**Phase Description**
Inter-pandemic Period	**Phase 1**	No animal influenza virus circulating among animals have been reported to cause infection in humans.
	Phase 2	An animal influenza virus circulating in domesticated or wild animals is known to have caused infection in humans and is therefore considered a specific potential pandemic threat.
Pandemic Alert Period	**Phase 3**	An animal or human-animal influenza reassortant virus has caused sporadic cases or small clusters of disease in people but has not resulted in human-to-human transmission sufficient to sustain community-level outbreaks.
	Phase 4	Human to human transmission of an animal or human-animal influenza reassortant virus able to sustain community-level outbreaks has been verified.
	Phase 5	The same identified virus has caused sustained community level outbreaks in two or more countries in one WHO region.
Pandemic Period	**Phase 6**	In addition to the criteria defined in Phase 5, the same virus has caused sustained community level outbreaks in at least one other country in another WHO region.

2.2. ACTIONS AND RESPONSES

In preparation for a potential pandemic event, TCEC has initiated the following activities:

- Monitoring WHO website (www.who.org) and the CDC website (www.cdc.gov) for regular updates
    - Providing regular updates to Senior Management Team and Human Resources

- Maintaining working relationships with Local Health Department representatives and participating in appropriate business continuity groups as necessary.

Prior to an incident, TCEC will take the following actions:

- Purchase adequate levels of Personal Protective Equipment (PPE)
    - Alcohol based hand cleaner
    - Latex gloves and Tissues
    - Masks (N95 for operations staff as needed when around or transporting potentially, or known infected persons)
    - Alcohol wipes for phones, keyboards, doorknobs, etc.
    - Spare keyboards, mice, and phone handsets will be ordered and

stored for 24-hour, operations staff

- o Educate staff and display signs, posters, pamphlets, etc. from local health departments in appropriate areas
  - ▫ Certain items will be displayed immediately (e.g., sanitary practices during flu season)
- o Perform Telecommuting Load Tests with staff
- o Due to the uncertainty of when, or if, a pandemic will occur, TCEC will implement the following guidelines when the pandemic alert level reaches **Phase 5**:
  - ▫ Guideline for sending someone home who is showing signs of illness at work
  - ▫ Guideline encouraging sick persons to remain at home
  - ▫ Guideline regarding individuals who refuse to or are afraid to come to work
  - ▫ Guideline regarding visitor and vendor restrictions
  - ▫ Guideline regarding travel restrictions
  - ▫ Guideline regarding on-site vendor restrictions
- o Guidelines will be communicated to all staff and applicable external entities

Actions will take place at escalated levels based on the WHO phase descriptions shown in Figure 1. Refer to Appendix A – Plan Preparation Checklist, for specific steps taken for plan preparation.

Identification of Critical Staff

2.3. CATEGORY ONE

Category One employees perform mission critical work that must be performed on-site and are challenging to perform remotely. For TCEC, these employees include Operations and Information Technology (IT) staff.

It is important for TCEC to provide a safe working environment. Even if this is accomplished, it is possible that an employee may not be comfortable coming to work. Human Resources (HR) and the Senior Management Team will monitor any crisis absenteeism and evaluate viable solutions.

3.1.1. Strategies for Category One Staff

Social distancing: This involves having employees work at least three to six feet from each other. If that cannot be done, masks and gloves are required. Workstation re-deployment may be involved.

Extensive workplace cleaning: All surfaces touched by hands and exposed to droplets exhaled during breathing need to be disinfected daily. This includes doorknobs, handrails, phones, desks

and keyboard surfaces. Employees may prefer to do these themselves. They will need to be instructed in proper procedure and provided with supplies to do so.

Masks and Latex Gloves: If employees cannot be adequately distanced,
masks and latex gloves need to be provided to employees who request them. Masks and latex gloves may be required for those persons transporting employees who exhibit signs of illness to a designated isolation room.

Shift work and flex scheduling: Critical staff shifts will be impacted by sick employees. Shifts may need to be altered to effectively use remaining employees.

Limit face time: Once Pandemic Level 6 has been declared face-to-face meetings will be cancelled. TCEC will ensure employees interface and work via conference bridges even if they are all physically present in the same work location.

No handshaking: TCEC will institute a no-handshaking policy. Hand-to-hand transmission is one of the greatest sources of infection.

Cross training: TCEC regularly reviews plans to ensure there is sufficient process and procedure documentation for someone to fill in for a sick employee, if necessary.

2.4.   CATEGORY TWO

Category Two employees perform mission critical work that does not have to be performed on-site and can be performed remotely. One of the key continuity strategies for a pandemic is to have mission critical employees telecommute. The following are telecommuting issues to consider:

- Do these employees have the necessary equipment to perform their work?

- Do they have broadband connection? Does the company's network have the bandwidth needed to support these workers?

- Is the corporate telecommunications system robust enough to support these employees working from home during the same hours for 6 to 8 weeks at a time?

2.5.   CATEGORY THREE

Category Three employees perform activities that are not mission-critical during a pandemic but whose work could be performed by working remotely from home. Their network access would come second to Category Two employees who would be performing mission-critical work remotely. If limited access or bandwidth prevents Category Three employees from being able to work remotely, they will be subject to the same issues and concerns as those affecting Category Four employees described below.

2.6. CATEGORY FOUR

Category Four employees perform activities that are not mission critical during a pandemic and cannot be performed or are unnecessary to be performed while telecommuting.

2.7. TCEC EMPLOYEE CATEGORIZATION

TCEC employees have been identified and categorized by work responsibilities, criticality of job responsibilities, and department.

The following list identifies staff, by category, that will be required to work during an outbreak:

- Category One: Needs to be defined
- Category Two: Must work/can telecommute (positions to be defined) Category Three: Can telecommute/not mission critical (needs to be defined)
- Category Four: Not essential to work in office (needs to be defined)

2.8. TELECOMMUTING PLAN

3.6.1. Background

TCEC has developed a telecommuting plan in preparation for business continuity contingencies and/or any pandemic situation that might arise. In an event TCEC headquarters was operationally compromised, unavailable, or unreachable by employees, TCEC would have the option to allow telecommuting. Most staff, including key employees critical to TCEC s' continued operations, would be able to work remotely. Staff could perform their job functions from their homes or other remote locations where internet access is available.

In summary, TCEC 's Employees are organized into one of following four classifications:

- Category One
  - Employees perform mission critical work supporting operations that must be performed on- site and cannot be performed remotely
  - Operations and IT other staff primarily fall into this category
  - Displacement plans are in place to allow these groups to continue to operate at a remote location indefinitely either via an off-site location or in another regional site

- Category Two
  - Employees perform mission critical work that does not have to be performed on-site and can be performed remotely

- Category Three
  - Employees perform activities that are not mission-critical during a pandemic

or emergency/crisis situation but whose work could be performed by working remotely from home

- ○ Category Four
  - ▫ Employees perform activities that are not mission critical during a pandemic and cannot be performed or are unnecessary to be performed while working from home
    - – For example, during a Pandemic situation, Business Development staff will not travel to any potentially new clients or existing members

2.9.   AWARENESS

To maintain a safe work environment, the following guidelines will involve employees, at all levels, to work together to communicate prior to or during a health crisis:

- ○ Prepare awareness presentations for staff prior to flu season (add to the calendar for training)

- ○ Provide general health and safety recommendations

- ○ Add contingency plan updates to management agendas

- ○ Ensure internal communication medium (e.g., TCEC intranet) is regularly updated and accessible by all employees

2.10.   MEDICAL EQUIPMENT AND SERVICES

TCEC will provide, if available, the following equipment to critical staff that must remain at TCEC in order to carry out their job functions:

- ○ N-95 Face masks

- ○ Latex gloves

- ○ Hand sanitizer and wipes for cleaning workstation surfaces

- ○ Equipment (i.e., keyboards, mice, etc.)

2.11.   SANITARY PRACTICES AND PLANNING

TCEC will perform the following in order to help minimize the impacts of influenza, as well as the potential pandemic:

- ○ Increase frequency of cleaning routines and extend to all areas that staff comes into physical contact with (e.g., workstations, meeting rooms, door handles, phones, etc.)

- ○ Workstation wipe down procedure for all TCEC employees (wipes made available at each station)

2.12. POLICY MODIFICATION/DEVELOPMENT

Various TCEC policies will be impacted by a pandemic situation. Because of the nature and unknown probability of when a pandemic might strike, TCEC will wait to address any policy revisions (excluding telecommuting) until WHO **Phase 5** is established. At this time, the TCEC Senior Management Team will address the following:

- TCEC Senior Management Team will institute policy as necessary to accommodate a pandemic scenario.

- Relaxation of the Sick Leave Policy definitions during a pandemic period to address sick hours taken in order for an employee to care for a sick family member

- Mandatory leave for employees who are sick or are showing the beginning signs of illness

- Guidelines to prevent employees from returning to work while still exhibiting sickness or still being contagious

- Guidance for accounting for missed time by employees who refuse, or are afraid, to come to work due to risk of exposure

- Visitor and vendor restrictions

- Travel restriction and potential quarantine for those traveling

2.13. INCIDENT RESPONSE AND BUSINESS CONTINUITY

The TCEC Senior Management Team will designate a succession plan and will coordinate this plan with HR. This succession plan is not for public nor employee consumption but will be presented in the event TCEC must implement the succession plan. Additionally, this succession plan specifically addresses CEO backup in the event the CEO becomes incapable of completing his or her duties as CEO.

Each department has been asked to consider the impact of the pandemic on their particular area of operation.

1. Appendices

1.1. Appendix A – Pandemic Preparation Checklist

Incident Response

☐ Prepare communication in advance to alleviate staff concerns.

☐ Contact local healthcare and Employee Assistance Program (EAP) providers to understand their coverage and how they can assist.

☐ Display health information posters in prominent places within the office.

☐ Work with cleaning crew to understand their responses and their ability to provide assistance during the pandemic.

☐ Activate a staff tracking process/system to obtain status of employee health, sickness, employees caring for sick, employees that are quarantined, employees able to telecommute, etc.

☐ Activate a visitor and vendor tracking procedure.

☐ Gain an understanding of vendor plans and ability to provide services and find out their response plans to the potential pandemic. Review plan, revise as necessary, and communicate Plan to employees.

Local Authorities and Health Department Representatives

☐ Identify local authorities, government and health agencies that are dealing with the threat and understand their response and action plans.

☐ Understand the plans for reporting infected individuals, containment, quarantine, commuting, and domestic/international travel restrictions.

☐ Take actions recommended by health agencies on cleaning and preventative care.

☐ If appropriate, form a relationship with local hospitals and investigate its plans for a pandemic.

Preventative Measures and Hygiene

☐ Ensure adequate supply of masks, latex gloves and cleaning materials. All cleaning materials should meet local health authorities' recommendations.

☐ Place additional signage where appropriate reminding employees of good hygiene practices.

☐ Communicate information and requirements as requested by the Incident Response Team.

☐ Notify the Senior Management Team and Human Resources of potential business exposures and concerns.

☐ Ensure that the telecommuting plan for critical employees has been put in place and is tested.

☐ Identify employees with related experience and cross train them in order to provide coverage for critical employees. TCEC

☐ Activate communication plan for extended periods of telecommuting.

☐ Keep the Pandemic Plan, Incident Response Plans, TCEC Intranet and all communication measures up-to-date.

ANNEX D – WILDFIRES

Cooperative is in the process of development of a wildfire emergency plan to include on this Annex.

ANNEX E – HURRICANE

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

ANNEX F - CYBERSECURITY

Cyber Security Incident Response Plan

Prepared For:

Tri County Electric Cooperative

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ANNEX G – PHYSICAL SECURITY

TCEC

Emergency Action Plan

995 Mile 46 Road | P.O. Box 880 | Hooker, Oklahoma 73945 | P 580.652.2418 | 800.522.3315 | F 580.652.3151 | www.tcec.coop

TRI-COUNTY ELECTRIC COOPERATIVE, INC.

Your Touchstone Energy® Cooperative

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ANNEX H – TDU REQUIREMENTS

Not applicable for cooperative. Cooperative is a distribution only utility.

AFFIDAVIT

I affirm that I have personal knowledge of the facts stated in this report or am relying on people with personal knowledge, that I am competent to testify to them, and that I have the authority to submit this report on behalf of the affected entity. I further affirm that all statements made in this report are true, correct, and complete.

This Emergency Operations Plan ("EOP") has been reviewed and approved by the appropriate executives, the redacted EOP summary is available to local jurisdictions as needed, Tri-County Electric Cooperative ("TCEC") maintains a business continuity plan, Specific TCEC personnel have latest NIMS training, Drills will be conducted as required by rule, and relevant operating personnel are familiar with and trained on this EOP.

Zac Perkins
CEO
Tri-County Electric Cooperative, Inc.

Sworn and subscribed before me this __3rd__ day of __Quune__, 2022.
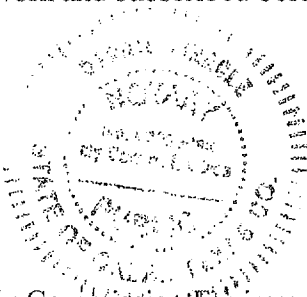
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Notary

My Commission Expires: 7-10-22

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