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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.

1. EOP has been reviewed and approved by the appropriate executives.
2. Redacted EOP summary is available to local jurisdictions as needed.
3. NPEC maintains a business continuity plan.
4. Specific NPEC personnel have latest NIMS training.
5. Drills will be conducted as required by rule.
6. Relevant operating personnel are familiar with & trained on the EOP.

Signature Randy Mahannah

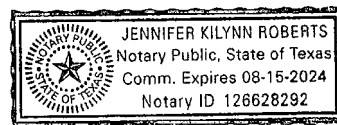
Printed Name: Randy Mahannah

Job Title: Executive Vice President & General Manager

Name of Entity: North Plains Electric Cooperative, Inc.

Sworn and subscribed before me this 11th day of April, 2022. Month Year

Jennifer K. Roberts Notary Public in and For the State of
Texas My commission expires on 8-15-2024.



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Revision: ____/____/____

EMERGENCY OPERATION PLAN

North Plains Electric Cooperative, Inc.

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211 MAIN CANADIAN, TX 79014	91
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Executive Summary

- In every business, there exists a need for speedy recovery from different types of

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disasters or attacks. Acts of God and man-made disasters have been known to cripple or destroy business functions and even entire organizations.

- This document provides adherence to the Texas Public Utility Project No. 51841, Review of 16 TAC 25.53 Relating to Electric Service Emergency Operations Plans (EOP), which seeks to implement requirements in SB 3 and revised Tex. Util. Code 186.007 that requires all electric cooperatives to update and include additional information in Emergency Operation Plans.
- Given the natural exposure to weather related outages, electric utilities have long proven disaster mitigation plans in place to recover their electrical grid. North Plains Electric currently maintains an Emergency Work Plan that provides disaster-planning resources. Mutual aid agreements between member electric cooperatives are in place at both the state level and nationally through TEC and NRECA. NPEC is a participating Cooperative in a memorandum of understanding with 15 Golden Spread EC Cooperatives and Lea County Electric Cooperative NM in the case of a disaster.
- Several types of disasters and attacks can occur that threaten Electric Cooperatives' ability to efficiently provide service to members. Disasters such as fire, tornado, and earthquakes 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 threaten the ability to do business from a particular location. Both of 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. Recent cyber attacks on business data have become an extremely costly issue.
- The purpose of this Disaster Recovery Plan is to speed this organization's recovery from a wide range of disasters or attacks. Though it may have a low probability of occurring, a plan would nonetheless have a huge impact on the 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.

Objective

- 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 and to meet the requirements of the PUCT. This manual assists NPEC 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.

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EMERGENCY SERVICE RESTORATION PLAN

North Plains 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 plan to include that developed by Texas Electric Cooperatives through TEC Loss Control.

The NPEC plan has been revised based on the model developed by Texas Electric Cooperatives so that there would be significant uniformity from cooperative to cooperative. 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. Mutual Aid Partners and Local Contact Lists
5. Annex A: Load Shed; Page Number 96
6. Annex B: Pandemic Preparedness Plan; Page Number 98
7. Annex C: Wildfire Mitigation Plan; Page Number 122
8. Annex D: Hurricanes; Page Number 123
9. Annex E: Cyber Security; Page Number 124
10. Annex F: Physical Security Incident; Page Number 144
11. Annex G: Requirements for Transmission and Distribution Utilities; Page Number 155

This plan will be reviewed periodically and continually updated by management and key staff of NPEC. The official copy will be maintained in the offices of North Plains Electric Cooperative.

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

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solution strategies with regard to noted weaknesses in the plan.

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DEFINITION OF EMERGENCY LEVELS

Pre-Storm Watch

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 Engineer, Operations Manager and Engineering Services Manager will monitor the situation.

- EXPECTED OUTAGE TIME-NONE
- CUSTOMERS OUT OF SERVICE-NONE
- INITIATED BY: OPERATIONS MANAGER/ENGINEERING SERVICES MANAGER

Level 1

An emergency/outage where cooperative crews are able to restore service in less than 4-hours. Personnel assembled as needed.

- EXPECTED OUTAGE TIME: 0 TO 4 HOURS
- CUSTOMERS OUT OF SERVICE: LESS THAN 100 MEMBERS
- INITIATED BY: OPERATIONS MANAGER, DISPATCHER OR ON-CALL SUPERVISOR

Level 2

An emergency where cooperative crews are able to restore service in less than 12-hours. All necessary construction, operations, and service personnel report.

- EXPECTED OUTAGE TIME: 4-12 HOURS
- CUSTOMERS OUT OF SERVICE: SUBSTATION OR MAJOR CIRCUIT
- INITIATED BY: OPERATIONS MANAGER, DISPATCHER OR ON-CALL SUPERVISOR

Level 3

An emergency where cooperative crews may require outside help to restore service. All Cooperative operations employees determined necessary must report.

- EXPECTED OUTAGE TIME: MORE THAN 12 HOURS
- CUSTOMERS OUT OF SERVICE: WIDE SPREAD DAMAGE
- INITIATED BY: ENGINEERING SERVICES MANAGER, OPERATIONS MANAGER OR GENERAL MANAGER

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DUTIES FOR ALL GROUPS

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.

Engineer, Operations Manager and Engineering Services Manager

- 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.
 2. Determine location of protective devices and switches involved for the restoration of power.
 - Secure outside contract assistance if necessary.
 3. Determine and execute relief schedules during extended service restoration.
 - i. Establish a crew rotation plan when restoration of the system is exceeding individual safe working hours.
 4. Periodically review and determine the best utilization of equipment and personnel.
 5. Coordinate material requirements with purchasing agent to the material supplier.

System Dispatch Operators

- 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.
6. Identify each problem area utilizing OMS on the system map.
 - Track the location of personnel in the field and maintain record.

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Member Service Group

1. Provide trained and courteous personnel for answering member outage calls and verify power restoration to members.
 2. Assist with prioritization of outage calls with regard to special needs or critical loads.
 3. 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.
 - Distribute a list of members with special, life-support, or other critical problems.

Communications Specialist

- Communicate with and identify key account customers for the Operations Group.
 - Coordinate news releases and public service announcements with the 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.

Customer Service Representatives

- Collect complete information using outage management system program.
- Answer member outage calls courteously, calmly and professionally.
- Maintain accurate outage information for call back members.
- Confirm restoration of power by follow-up phone call.

Line Foremen/Staking Technicians/Engineering Services Group

- Field coordination of the power restoration plan by maximizing progress of crews and maintaining adequate equipment and material in the field.
- Meet daily with the Operations group to assist in the progress of the Restoration Plan and determine plan for the following day.

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.

The following list of duties and activities are representative only.

- May be directed to determine the extent of damage by field inspection.
- May provide guidance to damage areas and accumulate material lists.

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- 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.

NEWS & MEDIA PROCEDURAL GUIDELINES

All Personnel - Report information about employees or the operations and activities of the Cooperative to the Communications Specialist.

Dispatchers or System Operating Personnel - In the event of a major electric system outage or emergency, the Engineer should be notified immediately. If advisable, then notify the Communications Specialist and the General Manager where a decision will be made to either contact the news media or wait for an inquiry. Depending on the nature of the situation, the Communications Specialist may decide to write a report (take photos, etc.) for either a news release or member advisory.

Communications Specialist - Prepare all news and press releases and advise the General Manager accordingly. 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.

Engineer/Engineering Services Manager - Notify the Communications Specialist of system operating outages and other emergency conditions or situations that could invite media attention or need media or member advisories

CFO - Notify the Communications Specialist of rate and/or billing matters or other situations that could invite media attention or need media or member advisories. Act as official spokesman in the absence of both the Communications Specialist and the General Manager on matters relating to this department.

Field Crews - Keep Dispatcher and Engineer/Engineering Services Manager 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

During an emergency, the cooperative’s telephone system will be staffed around the clock in order to receive information from customers, emergency authorities and others. Also, personnel will be on duty at all times to receive outage reports from consumers appearing in person.

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Coordination With Visiting Work Crews

Under extreme damage conditions, NPEC will assign one qualified engineering or operations employee to manage and shadow each contractor crew. If visiting crews operate on the same radio frequency as the cooperative, dispatchers and field personnel can communicate directly with the radio-equipped trucks. For those trucks operating on a different frequency or without radio equipment, the cooperative may issue hand-held radios, if available, to communicate with NPEC personnel. Cell phones shall be used if available.

Critical Loads

Before telephone service is not available, the cooperative will attempt to notify critical loads either before or at the onset of an emergency through social media, Website posts and broadcast radio. When telephone service is not available notification through utility personnel in the field shall be deployed.

Texas defined critical loads include natural gas producing wells, municipal water wells, sewage treatment plants, extended living facilities, nursing homes and individual homes with members on life support devices.

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ENGINEERING and OPERATIONS

- Engineering department shall use the current Construction Work Plan standards concerning specific pole and conductor sizes that conform to RUS requirements and other items to be used in a “Standard Construction Policy.” Co-op staking sheets and work plans may be used as examples to show proof of a “replacement standard” being in place prior to the occurrence of a natural disaster.
- Dispatch and operations personnel should note the date and time the first outage occurred due to the disaster, and the date and time the last consumer’s electricity is restored.
- **FEMA Related.** The engineering/operations department will solicit at least three (3) bids for permanent repair work to be done, preferably before the conclusion of the 70-hour Emergency Protective Measures period unless cooperative personnel supervise contractors. Bids from contractors must be received, along with price sheets for storm labor and equipment. Bids shall be taken on a per-unit basis, rather than hourly. Proof must be shown that the contractor was supervised by the cooperative, complete with daily notes and documentation if billing is hourly.
- **FEMA Related.** Additional engineering resources shall be arranged to assist in the daily development of staking sheets, material sheets, and work order information if the situation warrants that action. This will allow the staking technician to stay ahead of construction crews, and provides for an orderly flow of necessary and vital information to other key departments.
- **FEMA Related.** Member donated items, such as food, services and labor, must be well documented. It may be necessary for the member or group providing these items to sign an affidavit listing the cost of donated items, or for an invoice to be provided. This could then be included in Administrative Expense by the cooperative.
- **FEMA Related.** Prepare staking sheets as soon as possible for work to be done. The labor for making the staking sheets should be included in the work order and is FEMA reimbursable (Category F, Utilities, permanent repairs). The labor involved in looking for and estimating damage to the system is not reimbursable except as Administrative Expense.
- Recommended damage survey procedures:
 - The Operations Manager shall determine the correct method to perform a ‘Fast Survey’ of the area(s) in which damage is suspected. If extreme destruction is anticipated, the use of an aircraft and/or drone shall be used to survey the damage. Otherwise, enough personnel to drive through the damaged area(s) in one day or less shall be used.

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- The Fast Survey is designed to rapidly determine the extent of damage throughout the co-ops' system. It will allow for better decision-making concerning crews, materials and equipment.
 - Damage reports from survey personnel should list the location using GPS coordinates and reference points, approximate length (1 mile, etc.) of damage in area, the type of damaged pole line and any other pertinent information.
 - Collect all reports during the survey at the dispatch center or temporary Emergency Operations Center and mark the damaged locations on a Key Map. A database should be started to log each of the damage reports by line section or map location number. Documentation of the scope and location of the damage will be needed for later accounting purposes.
 - If conditions allow, cell phones should be used to report damage immediately; the designated employee should log these reports onto the Key Map and also log the reports into the database.
 - Survey teams shall not stop and draw staking sheets or make detailed material sheets during the initial Fast Survey. The goal is to rapidly drive through the damage area(s) to determine the extent and locations of damage. The information gathered will then be used to determine crew and material requirements. The earlier the co-op gets a handle on the extent of the damage, the earlier proper staking sheets can be developed for known damaged locations.
- Beginning repairs: The cooperative will concentrate on areas to get power restored to the most consumers with the least amount of work, and to critical loads, if possible. Work will begin at substations and restoration on main feeder lines outward from that point. If damage is extensive in an area, staking technicians may need to be sent ahead of repair crews in order to draw staking sheets and set stakes. All feeder lines and critical loads should be identified in advance.
 - Some lines can be repaired with little or no staking; others will have to be staked by staking technicians using Partner software as if they are new construction.
 - Ice storms may break poles down, but type of framing and original hole locations will still be known. Repair crews can reset new poles in these instances without staking sheets or stakes, unless the damage involves Codes and Standards changes, which may necessitate re-staking due to changes in ruling spans being made for proper clearance purposes.
 - Quick RUS staking sheet drawings listing pole framing requirements are very helpful for repair crews, but in ice storms, with a visible pole line in place, it may not be necessary for

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staking technicians to measure spans or set stakes. Staking technicians will have to coordinate with repair crews, and vice-versa.

- Inspect and document the repairs: Once repairs are underway, use engineering personnel to inspect repaired or replaced work at locations. Staking Technicians using Partner software or additional engineering help from neighboring co-ops should be considered. Engineering personnel will have to look for all poles and construction units that were set or replaced during the disaster. Some repairs may have been made without benefit of written records; the purpose of the engineering follow-up inspection is to further document repair locations and materials used.
- The second purpose of the inspection is similar to work order inspections. List the material units used at each damaged pole location, noting any cleanup or corrections that may be required in order to bring the line into compliance with current co-op, RUS and NESC Codes and Standards.
- **FEMA Related.** For **Category F, Utility (permanent repairs)**, board-approved co-op design standards and staking tables shall be followed. This customized “Standard Construction Policy” spells out standard pole heights, conductor sizes and ruling spans to be used at the cooperative, and should be utilized every day by co-op staking personnel.
- The third purpose of the inspection is to have personnel check surrounding areas for damaged lines possibly overlooked during the initial Fast Survey. Some lines may serve idle or seasonal services and should be closely evaluated for either rebuild or retirement.
- **FEMA Related.** Inspection notes must be detailed and listed by map location number. The notes should be entered into a database for easy retrieval and subsequent evaluation. Documentation of all work performed during the disaster is a major task, but is absolutely critical if a cooperative expects to qualify and receive FEMA reimbursement. These records will be used to ensure the system is returned to current Codes and Standards, and to help document material and labor costs associated with all reconstruction efforts.
- **FEMA Related.** Contracts from contractors: The co-op must have in place, or be prepared to receive from at least three (3) different sources, bids for permanent repairs. This is preferable during the 70-hour Emergency Protective Measures period immediately following the disaster. During the initial emergency period, if a contract has not been signed by the contractor, any record of contact, arrival times, and/or anything discussed by phone or in person with the contractor should be documented. OIG auditors may allow these costs from contractors, but only if the co-op proves such verbal agreement existed via documentation.

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- Contractors unfamiliar with local co-op service areas will require supervision and instruction by co-op employees. Trained and experienced employees should be used to supervise these contractor crews.
- If possible and if needed, any local contractors and their extra crews should be used. Keep contractor emergency storm repair rates or local contractor contact information on file with the cooperative, as well as rates for permanent repairs.
- **FEMA Related.** Keep all receipts during the event, in case the storm or event is later declared a federal disaster.
- **FEMA Related.** Work Orders: NPEC shall determine the number of work orders to use following a disaster. **Counties shall be designated with map location numbers noted on all time sheets, staking sheets and material sheets.**
- On-file contracts: NPEC retains contracts and keeps them on file from select contractors. Included in those contracts should be a sheet pertaining to emergency storm work. Contractors will be contacted within the first 24 to 36 hours of the disaster if damage warrants contractor assistance. **FEMA Related.** Again, bids for repairs should be let during the 70-hour Emergency Protective Measures period, and before permanent repairs begin.
- Rights-Of-Way (R-O-W) contractors: A R-O-W contractor can be very beneficial during a disaster, especially if needed for debris removal. The contractor may need to be supervised by co-op personnel, and will need to provide complete details of their daily work, submitting detailed invoices on a weekly basis.
- All departments should be notified of work orders assigned to a disaster. Departments should also be informed of activity codes that may be assigned. Coordinate specifically with the accounting department to ensure that copies of all time sheets, invoices, checks and cash receipts are obtained. **FEMA Related.** Keep a working file that is designated by work order number, **FEMA Category A through F**, and location (map number, county, etc.).
- Utilize all available employees and volunteers as needed to deliver food and/or materials to crews in the field. **FEMA Related.** All receipts and detailed logs of material and/or equipment delivered must be kept.
- Fuel (diesel, gas, etc.) from suppliers throughout the co-op's service area may or may not be available. A contingency plan should be in place to deliver properly-sized backup generators to these fuel suppliers in case their pumps have no electricity due to the disaster.
- Have all contractors sign a simple contract stating that they are indeed contractors and that they agree to "hold harmless" the cooperative from liability, worker's compensation claims,

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damage to hotel/motel rooms, and damage to public/private property due to their crews' negligence. Include in this agreement that weekly invoicing for work performed by the contractor is expected by the cooperative.

- Engineering firms may need to be used to prepare bid specifications. Utilize their services, if available, during a disaster situation. This will also help in allowing the cooperative's in-house engineering and staking department personnel to stay ahead of contractors and construction crews with staking and material sheets, which is absolutely necessary.
- **FEMA Related.** As soon as possible during the disaster, utilize available personnel, part-time employees, or possibly retirees to take both still pictures and videos of the damage. This serves two purposes: **1.)** It makes a permanent record of the amount of ice that was on the line or the level of devastation caused by a hurricane or tornado, thus making damage repair estimates more realistic; and, **2.) Photos and videos can be used to show FEMA and/or state emergency management personnel conditions that caused the damage to the cooperative's system.** Remember that FEMA and/or state emergency management personnel often do not show up at the cooperative until several days (or weeks) have passed, so these photos and videos can play a very important role in verifying and validating damage assessments and the necessary levels of permanent repairs to be stipulated in PWs.
- **Any verbal contract or agreement** between contractors and cooperative personnel should be written down and recorded. A checklist should be made by the engineering/operations departments of documentation to be required from all contract crews. This documentation will serve as backup for review of billing invoices submitted by contractors. If documentation is not present and does not backup an invoice submitted by the contractor, the contractor should be required to find and submit the proper documents before payment is made to the contractor by the cooperative.
- Contractors should be required to submit weekly invoices, including time sheets, detailing individual crew member names, where they worked, hours worked, equipment used, etc., and listing costs for pieces of equipment used in both the emergency restoration and permanent repair efforts.
- Engineering/operations personnel should be prepared to document and explain the process used by the local cooperative to select work crews, whether from other co-ops (through a Mutual Aid Plan) or from contract construction crews. An 'Action Plan' detailing how the co-op selected contractors and why specific equipment was requested for the emergency restoration and permanent repairs process should also be developed.

NOTE: Utility employees are now exempt from "Hours of Service" driving regulations.

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ACCOUNTING

The stability of the electric utility industry makes us slightly less susceptible to business interruption when compared to businesses that will likely lose significant market share if they cannot deliver their products and services in a competitive environment. However, it is important to plan for recovery from a large-scale disaster. There are questions in planning for the cooperative's business contingency that must be considered:

- How will our cooperative continue to collect payments from walk-in consumers if our Perryton office has been destroyed?
- ☐ How strong are our relationships with our lenders and vendors?
- What type of physical security do we need to have in place if we are operating from the Canadian Bootcamp office or a temporary location?
- Should backup banking arrangements be in place prior to any type of disaster?

In the event of an emergency, the following accounting functions are important to the continuity of service.

- Accounts payable
- Accounts receivable
- Banking
- Payroll
- Availability of short-term cash
- Records and record keeping
- Security

The following accounting functions are necessary for the smooth operation of the business during normal operating conditions and/or emergency conditions:

- Maintenance of accounting records.
- Safeguarding of accounting records.
- Non-interruption of accounting functions, including payroll time sheets and receipt tracking.
- Lines of credit with current / new vendors, CoBank, CFC & RUS.
- Contact with banking institutions, insurance carriers and vendors.
- Public and member communications through print, radio or television.

FEMA Related.

- Project Worksheets (PWs) should specify quantifiable and verifiable quantities of work to be done whenever possible. Accounting personnel should be prepared to explain any cost over-runs or the reasons for higher costs than were estimated. **Notify the state emergency management office immediately if an over-run is anticipated.** The progress of a PW should be tracked constantly, and may require the use of a full-time accounting manager for any FEMA-related work performed at the cooperative.

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- On the first day of the disaster, implement activity codes for tracking work by location and by type of work, i.e., emergency restoration, permanent repair, etc. These activity codes **must** be used by all employees on their time sheets and accountants **must** use them on contractor invoices.
- Maintain close contact with the engineering department regarding work order numbers assigned, or to be assigned, to the disaster. To expedite information gathering, activity codes by county **may** be assigned to work projects.
- The co-op should keep a log of all contract crews hired during the disaster. The log should include company names, their hotel/motel expenses, and meal expenses, with crewmembers' names and their local accommodations.
- Contractors should be made responsible for maintaining their expense records and for submitting invoices to the cooperative on a weekly basis. In addition to crew names on receipts, it would be helpful to list the crews' weekly work location by county, map number, etc. Also, if the time and expenses are related to time spent by the contractor driving to the cooperative, the contractor should so specify on the invoice or receipt. If receipts are not included with invoices, then no payments should be made by the cooperative until such time as missing receipts are supplied or the charge is removed from the billing.
- After FEMA's Project Officer has been assigned and begins working with the cooperative, assign the PW numbers to **all** invoices. Prepare a spreadsheet that summarizes the PWs, including the invoices, check numbers, vendor names, and amounts. If possible, make copies of all documents and place with the spreadsheet. Make copies of all spreadsheets that are created and place them on a disk (CD) and file them in the cooperative's vault, a safety deposit box, or a safe and secure place.
- Keep **all** receipts from co-op crews; consider utilizing credit cards for supervisors in order to better maintain records from the disaster.
- Make copies of all time sheets, invoices, checks and cash receipts as they are obtained. Keep a working file designated by work order number, FEMA disaster Category A through F, and by location.
- In order to show details of work, it is recommended that a folder be set up in Excel (or other spreadsheet software used by the local cooperative) and to save all work documents on a shared server platform. This allows the following:
 - i. Payroll detail to be captured from time sheets. A spreadsheet can be prepared showing daily time, including regular hours and wages, overtime hours and wages, with employee names, numbers, and titles for each FEMA Category A through F. This also allows for preparation of a cover sheet with total hours and total dollars,

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including breakdown of costs by county. It is suggested that space be set aside on the spreadsheet for a supervisor's signature, certifying the true and accurate nature of the time sheets and other materials to be reviewed.

B. Prepare a similar spreadsheet(s) for contract employees, temporary employment service personnel, or other temporary employees. Contractor certificates of insurance and relevant contracts with the cooperative should also be attached with the spreadsheet. A supervisor's signature verifying accuracy is recommended.

- **Prepare a cover sheet for all contractors' invoices for Category F** damage, outlined by specific contractor, invoice numbers, dates of invoices, check numbers, amounts, and distribution by county. A supervisor's signature verifying accuracy of information and invoices is recommended.
 - Print a detailed listing of all material from the material systems. Maintain copies of warehouse pick lists and any documents used to gather materials information. It is recommended that a special inventory be taken as soon as possible after the disaster to reinforce documentation. If a co-op has inventory on consignment, the vendor should also balance their inventory.
 - **Prepare a Totals page of all FEMA Categories**, by county, and present a grand total of the disaster damage incurred by the cooperative. This gives confirmation that detailed spreadsheets are in balance.
 - Create a check register in Excel or other spreadsheet software, keeping it in check number order. Create a column to reference the PW that applies to each check written for reimbursement. This register will prevent duplicate claims from occurring on multiple PWs.
 - Keep all records of calculations involving percentages for fringe benefits for employees.
 - Keep all records and documents in one location; copy any document that could possibly be related to the disaster. **Do not** let documents get separated.
13. Keep copies of all contractors' contracts. If no written contract exists, keep notes of any verbal agreements, their stipulated rates of pay, and requests for copies of their certificates of insurance.
14. 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).**

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15. Make a copy of the Worker's Compensation report for each month that disaster work is performed and keep on file for auditors.
16. Require all contractors to send in copies of their employees' time sheets on a weekly basis. It is also advisable to keep co-op employees' time sheets in this file as well. Make copies of co-op employees' individual rates of pay at the time of disaster and keep on file with their time sheets for the length of the disaster.
17. Keep all payroll audit reports for the time frame of the disaster; also keep all payroll calculations for the disaster period.
18. Make a copy of all journal entries made regarding the disaster.
19. Keep copies of all cash sheets that show when the cooperative received FEMA or state emergency management agency disbursements.
20. Remember: all contractors' billing is date-sensitive. Therefore, all billings should include: when, with what equipment, by whom, and how much (labor/materials), all to be accounted for on a daily basis and submitted to the cooperative, weekly, at minimum.
21. It is **imperative** that co-op and contractor labor be accounted for in proper **disaster Categories A through F**, and correlated with time sheet information.
22. Maintain documents detailing costs for pieces of equipment used by other cooperatives and/or by contractors during emergency restoration and permanent repair efforts; consult FEMA equipment price lists for allowable comparisons.
23. Keep an accurate accounting of all overheads as they relate to emergency restoration and permanent repair activities.

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Risk Mitigation Efforts

Steps should be taken to minimize the losses to the cooperative in the event the accounting functions are affected by an emergency situation. The following mitigation efforts should be taken to prepare for possible emergency situations:

- Designate/appoint chain of command for management to assume control of the site.
- Utilize the Canadian Bootcamp office as backup office location or if unavailable, neighboring cooperatives for “best fit” and accounting practices. It may be necessary to use a neighboring Cooperative as a contingency site until a permanent business location can be restored.
- Create and keep a contact list of banking institutions, insurance carriers, vendors, etc. in a secure offsite location
- Establish or maintain rapport with a secondary financial institution to reduce vulnerability.
- Maintain off-site storage of backup records.

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Short-Term Recovery Efforts (Accounting Functions)

Short-term actions to consider following an emergency involving loss of accounting functions include:

- Reestablish communications.
- Contact insurance carrier.
- Reestablish central information systems and then desktop systems as needed.
- Maintain use of NISC (billing system provider) to estimate and send customers' bills.
- Ensure payroll is quickly operational.
- Secure short-term loans as necessary and communicate with vendors on lines of credit.
- Maintain line-of-credit with CoBank and CFC, establish credit agreements and accounts.
- Provide for ongoing local payables (motels, restaurants, gas stations, suppliers).
- Confirm local banking arrangements are operational.
- Use credit cards as necessary to defer cash movement to the next month or longer.
- Utilize neighboring cooperatives, as necessary.
- Use social media, emergency bill stuffers / messages to communicate with members.
- Provide for receipt tracking, payroll time sheets, etc.
- Keep excellent records of disaster losses and restoration efforts for FEMA, may need to educate FEMA personnel on disaster definition at the cooperative level.

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Long-Term Recovery Efforts

Long-term actions to consider following an emergency involving loss of accounting functions include:

- Use website, social media, “bill stuffers”, local radio and newspapers to communicate important messages to members.
- Assess losses to stored documents to determine if facilities provided adequate protection of important papers.
- Assess need for a system upgrade and/or equipment change with replacement.

Notes / Recommendations

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COMMUNICATIONS and PUBLIC RELATIONS

The types of communications important to normal operating conditions are:

- Telecommunications equipment and handsets
- Facsimile equipment
- Radios
- Cell phones
- Email and Internet
- Social Media

The following items are strongly dependent on communications for normal operating conditions and during emergency conditions:

- Member communications through print, radio or social media.
 - Contact with key officials in local, state and/or federal government, such as disaster relief personnel, law enforcement and fire department.
 - Internal communications and coordination of recovery efforts.
 - Contact with employees and their families.
 - Contact with vendors and contractors.
 - Critical load members directly served.
- Office personnel can be utilized for many projects during a disaster. Many duties these individuals can carry out may be logistical in nature; that is, personnel may be used to coordinate the delivery of food, equipment, materials and meals, all in addition to their normal duties. Because of their varied experiences, these employees may also assist other departments as needed, including the cooperative's emergency dispatch center, warehouse, temporary warehouse operations, staking, and engineering/operations.
 - The Communications Specialist should assist management in drafting letters (sample copies included herein) to the cooperative's membership, detailing the extent of the disaster and its impact on both the membership and the co-op. The GSEC or statewide Communications Departments are also available for these tasks. Such letters should be sent to all members in damaged areas, and include vital data such as the projected length of the outage, and phone numbers for service organizations such as Red Cross, local emergency shelters (churches, schools, etc.), and contact numbers for state emergency management and FEMA.
 - Any available office personnel may be able to assist in locating lodging for contractors and co-op crews that will be arriving at the cooperative headquarters within hours. This same group can also contact area cafes, restaurants, and community service organizations concerning the preparation of meals and laundry services for repair crews.

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- Always communicate honestly and openly with the co-op membership and media. Always estimate outage duration on the high side. And, if you don't know an answer to member or media questions, say so! Most importantly, always tell the truth!
 - Write and submit press releases (via e-mail) to local newspapers as often as their print schedules allow. Send daily e-mail disaster updates to your cooperative's Statewide Association, local radio and/or television stations, and other information dispensing resources that can keep the cooperative membership and general public informed about all progress being made in the power restoration effort. Mailing weekly letters to consumers in damaged areas is strongly advised, since they will not have electricity and thus have limited access to radio/TV broadcasts.
6. Post daily updates on social media outlet.
- **FEMA Related.** Assist the engineering/operations departments by documenting the extent of the storm or disaster using both still photographs and videos. FEMA and state emergency management officials may not visit the co-op service area for several days or weeks, so having photos and videos of actual damage as it occurred is helpful. Date and document the times and places that photos and videos were taken.
 - **FEMA Related.** Date, document, and describe all work performed by office personnel if it relates to field work, i.e., meal delivery, equipment and materials delivery, materials management at warehouse or satellite warehouse(s), or other activities directly relevant to field work.
 - **FEMA Related.** If members or others donate food, services or labor, ask them to provide receipts or invoices for the items, or ask that they sign an affidavit listing the cost or value of items being provided for use by the cooperative. This may be credited toward the cooperative's Administrative Expense.

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Risk Mitigation Efforts

Steps should be taken to minimize the losses to the cooperative if communication equipment may be affected by an emergency situation. It is strongly encouraged that the following mitigation efforts be taken to prepare for possible emergency situations:

1. Consider keeping spare radio transmitter on hand and maintain it offsite.
2. "Talk-Around" truck-to-truck radios when purchasing new systems.
3. Consider a satellite cell phone that is not dependent on cell towers.
4. Assess telecommunications provider's ability to respond to various disasters.
5. Establish agreements with local communications companies to get priority on use of their tower space if needed for radio equipment.
6. Maintain contract with CRC for after-hours answering service.
7. Maintain plan to switch incoming telephone calls to call center.
8. Develop an ongoing relationship with local emergency management agency (EMA).
9. Create and keep a contact list available of important community and emergency management personnel.
10. Provide designated company spokesperson education on how to interface with the media.
11. Establish designated and backup internal official media spokesperson that will deliver the same message when asked questions.
12. Develop a canned press release.
13. Designate/appoint chain of command for management to assume control of the site.
14. Encourage / pay for employees' amateur radio licenses.
15. Establish relationship with local (county) American Radio Relay League liaison
 - a. (<http://www.arrl.org/> - national,

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Short-Term Recovery Efforts (Communications)

Short-term actions to consider during an emergency involving communications include:

1. Loss of Radios

1. Contact - mobile phones / 2-way paging.
2. Neighboring Co-op, other utilities.
3. Contact state EMA for information on the emergency management radio system.
4. Assess / address coverage issues and safety issues of using alternate radio or phone systems.
5. Lease tower space, use spare radio transmitter or rent one.
6. Assess temporary radio range if tower location and/or equipment has changed.
7. Use a physical runner.

1. Loss of Land Lines or Telecommunications Equipment

8. Forward to Call Center, another co-op, business, employees, homes.
9. Utilize cell phones and obtain more as needed.
10. Use stand-alone telephone if internal telecommunications equipment fails.
11. Move physical telecom equipment (switch, computer, handsets) to alternate location.
12. Contact Phone Company - switch number routing, as needed.
13. Communicate with State of Texas EMA, National Guard as necessary.
14. Use amateur radio (American Radio Relay League).
15. Consider using direct way satellite internet for alternate communications methods (e-mail).

1. Loss of Cell Phone Service

16. Use land lines where available.
17. Use company radio.
18. Use amateur radio if all other communications are unavailable.
19. Contact primary and alternate wireless communications companies.
20. Use pagers.
21. Employee communications coverage — broadcast pager message to critical employees.
22. Ask neighboring co-ops or businesses for assistance.
23. Keep public message consistent.
24. Consult GSEC or TEC personnel for assistance with media message.

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Long-Term Recovery Efforts

Long-term actions to consider following an emergency involving communications include:

1. Loss of Radios
 1. Assess need for a system upgrade and/or frequency change.
 2. Tower location / height.
 3. Address FCC requirements.
 4. Survey neighboring cooperatives regarding the quality of their radio systems to decide if an upgrade to more current technology is needed.
 5. Contact radio vendors for proposals and equipment upgrade recommendations.
1. Loss of Land Lines or Telecommunications Equipment
 6. Assess need for a system upgrade.
 7. Contact vendors for proposals and recommendations.
 8. Consider local provider change, if available.
1. Loss of Cell Phone Service
 9. Assess need for a system upgrade and/or equipment change.
 10. Contact vendors for proposals and equipment upgrade recommendations.
 11. Consider provider change, if available.

Notes / Recommendations

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Revision: ____/____/____

Sample News Media Communication

SUBJECT: News Media Communications

DATE:

PURPOSE: To establish proper procedures for communicating with representatives of the news media and designate personnel with media contact authority.

GENERAL: Periodically, situations arise that require the Cooperative to respond to inquiries and/or make statements of position to representatives of the news media. Such inquiries can follow unusual outages or other emergency situations, legislative actions on a local, state or national basis, rate or billing changes, and a variety of other matters that tend to invite attention from news and other media. Such inquiries can come from local television stations, newspapers in the service area and industry or farm related periodicals. This directive is intended to establish guidelines for properly initiating news or press releases and for properly responding to such inquiries when made to the Cooperative.

PROCEDURE:

NEWS OR PRESS RELEASES: The Communications Representative is authorized and directed to approve any such news releases. All personnel should be alert to inform the Communications Representative of any newsworthy information about an employee or director or an event in which the Cooperative is involved when such would enhance the member and public relations of the Cooperative or its image in the service area. The Communications Representative is responsible for recommending such information to the General Manager for release to the media. Releases should be made to media representatives in the service area or any applicable local area within the service area for which the information would be pertinent.

NEWS MEDIA INQUIRIES: The Communications Representative is authorized and directed to be the official spokesman for the Cooperative when inquiries are received by the news media or when it is necessary for the Cooperative to make a statement of position or explanation. The General Manager will determine when such statements should be made. In the absence of the Communications Representative and the General Manager, the Insert Position Here is authorized to respond to media inquiries concerning electric system operations and the Accounting Representative is authorized to respond to inquiries concerning rate or billing matters.

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Sample Communications Policy

SUBJECT: General Communications with Members of the Cooperative

DATE:

PURPOSE: To establish the proper procedure for providing various communications articles, documents, letters, etc. to the general membership of the Cooperative or a major portion thereof.

GENERAL: Communications to the membership of the Cooperative are vitally important and must be handled with extreme care. Inaccurate or confusing information or instructions to members almost always results in damaged member relations and the proper image that we want to leave with both the membership and the general public. This directive is intended to establish the proper procedures for ensuring good communications with members.

PROCEDURE:

PUBLICATIONS: The General Manager must approve the text of all communications in Texas Co-op Power, bill stuffers, general mailings, etc. that are mailed to all members of the Cooperative. The Member Services representative will approve same prior to approval by the General Manager.

SPECIAL LETTERS: Occasionally, it is necessary to send special communications to members following an outage, a billing problem, or to notify a class of consumers of a certain situation (such as special letters to irrigators or load management participants). These must be first approved by the appropriate department manager and then forwarded to the General Manager for final approval prior to mailing.

REGULAR NOTICES: All "form" type letters, notices and like communications to members must be approved by the appropriate department manager prior to forwarding to the General Manager for final approval. The same is required before any changes are made in existing documents. Such "form" type communications will be reviewed at least annually for content and accuracy.

RESPONSIBILITY: General Manager

Approved: _____ Date _____ Revised: _____

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Revision: ____/____/____

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

Sample #1

Dear Member,

NPEC 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 are down, bringing our broken pole total to over _____.

The purpose of this letter is to inform you that we are estimating that it may be over _____ weeks before we can have all meters back in service. We have begun our repairs nearest to the distribution substations and are working out from there. We will energize line as it is built and isolated from other damage.

NPE 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 as needed. Weather variations 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 recent history. For NPEC, this damage is even worse than previous events – the same disasters that many of you have also experienced. We understand that being without electricity is a hardship, but we hope you'll understand that your Co-op is working diligently to restore your power. For repair updates in your area, please call our office at 806-435-5482.

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Sample #2

Dear Member,

We are sending this letter to once again update you on the ice storm damage and the progress North Plains 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.

North Plains Electric Co-op now has the aid of _____ additional crews. Even with this number of workers, rebuilding the system takes time. It could be another _____ 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 regional 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 office at 806-435-5482.

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Information Systems and Paper Records

Nearly as important as loss of personnel is protecting against the loss of electronic data and paper files. The following questions in planning for the cooperative's business contingency need to be considered in advance:

- What type of backup system is currently in place to restore business information to current operating conditions?
- Have all critical systems been backed up and tested for accuracy?
- Have all critical hard files (paper, etc.) been duplicated and stored in remote locations to protect against loss?
- What type of information systems are in place?
- Can our company rely on other cooperatives and/or vendors to help us restore our data quickly?

Computers, hardware and data important to normal operating conditions are:

- 7 Server, network systems
- 8 PCs
- 9 Paper (shared or individual)
- 10 Software licenses

The following items are strongly dependent on NISC and the computers, hardware and data for normal operating conditions and during emergency conditions:

:

- 10.6 Maintenance of accounts payable and receivable, payroll, engineering, operations and inventory records.
- 10.7 Connectivity between offices.
- 10.8 Secure storage of software licenses.

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Revision: ____/____/____

Risk Mitigation Efforts

Steps to be taken to minimize the losses to the cooperative in the event the computers, data and hard files are affected by an emergency situation. It is strongly encouraged that the following mitigation efforts be taken to prepare for possible emergency situations:

- Designate/appoint chain of command for management to assume control of the site.
- Complete logical network diagrams, to assist in rebuilding system.
- Critical information is backed-up and/or duplicated and stored offsite.
- System backups performed as per pre-determined schedule.
- Establish disaster contract with call center if not already used for after-hours answering service
- Upgrade workflow to include digital imaging and/or paperless work orders.
- Maintain a list of vendors who can supply equipment on short notice.
- Coordinate with a neighboring cooperative or call center for temporary use of their systems.
- Test vendor capabilities and response times to determine impact of varying disasters.

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Revision: ____/____/____

Short-Term Recovery Efforts (Information Technology)

Short-term actions to consider following an emergency involving loss of servers, computers, hardware and/or data include:

- Keep adequate supply of paper forms for manual recording of information.
- Temporarily use database at offsite call center.
- Use printout of entire system.
- Contact vendors to acquire essential hardware.
- NISC backup restoration.
- TWACS backup restoration (outage info).
- SCADA backup restoration
- Partner Mapping System restoration
- Milsoft system restoration.
- Redundant off-site servers.

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Revision: ____/____/____

Long-Term Recovery Efforts

Long-term actions to consider following an emergency involving loss of computers, hardware and data include:

- Assess need for system upgrade to move toward paperless workflow (reduced dependence on hard copies of files).
- Document/assess vendor response time and capabilities to improve understanding of future needs.

Notes / Recommendations

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Revision: ____/____/____

Office / Office Equipment / Inventory

Loss of a building or buildings, inability to access the work place, or loss of office equipment and inventory can cause severe consequences to the business. The following questions in planning for the cooperative's business contingency are:

- Where will cooperative temporarily relocate if headquarters building and grounds are inaccessible or destroyed?
- What office equipment (computers, communications, etc.) does cooperative need to continue to operate effectively?
- Where will inventory items be located necessary to continue to function for various lengths of time?

Items essential to the normal operation of the physical location are:

- a. Office and warehouse facilities
- b. Equipment and vehicles
- c. Tools
- d. Communication
- e. Computer system(s)
- f. Fuel
- g. Housing
- h. Utilities
- i. Security

The following items are strongly dependent on the physical location for normal operating conditions and during emergency conditions:

- Public and member communications through print, radio or television.
- Contact with key officials in local, state and/or federal government, such as disaster relief personnel, EPA, law enforcement and fire department.
- Internal communications and coordination of recovery efforts.
- Contact with employees and their families.
- Contact with vendors and contractors.
- Dispatching of personnel and equipment.
- Storage and maintenance of equipment and vehicles such as digger derricks, aerial devices, stringing equipment, small vehicles, forklifts, etc.
- Storage and inventory of tools such as hand tools, personal protective equipment, cover-up and other protective devices.
- Availability and dispensing of gasoline and diesel fuel for vehicles and equipment.
- Recording and maintaining outage information, automated meter reading equipment, system maps.

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- Coordination of co-op and outside crews, including staging, area, assignments, temporary housing and meals.
- Affirming adequate shelter for the families of co-op employees.
- Safeguarding of assets including building, equipment and inventory.
- Non-interruption of utilities for both co-op property and members, if applicable, including electric, gas, propane, water and communications networks.
- General maintenance of office and warehouse facilities including structural integrity, sanitary facilities, trash disposal (waste, scrap material, hazardous materials, etc.).

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Revision: ____/____/____

Risk Mitigation Efforts

Steps should be taken to minimize the losses to the cooperative if the physical location, office equipment and/or inventory is affected by an emergency situation. It is strongly encouraged that the following mitigation efforts be taken to prepare for possible emergency situations:

- Designate/appoint chain of command for management to assume control of the site.
- Inventory building contents down to deductible level (insurance). This will help assess needs as well as provide documentation for insurance provider. Maintain the information in a secure location off-site perhaps with your insurance carrier.
- Based on the age of your building(s), start high-level planning for what you would like your next campus to look like and where it could best be located. Visit other Co-ops with newer facilities.
- Don't lose what works! Document best practices.
- Emergency plan should designate a hierarchy of employee responsibility in regard to facility issues in case the person responsible is not accessible.
- Maintain a list of contractors that might be used for various facility-related matters such as clean-up or security.
- Maintain a list of vendors who can supply equipment and materials on short notice.
- Maintain a list of hotels, restaurants and emergency shelters.
- Prepare a list of buildings that can be used on a temporary basis and update it periodically.
- Define minimum office requirements.
- Define minimum connectivity issues.
- Refer to Communications Section for loss of land lines, telecommunications, radios and cell phone service.

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Short-Term Recovery Efforts

Short-term actions to consider during an emergency involving loss of physical building, office equipment and inventory include:

- Contact property and casualty insurer.
- Utilize Canadian Bootcamp office, yard and warehouse as alternative office site.
- External communications – keep public message consistent, defer media to TEC personnel if it is too much to handle
- Contact NISC Disaster Team for spare equipment and assistance recovering essential data (see Information Systems & Paper Records section).
- Acquire publicly accessible building if necessary.
- Use the media to inform the members of the temporary location, if necessary.
- Use realtors as a resource to identify property that can be used as a temporary site, if needed.
- Set up various employees to work from home, if necessary. Have a detailed plan in place that identifies what can be done at home and how it can be done.
- Provide security for damaged site (employees, vendor, fence, guards). Local law enforcement or contracted security services.
- Establish clean-up crew for site using employees or contractors.

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Long-Term Recovery Efforts

Long-term actions to consider following an emergency loss of physical building, office equipment and inventory include:

- Assess current location and layout. Allow for future growth.
- Document/assess vendor and contractor response time and capabilities to improve understanding of future needs.
- Consider regional natural disasters and man-made disasters in new building design.
- Restore procedures and processes that worked best.
- Should some business functions be outsourced? Or conversely, should some business functions be done in-house following the disaster experience? These decisions will impact the overall building design and space requirements.

Notes / Recommendations

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Revision: ____/____/____

Personnel / Human Resources

The issue of personnel is a major variable in disaster recovery. The following questions must be considered while planning for the cooperative's business contingency:

- ☐ Will the employees be able to function for an extended period of time?
- ☐ Are the employees' homes and families directly affected by loss of personal property and shelter?
- ☐ Will new employees have to be hired to fill the spots left by injured or deceased employees?
- ☐ Can key employees be borrowed from neighboring cooperatives to keep the cooperative operational?
- ☐ Should the cooperative engage in cross-training and job-sharing to mitigate potential losses?

In the event of an emergency and the potential for loss of personnel, the following items are important to the continuity of service:

- ☐ Safety of employees and their families
- ☐ Preparation for any loss of personnel
- ☐ Prioritize business functions
- ☐ Board notification
- ☐ Action plans developed

The following items are strongly dependent to the smooth operation of the business during normal operating conditions and/or emergency conditions:

- ☐ Complete job descriptions including documented, detailed procedures on how to do each job.
- ☐ Specific "key" positions defined and cross training / job sharing for these positions is ensured.
- ☐ Maintain a good working relationship with contractors, IOU, retired employees and other cooperatives.
- ☐ Key personnel are insured through the company's policy.
- ☐ Legal issues involving insurance, workers' compensation etc., in regards to permanent and temporary employees, have been addressed with corporate attorney.
- ☐ Identification of a grief counselor.

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Risk Mitigation Efforts

Steps should be taken to minimize the potential for personnel losses in the event of an emergency. It is strongly encouraged that the following mitigation efforts be taken to prepare for possible emergency situations:

- Designate/appoint chain of command for management to assume control of the site.
- Keep job descriptions updated with essential functions.
- Encourage cross training/job sharing among internal employees and develop relationships with contractors, IOU and other cooperatives.
- Maintain an inventory of skills for employees, contractors, retirees, temps, etc. Include normal job duties as well as functions they can perform outside those normal duties.
- Establish an emergency action plan and review annually making special note of any changes.
- Annually practice evacuation drill and shelter drill.
- Develop a list of possible vendors for potential outsourcing of certain work (temporary or permanent).
- Establish a hierarchy of employee responsibility for hiring both temporary and permanent help.

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Short-Term Recovery Efforts

Short-term actions to consider during an emergency involving loss of personnel include:

- Follow chain of command based on employee loss and business function priorities. Use outside coordination (neighboring Co-op, TEC) as necessary.
- Initiate employee assistance program for employees and families.
- External communications – keep public message consistent, defer media to TEC personnel if it is too much to handle.
- Contact TEC staff for safety coordination and assistance.
- Provide medical care, as needed.
- Adjust / stagger employees working hours to increase availability of cooperatives services to members and vendors.
- Use contractors.
- Ask for assistance from other Co-ops.
- Review emergency work plan for employee help.
- Provide personnel and board members with status briefings to keep them apprised of situations.
- Contract with retirees and/or employees' family members to assist with routine business tasks.
- Borrow employees from other cooperatives, TEC, software provider or local business.
- Assist employees and their families as needed.

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Long-Term Recovery Efforts

Long-term actions to consider following an emergency involving loss of personnel include:

- Evaluate staff and responsibilities to limit exposure in future emergencies.
- Assess the cooperative's needs, policies and requirements.
- Consider outsourcing non-essential business practices to reduce risk.
- Develop a long-term succession plan.

Notes / Recommendations

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Revision: ____/____/____

Warehouse / Pole Yard / Fleet

The core function is to keep housing and systems in place so that employees have a place to work. It is important to consider that a large-scale disaster can cripple the entire community, so relying on public buildings and community services may not be an option. Think about the following questions in planning for the cooperative's business contingency:

- Are the facilities and infrastructure of the cooperative itself damaged?
- What would the cooperative do if there is no longer a physical facility to operate from and the infrastructure has been severely damaged or destroyed?

Items essential to the normal operation of the warehouse and/or pole yard are:

1. Warehouse facilities
2. Equipment and vehicles
3. Materials
4. Tools
5. Fuel
6. Utilities
7. Security

The following items are strongly dependent on the warehouses and pole yards for normal operating conditions and during emergency conditions:

8. Storage and maintenance of equipment and vehicles such as digger derricks, aerial devices, stringing equipment, small vehicles, forklifts, etc.
9. Storage and inventory of materials such as poles, crossarms, transformers, wire, etc.
10. Storage and inventory of tools such as hand tools, personal protective equipment, cover-up and other protective devices.
11. Safeguarding of assets including building, equipment and inventory.
12. Non-interruption of utilities for both co-op property and members, if applicable, including electric, gas, water and telephone.
13. General maintenance of warehouse facilities including structural integrity, sanitary facilities, trash disposal (waste, scrap material, hazardous materials, etc.).

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PURCHASING and MATERIALS MANAGEMENT

- Material issue sheets **are critical** for tracking material from warehouse (or in instances where temporary field warehouses are set up) to the field. Every effort should be made to track all material received from suppliers and all material used by contractors and co-op crews in the emergency restoration and permanent repair efforts.
- The material issue sheet should include, at minimum, where (location) material is used, when it was used (day, date), and quantities of construction units specified on the work order.
- **FEMA Related.** If a picking list system is commonly used on work orders, strongly consider switching to staking sheets in order to capitalize material. If material issue sheets are to be used, there must be tickets for **all** material for which FEMA reimbursement is expected.
- Material should be ordered immediately, or as soon after initial Fast Surveys of damage are completed. Fast Surveys should give warehouse and materials management employees enough information to determine **initial orders** of poles, crossarms, conductor, splices, and other construction hardware. Utilize the Standard Construction Policy design criteria developed by the cooperative **before** the disaster so approximate types and quantities of material will be known for ordering.
- Arrange for material delivery points as near as possible to damaged areas. If temporary field warehouses are utilized, **it is critical that all material received at those locations be accounted for, and material issued from these field warehouses be precisely tracked,** preferably using material issue sheets. A warehouseman or materials management clerk must check-in material and issue material to be used by construction crews from an arranged delivery location.
- Vendors can be contracted with cooperative to furnish trailers loaded with materials necessary for rebuilding or repairing lines during a disaster. The vendor is responsible for an inventory of all items, allows removal of items from the trailer only upon completion of material issue sheets, and conducts a follow-up inventory for reconciliation. If this method is employed by the affected cooperative, control must be exercised over material received and checked out. Documentation must be in place to record where (location, by map number and county) the material was used and what construction units were put in place.

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- Warehouse or materials management employees from other cooperatives may be utilized early in the disaster.
- Ask for vehicle inventory sheets from all contractors and other co-op crews before they are allowed to commence work. Carefully monitor material that is issued, and inventory these same vehicles before crews depart for home at the end of their contract term or period of work.
- Try to run all material through the material issue system if possible. Quantities, dates, and locations are much easier to track this way.
- **FEMA Related.** Copies of all material issue sheets should be made and stored with all other records being prepared for audits by FEMA, state emergency management, and TEC personnel.
- Carefully record any and all material coming in from the field that is to be considered as salvage. This is required for reconciliation of co-op material records.

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Short-Term Recovery Efforts

Short-term actions to consider during an emergency involving loss of warehouse and pole yard include:

1. External communications – keep public message consistent, defer media to TEC personnel if it is too much to handle
2. Acquire accessible building (warehouse, etc.).
3. Establish temporary yard, security, fencing.
4. Establish electricity on-site and lighting.
5. Consider asking for partial property use of neighboring Co-ops, IOUs, municipalities, businesses and/or schools.
6. Provide forklift and material handling capabilities.
7. Construction trailer for security storage.
8. Contact Property and Casualty Insurer.
9. Track inventory and minimums needed.
10. Work off printed material list and/or vendor history.
11. Obtain essential equipment and materials from local and/or regional suppliers.
12. Provide security on site (employees, vendor, fence, guards). Local law enforcement or contracted security services.
13. Establish salvage yard.
14. Establish cleanup crew for site using employees or contractors.

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Long-Term Recovery Efforts

Long-term actions to consider following an emergency involving loss of warehouse and pole yard include:

- Assess current location and layout. Allow for future growth! (list of potential sites developed under risk mitigation).
- Document/assess vendor and contractor response time and capabilities to improve understanding of future needs.
- Consider regional natural disasters and man-made disasters in new building design.
- Should some business functions be outsourced? Or conversely, should some business functions be done in-house following the disaster experience? These decisions will impact the overall building design and space requirements.

Notes / Recommendations

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Revision: ____/____/____

EMERGENCY OPERATIONS CENTERS

Emergency Operations Center in this plan shall be defined as NPEC dispatch center or other emergency communications centers used by the cooperative in times of disaster.

1. The NPEC Emergency Operations Center is equipped with a standby generator capable of providing continuous phone and radio communications during emergency disaster conditions. The NPEC center does not have the capability and capacity to add extra phone lines to handle additional calls from consumers so a contracted off-site call center, CRC will be utilized by NPEC.
2. NPEC utilizes radio frequency 451.125, 452.7, call letters WQSU-904 and both company and employee cell phones for internal communications. The use of cell phones during certain disaster conditions might be severely limited or impaired.
3. In lieu of a computerized weather monitoring software program, NPEC shall monitor local broadcast weather and utilize weather apps for up-to-date weather information.
4. **FEMA Related.** 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).

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Revision: ____/____/____

ENVIRONMENTAL ISSUES

- **FEMA Related.** Debris removal: Defined by FEMA as the clearance, removal, and/or disposal of items such as trees, sand, gravel, building components, wreckage, vehicles, and personal property. For debris removal to be eligible for FEMA reimbursement, the work performed must be necessary to:
 - Eliminate an immediate threat to lives, public health and safety;
 - Eliminate immediate threats of significant damages to improved public or private property;
 - Ensure the economic recovery of the affected community.
- Examples of eligible debris removal activities:
 - Debris removal from a street or highway to allow the safe passage of emergency vehicles;
 - Debris removal from public property to eliminate health and safety hazards, such as the threat of fire.
- Examples of ineligible debris removal activities:
 - Removal of debris, such as tree limbs and trunks, from natural (unimproved) wilderness areas;
 - Removal of pre-disaster sediment from engineered channels;
 - Removal of debris from a natural channel unless the debris poses an immediate threat of flooding to improved property.
- 4. **FEMA Related.** Debris removal from private property is generally **not** eligible because it is the property owner's responsibility. If property owners move the disaster-related debris to a public right-of-way, the local government may be reimbursed for curbside pickup and disposal. If the debris significantly impacts the public health and safety of a community, FEMA may fund debris removal from private property by the state or local government (county or municipality).
- Contract crews or in-house right-of-way contract crews will be used for debris removal activities following a disaster. **FEMA Related.** All time charged by these crews should be eligible for reimbursement should a disaster be declared.
- **FEMA Related.** If contract crews are to be used, at least three (3) bids should be let for the work to be done.
- For brush and tree debris removal, it is recommended that contracts be arranged on a footage basis, with co-op personnel mapping and verifying the measurement of all footage estimates. **FEMA Related.** Such mapping and documentation should be filed and copied for later use by FEMA and state emergency management representatives to verify eligible footage of debris removal and disposal.

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Revision: ____/____/____

- **FEMA Related.** The cooperative should maintain and keep readily available copies of their Release of Liability for Broken Poles form. The cooperative should keep a copy of the signed release form for all property owners where poles were left on private property. Individuals who remove poles from temporary storage areas that may be set up by FEMA following a disaster must also sign such forms.
- Burning of damaged utility poles is **prohibited**; if poles are to be chipped, the chips **are not to be used** for mulch or bedding. Chipped utility poles must be disposed of at a permitted Subtitle D landfill. A list of such permitted landfills is attached as a part of this section. The following is a list of options for the reuse and/or disposal of damaged wood poles, the preferred method listed first:
 - a) Reuse: The cooperative may choose to contact the landowner where the damaged utility poles are located and offer the poles to them; if this is the case – and the landowner accepts the poles – then the poles **are not** subject to Department of Environmental Quality (DEQ) regulation.
- The cooperative may transport the damaged poles to one of their facilities (pole yard, etc.) and offer the poles for reuse. Poles taken for reuse **do not** fall under DEQ jurisdiction or regulation. As with (a) above, a signed liability release form is recommended.
- The cooperative may transport the damaged poles to a site approved by the Emergency Disposal Site Evaluation and Registry procedure to stockpile and offer poles for reuse from the site. The Emergency Disposal Site Evaluation and Registry form(s) must be completed, submitted and approved before a disposal site is used. The section “Guidelines for Emergency Burning, Burial and/or Stockpiling of Solid Waste” outlines the site criteria. (This is attached as a part of the Emergency Disposal Site Evaluation and Registry form.)
- Disposal: The preferred method of disposal is to dispose of the poles at a permitted Subtitle D landfill. The landfill should be contacted prior to transport for specific instructions. **NOTE:** Permitted C and D landfills **cannot accept** utility poles for disposal.

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- Damaged poles may be buried at an approved site using the Emergency Disposal Site Evaluation and Registry procedure. The Emergency Disposal Site Evaluation and Registry form must be completed, submitted and approved before a disposal site is used. The section “Guidelines for Emergency Burning, Burial and/or Stockpiling of Solid Waste” outlines the site criteria. Such criteria should be reviewed when locating a potential disposal site. **NOTE:** The bottom of the disposal pit must be at least five feet (5') from known groundwater. It is preferred that the burial site be in clay or clay loam soils. The burial site cannot be in sandy soils. The local DEQ environmental specialist for the cooperative’s area will be available to assist in evaluating a site and in completing necessary forms. The local DEQ environmental specialist **must** visit and approve the site **before it is used by the cooperative.** **Do not submit the form without a DEQ environmental specialist’s signature.** If a city, town or county does not own or operate the site, the attached Legal Access Agreement must also be completed.
- Site selection: Local DEQ environmental specialists can assist the cooperative in finding a suitable site and in complying with any state and/or federal environmental requirements. Staging areas and disposal sites can be located on publicly owned property or on private property.
- Any questions regarding the above listed criteria for the reuse or disposal of wood utility poles should be directed to the state environmental enforcement office regarding regulations concerning the reuse and/or disposal of treated wood utility poles following a disaster situation.
- Historic preservation and cultural resources: There may be numerous structures or sites within a declared disaster area that are historic in nature or are listed as cultural resources. These might include buildings, bridges, other structures or specific sites. Such structures and sites are protected under federal law (Section 106 of the National Historic Preservation Act), and as such, **require any eligible recipient of federal disaster funds to notify the following entities prior to reconstruction efforts being initiated:**

State Historic Preservation Office

Texas Historical Commission

1511 Colorado, Austin, TX 78701

PO Box 12276, Austin, TX 78711-2276

thc@thc.state.tx.us

Administration

Staff Services

Phone

512-463-6100

512-463-6100

Fax

512-463-8222

512-475-4872

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Revision: ____/____/____

Memorandum of Understanding

Group V TEC Electric Cooperatives

Responsibilities of Cooperative(s) receiving assistance:

- Plan the organization of all help and integrate all assistance with its own personnel and facilities.
- Provide each crew with a map or information, showing the area to which they have been assigned, source of supply, direction of feed and location of sectionalizing equipment.
- Provide a representative from the cooperative to perform necessary liaison for each crew or group of units operating together.
- Provide procedures to properly account for materials used and retired, hours worked by employees.
- Maintain contact with all units. All dispatching should be directed by person or persons who are thoroughly acquainted with the system in the affected area.
- Prescribe the number of hours to be worked, however, it is recommended no more than 16 hours in a 24-hour period.
 - Time begins when Crews enter vehicles to begin the day, including all meals, and ends when they arrive back at place of lodging.
 - Travel time to and returning from Cooperative receiving assistance.
- Provide sleep accommodations for assisting personnel and pay for all lodging. (Personnel may be required to share a motel room with two double beds.)
- Damages and breakdown repair costs of vehicles remain the responsibility of the assisting Cooperative that owns vehicles.
- Provide or reimburse for all meals (Breakfast, Lunch, and Supper) If crews need to purchase meals while assisting with repairs, they will keep receipts to be turned in to their cooperative for reimbursement.
- Provide or reimburse for all fuel used by crew vehicles while assisting in restoration and repairs. (If Cooperative receiving assistance does not have fueling facilities, assisting crew may have to fuel vehicles at commercial facilities, they will keep receipts to be turned in to their cooperative for reimbursement.

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- Provide assisting Cooperative personnel laundry service when needed.

Responsibilities of Assisting Cooperative:

- Dispatch properly-trained and equipped personnel and equipment in good working condition
- Inform its own personnel of all aspects of its agreement.
- Provide workers' compensation insurance coverage for injuries sustained by assisting personnel, wherever such injuries might occur.
- Ensure that each employee leaving home to assist another has sufficient cash or cooperative credit card or incidental expenses. Instruct crew to keep all receipts and turn them in to their cooperative when they have returned home, for reimbursement.
- Bill the cooperative requesting aid for the total actual payroll costs of the assisting personnel at the time and a half rate for all hours worked. Will not bill for transportation costs or overhead cost.

Resources possibly provided by assisting Cooperatives

- Line personnel with all necessary equipment (preferably Line/Crew Forman, Journeymen, Apprentice, Groundmen and/or Digger-Operator.
- Staking technicians with vehicle, laptop, tablet, iPad etc., and staking software if compatible.
- Warehouse personnel
- Vehicle Mechanics
- Member Services Personnel

Golden Spread Electric Cooperative, Inc: will serve as primary point of contact for Cooperative requesting assistance. They will get information out to all Cooperative Systems participating in this Memorandum of Understanding.

Compensation for Assisting Personnel working Out of State

For out-of-state work, all personnel will also receive wages at one and one-half times their regular hourly rate for all labor hours worked.

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Revision: ____/____/____





The following Electric Cooperatives agree to and support implementation of the Memorandum of Understanding as a guide and agreement for providing personnel and equipment during Mutual Aid for storm or natural disaster restoration.

- Bailey County Electric Cooperative Association
- Big Country Electric Cooperative, Inc.
- Coleman County Electric Cooperative, Inc.
- Concho Valley Electric Cooperative, Inc.
- Deaf Smith Electric Cooperative, Inc.
- Greenbelt Electric Cooperative, Inc.
- Lamb County Electric Cooperative, Inc.
- Lea County Electric Cooperative, Inc.
- Lighthouse Electric Cooperative, Inc.
- Lyntegar Electric Cooperative, Inc.
- North Plains Electric Cooperative, Inc.
- Rita Blanca Electric Cooperative, Inc.
- South Plains Electric Cooperative, Inc.
- South Texas Electric Cooperative, Inc.
- Swisher Electric Cooperative, Inc.
- Taylor Electric Cooperative, Inc.
- TCEC (Tri-County Electric Cooperative, Inc.
- Golden Spread Electric Cooperative, Inc.

Procedures for securing emergency help from Group V.

Survey the extent of damage and determine as nearly as possible the outside personnel and equipment needed.

Contact Shane McMinn, Power Delivery Manager or John Eichelmann, VP of Member Services and advise them of your needs.

Name	Work	Home	Mobile	Fax	E-Mail
Shane McMinn					
John Eichelmann					

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Revision: ____/____/____

Suggested items needed for storm restoration efforts:

- Ice chest(s) 48 Quart or Larger
- Drinking Water Cooler
- Gator Aid or Squelcher
- Bottled water
- Insect Repellent & Sun Screen
- Fully supplied First Aid Kit & BBP kit
- Work Zone Protection Signs, Vest, & Traffic Cones
- Trucks fully stocked with tools
- Live Line tools, rubber goods
- Lights & extra batteries or chargers
- Generator or Inverter for Small Microwave and Charging Lights, Batteries
- Outrigger Pads
- Personal Grounds
- All Personal Protective Equipment
- Climbing Tools & Hand tools
- Overshoes & Rainwear
- Drinks, Snacks, Canned Foods
- Personal Hygiene Products
- FR Uniforms & Clothing for 7 Days
- Extra Boots
- Cash, Phone card
- Prescribed Medicine, enough for 7 Days
- Identification

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Revision: ____/____/____

**Group V TEC Electric Cooperatives
Assistance Request Form**

Cooperative requesting emergency assistance: _____

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

Nature of disaster: _____

Number and type of trucks needed: _____

Other equipment and tools needed:

Personnel and classifications needed: _____

Materials needed: _____

Weather and road conditions: _____

Where crews should report and to whom: _____

Estimate of how long the help may be needed: _____

How to contact your cooperative during the emergency: _____

Name of person to receive this information: _____

Date: _____ Time: _____

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Revision: ____/____/____

Procedures for securing emergency help from TEC.

Survey the extent of damage and determine as nearly as possible the outside personnel and equipment needed.

Contact the TEC VP of Communications & Member Services and advise that person of your needs.

Name	Work	Home	Mobile	Fax	E-Mail
Martin Bevins	512-486-6249			512-486-6215	mbevins@texas-ec.org

When calling for help, give the following information:

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

Key TEC staff that may be able to assist you:

The main number at TEC is 512-454-0311.

TEC telephone extensions and home numbers for key staff are as follows:

- Mike Williams, 512-486-6203 Office---(512) 736-4361 Cell
- Julia Harvey, 512-486-6220 Email---jharvey@texas-ec.org
- Martin Bevins, 512-486-6249 Office---(512) 415-0172 Cell
- Johnny Andrews, 512-868-8330 Office---(512) 426-1567 Cell

To facilitate giving of above information over substandard communications media, or when the message must be relayed through persons unfamiliar with the terms, use the form "Requesting Assistance from TEC". (See previous page)

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Revision: ____/____/____

TEC Plan of Action

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

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

Approved: March/17/2022

Revision: ____/____/____

Attachments & Forms

Board Policies

Cooperative boards may consider adopting a written policy that addresses overtime pay or extra compensation (such as bonuses) for staff members and other salaried personnel during extreme storm conditions. Such policy should outline requirements associated with the staffing of Emergency Operations Centers during prolonged or extended outage situations related to natural disasters, and should closely follow allowable compensation guidelines as indicated by FEMA and each state's emergency management agency.

Boards should also adopt a policy concerning specific pole and conductor sizes used as standard replacement of older material damaged as a result of a disaster. Cooperative staking sheets and work plans should be used as examples to show proof of a "replacement standard" being in place prior to the occurrence of a natural disaster. (Adopting a "Standard Construction Policy" is recommended.)

This individualized Standard Construction Policy should include the following, at minimum:
A statement that all construction will comply with the current edition of the National Electrical Safety Code (NESC);

Minimum pole height and class to be used;

Maximum average pole spacing requirement (ruling span) – suggest 300 ft. or less;

Minimum conductor sizes (and where used), as an example: #1/0 ACSR on section lines, #4 ACSR on taps with currents of less than 10 amperes, etc.

Maximum number of splices per conductor that will be accepted in a mile of line (suggest no more than 4/conductor/mile);

No "automatic" type splices to be used in slack spans;

Copper-clad wire should be replaced as is deemed economical to do so, or for NESC purposes, or due to loss of tensile strength. As an example: Wire conductor found in four (4) spans per mile with conductor sag exceeding twice its designed final sag would be deemed "overstretched" and ruined, and the entire mile should be replaced; wire found with inadequate ground clearance should be re-sagged and corrected. If four (4) or more spans per mile (prorated) are deemed to be out of sag and the tensile strength of the wire has been exceeded, then all wire in that mile should be replaced.

Existing wire and poles may be re-used on a temporary basis in order to restore power, but co-op records should show the intended later replacement under Category F, Utilities (permanent repairs).

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Revision: ____/____/____

NOTE: Temporary repairs are classified as Category B, Emergency Protective Measures, and local cooperative crews can only be reimbursed for overtime only; contract crew eligible expenses are reimbursable at one-hundred percent (100%) under Category B. Any other specific construction practice that is particular to an individual cooperative should be noted in this "Standard Construction Policy." This policy must be the standard practice at the cooperative, not just for FEMA events.

Other applicable board policies:

Policy # _____ Date: _____

Policy # _____ Date: _____

Approved: March/17/2022

Revision: ____/____/____

Sample Policy #1

Your Electric Cooperative Board Policy #____
MANDATORY REST and RECUPERATION LEAVE

WHEREAS, the Board of Directors deemed it necessary to implement a mandatory Rest and Recuperation (R&R) leave policy for the safety of the XYZ Cooperative employees, staff and the public in general, and

THEREFORE, BE IT RESOLVED that the Board of Directors has enacted a policy that requires all XYZ Cooperative employees to have a minimum of eight hours (8 hrs.) rest at home in each 24-hour period after the first 36 hours of a major storm or disaster; and

BE IT FURTHER RESOLVED that exception to this policy may be made if a specific emergency arises, and the exceptions can be made with the approval of the President of the Board of Directors.

NOW THEREFORE BE IT RESOLVED that the resolutions hereby adopted shall be effective January 1, 2022.

ADOPTED – Regular Board of Directors meeting, January 1, 20____
Reaffirmed:

Sample Policy #2

Your Electric Cooperative Board Policy #____
ADDITIONAL COMPENSATION FOR STAFF and EMPLOYEES

WHEREAS, the Board of Directors recognizes that employees, staff, management, and their families are placed in dangerous and stressful positions and/or conditions during long power outages caused by adverse weather conditions,

BE IT RESOLVED that at the option of the Board of Directors and with the recommendation of the Executive V.P. & General Manager,

Cooperative employees may be paid additional compensation for emergency situations up to (blank) percent (____ %) of their annual wages as reported to NRECA, and Cooperative management and staff may be paid additional compensation for emergency situations up to (blank) percent (____ %) of their annual wages as reported to NRECA.

☐ ADOPTED – Regular Board of Directors meeting, Date

Approved: March/17/2022

Revision: ____/____/____

Basic Safety Rules

All safety rules shall be observed with particular emphasis on the following:

1. Rubber Gloves:

- a. Rubber gloves shall be worn by all personnel from ground to ground when performing work on any pole or structure carrying energized conductors.
- b. Rubber gloves shall be put on before any energized URD compartment or enclosure (including service pedestals) is opened and kept on until the compartment or enclosure is closed and locked or until all equipment is properly grounded, barricaded, and shielded.
- c. Rubber gloves must be worn at all times when using hot sticks of any kind.
- d. Rubber gloves must not be used for direct hand contact on voltages above 5,000 volts except while using properly rated gloves and sleeve from fully insulated aerial devices.
- e. Personnel handling butts of poles or any object that might come in contact with energized conductors or apparatus must wear rubber gloves.

2. Grounding:

- a. All de-energized conductors and apparatus must be grounded with adequate ground jumpers on all sides as close to work areas as possible before further work on conductors or apparatus involved is begun. Line jumper is not to be considered as an adequate ground.
- b. Ground jumpers must be attached and detached with hot stick.
- c. All conductors including floating, fallen, or broken conductors must be regarded as energized until properly de-energized, tested, and grounded.
- d. Pole-setting truck must be grounded when setting or pulling poles in or near energized lines. Points of disconnection must be identified by approved ground jumper installed by each and every crew working on this section regardless of ground previously installed by any other crews. These grounds shall not be removed by anyone other than the crew installing them.
- e. Hazardous Energy Control: APPA Safety Manual, Section 626, parts A, B, and C. If a system operator is in charge of the line or equipment and their means of disconnections, the following steps shall be taken:
 1. A designated employee requests that the system operator de-energize the equipment. This designated employee becomes the employee in charge and is responsible for the clearance.
 2. All means through which sources of electric energy may be supplied to the lines and equipment shall be opened and rendered inoperable, when its design does not permit, and tagged to indicate that employees are at work.
 3. Unless its design does not permit, automatic and remote switches that could cause opened disconnecting means to close shall be tagged at the point of control.
 4. Tags shall prohibit the operation of the disconnecting means and indicate that employees are at work.

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Revision: ____/____/____

5. After the above steps have been taken, the equipment to be worked shall be tested to ensure it is de-energized. Protective grounds shall be installed (refer to OSHA Standard 29CFR 1910.269(n)).

7. The equipment may now be worked as de-energized.

8. If two or more independent crews will be working on the same lines or equipment, each crew shall independently comply with the above steps.

9. Transfer of clearance shall be communicated to the system operator and the employees in the crew. The new employee in charge shall now be responsible for the clearance.

10. Clearance release requires the employee in charge to notify the employees under his direction that the clearance is to be released, determine that employees in the crew are clear of overhead lines and equipment, determine that protective grounds have been removed, report this information to the system operator, and release the clearance.

11. The person releasing the clearance shall be the same person who requested it, unless the responsibility has been properly transferred.

12. Tags may not be removed unless the associated clearance has been released.

13. Only after all the above have successfully accomplished, may the lines and equipment be re-energized.

f. If no system operator is in charge of the lines or equipment and their means of disconnection, one employee in the crew shall be designated as being in charge of the clearance. The employee in charge shall then take the place of the system operator and complete steps (2) through (13) above.

g. If only one crew will be working on the lines or equipment and if the means of disconnection is accessible and visible to and under the sole control of the employee in charge, then steps (1), (3), (4), (8), and (12) under (e) in this section need not be taken.

h. For more information, refer to OSHA Standards 19CFR 1910.269 and 29 CFR 1910.147.

3. Operating of switching devices—an approved hot stick must be used to open or close Reclosers cut-outs, switches or jumpers being used as a disconnecting device.

4. Operations of cooperative motor vehicles—cooperative personnel must drive cooperative vehicles in accordance with state traffic laws.

5. APPA Safety Manual, Section 6, Parts B and C.

b. At least two employees will be present while the following types of work are being performed (except as noted in © below).

1. Installation, repair or removal of de-energized lines if an employee is exposed to contact with other parts energized at more than 600 volts.

2. Installation, repair or removal of lines energized at more than 600 volts.

3. Installation, repair or removal of equipment such as transformers, capacitors and regulators, if an employee is exposed to contact with parts energized at more than 600 volts.

4. Work involving the use of mechanical equipment, other than insulated aerial lifts, near parts energized at more than 600 volts.

5. Any other work that exposed an employee to electrical hazards greater than those listed above.

c. Two employees do not need to be present in the following operations:

1. Routine switching of circuits (if it can be done safely).

2. Work performed with live-line tools if the employee is positioned so that they are not within reach of or otherwise exposed to energized parts.

3. Emergency repairs necessary to safeguard the general public:

6. Testing poles—employee, before climbing any pole, shall take every possible precaution to insure that it is safe to climb or work upon. If pole is to be dismantled or direction of strain is to be changed, pole must be tested below ground-line or safe guarded by adequate supports. Also, anchor rods must be checked.

7. No person will be permitted to work while under the influence of alcohol or drugs. It is recommended that no employees indulge in drinking or take drugs that could impair judgment or mote skills while off duty during an emergency.

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Revision: ____/____/____

Information and Communication for members

Unopened food freezers can maintain stored frozen foods safely from 36 to 48 hours depending upon the amount of food stores, capacity of the freezer and the normal temperature of operation of the freezer.

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

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

There are many cases where members are isolated due to road conditions and they should be warned about energized lines which are down, they should be encouraged to notify the cooperative office when they notice broken lines, poles down, etc. They should be informed as to how the method of re-establishing service is progressing. By keeping them thoroughly informed, the coop will be performing a vital member service and one that can pay handsome dividends for years to come.

In every cooperative area, there are loads that must have electric service, certainly during part of the outage, therefore, it is recommended that a survey be made to determine the availability of portable generators of 5 KW and above. For example: In certain portions of Texas, the National Guard has available portable generators for providing emergency service of this nature. In emergencies, these units are moved from load to load to provide power for the required service. These portable generators are most important.

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Revision: ____/____/____

**TEC Mutual Aid Assistance
Compensation Survey**

Please fill out and FAX your return to TEC 512-486-6215. Thank You!

- It is normal for “assisting cooperatives” to bill the affected cooperative (the one receiving aid) for the actual payroll cost of an employee, plus an “added amount” per hour for all straight time hours, and 1 ½ time per hour for all overtime hours worked. What is the typical “added amount” per hour for straight time in your state? _____
What is the “adder” for overtime hours? _____
- What reimbursement rate is paid for office staff volunteers (non-linemen)? _____
- What is the reimbursement rate paid for vehicles of one ton or less? _____
- What is the rate paid for vehicles of 1 ½ ton or 2 ton capacity? _____
- What is the rate paid for specially equipped vehicles or equipment? _____
- Is mileage paid both to and from the assisting cooperatives’ normal location of vehicles?
_____ Yes _____ No
- What is the average rate charged for overhead in your state? _____
- Are all materials supplied by assisting cooperatives billed at cost? ____ Yes ____ No
- How are office employees at affected systems compensated during/after the storm?

- Please describe any special compensation or awards programs for affected system employees (i.e., bonuses, rewards, recognition, etc.).

TEC recommended Uniform Method of Reimbursement

It is suggested that co-ops 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.

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Revision: ____/____/____

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 co-op 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.

Approved: March/17/2022

Revision: ____/____/____

TEC Mutual Aid Agreement

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

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

Date_____ Entity_____

By _____

Title_____

Approved: March/17/2022

Revision: ____/____/____

TEC Mutual Aid Agreement Comments

- 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.
 - 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.
 - 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 co-op, and after work has been completed.
4. The assisted cooperative may either return the borrowed materials OR reimburse the assisting cooperative for materials replacement.
- 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).
 - 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.
 - 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).

Approved: March/17/2022

Revision: ____/____/____

1. The Committee further recommends that FEMA auditors be consistent in both personnel and their findings among audited cooperatives.

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.

- 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.

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Revision: ____/____/____

Mutual Aid Agreement Participants (Texas Only)

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 co-op 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 co-op Project Officer could also coordinate the establishment of temporary storage areas for debris, and assist in dispensing state emergency management

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Revision: ____/____/____

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 co-op 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 FEMA Applicant 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.

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Revision: ____/____/____

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 by 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 customers, 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.

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Revision: ____/____/____

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.

Rest & Recuperation Leave Policy

Electric Cooperative Board Policy #____

MANDATORY REST and RECUPERATION LEAVE

WHEREAS, the Board of Directors deemed it necessary to implement a mandatory Rest and Recuperation (R&R) leave policy for the safety of the North Plains Electric Cooperative employees, staff and the public in general, and

THEREFORE, BE IT RESOLVED that the Board of Directors has enacted a policy that requires all North Plains Electric Cooperative employees to have an average of six hours (6 hrs.) rest at home in each 24-hour period after the first 36 hours of a major storm or disaster; and

BE IT FURTHER RESOLVED that exception to this policy may be made if a specific emergency arises, and the exceptions can be made with the approval of the President of the Board of Directors or General Manager of the Cooperative.

NOW THEREFORE BE IT RESOLVED that the resolutions hereby adopted shall be effective January 1, 20__.

ADOPTED – Regular Board of Directors meeting, January 1, 20__
Reaffirmed:

***Your* Electric Cooperative Board Policy #____**

ADDITIONAL COMPENSATION FOR STAFF and EMPLOYEES

WHEREAS, the Board of Directors recognizes that employees, staff, management, and their families are placed in dangerous and stressful positions and/or conditions during long power outages caused by adverse weather conditions,

BE IT RESOLVED that at the option of the Board of Directors and with the recommendation of the General Manager,

- Cooperative employees may be paid additional compensation for emergency situations up to (*blank*) percent (____ %) of their annual wages as reported to NRECA, and
- Cooperative management and staff may be paid additional compensation for emergency situations up to (*blank*) percent (____ %) of their annual wages as reported to NRECA.

ADOPTED – Regular Board of Directors meeting, *Date*

Approved: March/17/2022

Revision: ____/____/____

All construction will meet all National Electrical Safety Code (NESC) requirements.

According to RUS standards, all new construction will be at 7.2/12.47 kV.

It is our goal to maintain ACSR within RUS standards.

- If four locations per mile have insufficient ground clearance based upon current code, replace whole mile;
- If more than two splices per quarter mile, per conductor, replace the entire conductor in the mile (at least from dead-end to dead-end).
- When wire is damaged or stressed: Wire shall be deemed stressed when sag is found more than two times normal sag.
- Document the reasons for the changes.

Re-tensioning should be done from dead-end to dead-end, not cut and spliced every span.

The minimum pole height and class for primary distribution will be 35 ft., Class 5.

The minimum pole height and class for three phase construction for #1/0 ACSR and smaller is 35 ft, Class 5; for #4/0 and larger is 35 ft., Class 3.

The minimum pole height and class for secondary, service, or overhead guy stub poles will be 30 ft., Class 6.

Surge arrestors shall be installed every one-quarter mile (1/4 mi.) when listed.

Minimum wire size will be:

#1/0 ACSR on taps.

#1/0 ACSR on three-phase, or down the road (minor) feeders.

#4/0 ACSR for main feeders.

The Cooperative does not normally pay the contractor for retirement of salvaged material because the salvage value of the usable material is less than the labor cost to retire it.

The recommended maximum span length for single-phase construction is 300 ft.; for three-phase construction is 285 ft.

No reduced neutrals shall be used on any new construction except large feeder conductor (#4/0 ACSR or larger).

Primary highway road and railroad crossings shall get double support (A1-1, B1-1, or C1-1) construction.

Approved: March/17/2022

Revision: ____/____/____

All Self-Protected (SP) Transformers with flipper-type fuses use 25 kVA and smaller transformers. Any transformer above 25 kVA will use a pole-mounted fuse, cutout, and arrester. Retire Completely Self-Protected (CSP) transformers as necessary with conventional transformers.

The above are Minimum Standard Construction Practices which are recommended to the Board of Directors of XYZ Cooperative for their approval.

Approved: March/17/2022

Revision: ____/____/____

**Texas Electric Cooperative Mutual Aid Agreement
Participants List**

Bailey County EC
Bandera EC
Bartlett EC
Belfalls EC
Big Country EC
Bluebonnet EC
Bowie-Cass EC
Brazos EC
BTU, (Bryan Texas Utilities)
Cap Rock Electric
Central Texas EC
Cherokee County EC
Coleman County EC
Comanche EC
Concho Valley EC
Cooke County EC
CoServ EC
Deaf Smith EC
Deep East Texas EC
Denton Munciple Electric
East Texas EC
Fannin County EC
Fayette EC
FEC Electric
Fort Belknap EC
Golden Spread EC
Grayson-Collin EC
Greenbelt EC
Guadalupe Valley EC
Hamilton County EC
HILCO EC
Houston County EC
J-A-C EC
Jackson EC
Jasper-Newton EC
Karnes EC
Lamar County EC

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Lamb County EC
Lea County EC
Lighthouse EC
Lyntegar EC
Magic Valley EC
McLennan County EC
Medina EC
Mid South Synergy
Navarro County EC
Navasota Valley EC
North Plains EC
Northeast Texas EC
Nueces EC
Panola-Harrison EC
Pedernales EC
Rayburn Country EC
Rio Grande EC
Rita Blanca EC
Rusk County EC
Sam Houston EC
San Bernard EC
San Miguel EC
San Patricio EC
South Plains EC
South Texas EC
Southwest Rural EC
Southwest Texas EC
Swisher EC
Taylor EC
Tri-County EC
Trinity Valley EC
United Cooperative Services
Upshur-Rural EC
Victoria EC
Webster EC
Wharton County EC
Wise EC
Wood County EC

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TEC Sample Notification Form

UTILITY NAME: _____

CONTACT: _____

Name and telephone number of person to contact regarding report.

LOCATION: _____

Area affected by outage. Also enclose a location map
(see example with sample letter.)

OUTAGE TIME: _____

Indicate as closely as possible, the time the outage occurred.

IMPACT: _____

Indicate the type and number of customers impacted by the outage.

CAUSE: _____

Describe the cause of the outage, if known.

RESTORATION TIME: _____

Indicate, as closely as possible, the time power was restored.

COMMENTS:

Any additional information

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TV Stations & Web News

	Station Address	URL	E-Mail	Phone	Phone
PTCI	PO Box 1188	https://www.ptci.net/		580- 468- 2197	580- 338- 2556
High Plains Observer (Perryton, Booker)		https://highplainsobserverperryton.com/	hpoperryton@live.com bgillispi@ptsi.net	806- 659- 5341	
High Plains Observer (Spearman)	PO Box 366 Spearman, TX 79081	https://highplainsobserver.com/	bgillispi@ptsi.net hpospearman@hotmail.com	806- 659- 5341	

Radio Stations

Call Letters	URL	Phone	E-Mail
KEYE	https://www.keye.net/	806-435-5458	sharon@keye.net
KXDJ	https://www.kxdjradio.com/	806-648-2650	bill@kxdjradio.com kami@kxdjradio.com

Newspapers

Name	Publisher	Address	Phone	Fax	E-Mail
The Perryton Herald	Meagan Rogers	PO Box 989 Perryton, TX 79070	806-435-3631	806-435-2420	advertising@perrytonherald.com
Canadian Record	Cheri Smith / Laurie Brown	211 Main Canadian, TX 79014	806-323-6461		cheri@canadianrecord.com editor@canadianrecord.com
The Hansford Reporter - Statesman	Cathy Smith/Catherine Richie	PO Box 490, Spearman TX 79081	806-659-3434		reporterstatesman@gmail.com
Miami Chief	Toni R. Coombs	109 S Main Miami, TX 79059	806-664-2278		themiamichief@yahoo.com
The Booker News	Joni Yara	204 S. Main Booker, TX 79005	806-658-4732		bnews@ptsi.net

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Area Schools

ISD Name/Location	Phone	Email of Contact
Booker ISD	806-658-4521	
Canadian ISD	806-323-5393	
Darrouzett ISD	806-624-2221	
Follett ISD	806-653-2301	
Gruver ISD	806-733-2477	
Perryton ISD	806-435-5478	
Spearman ISD	806-659-2032	

Police, Emergency Management, Ambulance, Sheriff

Town County	Sheriff	Ambulance	Emergency Management Coordinator	Police
Perryton (Ochiltree)	806-435-8000	911	Wayne Floyd 806-435-8000	806-435-4002
Booker (Lipscomb)	806-862-2611	911		806-658-4579
Spearman (Hansford)	806-659-4140	911		806-659-3707
Canadian (Hemphill)	806-323-5324	911		NA
Miami Roberts	806-868-5700	911		
Stinnett Skellytown (Hutchinson)	806-274-6343	911		
Amarillo District EMC			Joseph Minshew 806-316-7632	
Texas DEM			W. Nim Kidd	

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Local County Volunteer Fire Departments

COUNTY		COMMUNITY	FIRE CHIEF	PHONE NUMBER
HANSFORD COUNTY				
		Spearman	John Kunselman	806-659-5511
		Gruver	Sam Gruver	
		Morse	Gary Urban	
HEMPHILL COUNTY				
		Canadian	Scott Brewster	806-323-6485
		Gem City	Chris Meek	
HUTCHINSON COUNTY				
		Stinnett		806-878-2422
		Skellytown		806-848-2493
LIPSCOMB COUNTY				
		Booker	Kevin Hill	
		Darrouzett	Jerry Reynolds	806-624-2441
		Follett	Clayton Born	806-653-2601
		Higgins	Randy Immel	
		Lipscomb	Merle Craft	806-852-3131
OCHILTREE COUNTY				
		Perryton	Paul Dutcher	806-435-3838
ROBERTS COUNTY				
		Miami		806-868-2073
WHEELER COUNTY				
		Allison	Benny Boydston	
		Briscoe	Dave Pearson	
		Kelton	Shorty Green	
		Mobeetie	Tim Adcock	
		Shamrock	Randy Tallant	
		Wheeler	Robert Ford	

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NPEC Critical Load Members/Oxygen, CPAC

Name / Contact	Phone	Account Number	Sub/Feeder
Martha Anspaugh		7516801	Gruver/Fdr #3
Monty Harbour		2897700	Harbour/Fdr #2
Billy Britt Jarvis		3487600	Harbour/Fdr #2
Jeffries Farm Trust		5735603	Harbour/Fdr #4
K. Courson Renter		22405501	Perryton/Fdr #2
Harold Schoenhals		6110100	Perryton/Fdr #4
Ron Mick		6451902	Lucky/Fdr #2
Sherman Wheless		4230912	Lucky/Fdr #1
Judy Elmore		2002400	Shattuck/Fdr #1
Jeri Pundt		5711702	Glazier/Fdr #1
Richard Farquer		3092401	Glazier/Fdr #3
Don Knight		22546100	Urschel/Fdr #2
Glen Ellison		1988500	Briscoe/ Fdr #2
LM Gallagher		2380400	Briscoe/Fdr #4
JB Henderson		3052800	Briscoe/Fdr #4
Kathy Beahn		22614600	Briscoe/Fdr #4
Nick Thomas Inc.		22329801	Briscoe/Fdr #2
Elvin Meadows		4347100	Meadows/Fdr #2

Municipal Critical Loads

Name / facility	Account Number	Generator on site	Emergency Contact 806-443-6967
Perryton Well #5	5224100	X	Brandon Knapp
Perryton Well #6	5225800		Brandon Knapp
Perryton Well #7	To be completed		Brandon Knapp
Perryton Well #8	5223300		Brandon Knapp
Perryton Well #9	5226600		Brandon Knapp
Perryton Well #10	5231600	X	Brandon Knapp
Perryton Well #11	5230800	X	Brandon Knapp
Perryton Well #12	22454701		Brandon Knapp
Perryton Well #13	22721200		Brandon Knapp
Perryton Wastewater Treatment Plant	21013900	X	Brandon Knapp Robert Holland

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Perryton SE Booster Pump Station	5228200	X	Brandon Knapp Robert Holland

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External Resources

Vendor Name	Contact Person	Address	Phone Numbers
Wesco	Chris Eaton	513 N. Nelson Amarillo, TX	806-379-8117
Techline	Troy Holeman	16005 I-27 Amarillo, TX	806-786-7452
Anixter	Zane Majors	10309 W. CR 146 Midland, TX	806-277-9806
Amarillo Electric	Vickie Schrandt	201 S. Shore Amarillo, TX	806-679-1008
Tri-State Electric	Jonathon Dindinger	215 S. Bonham Amarillo, TX	800-284-4921 806- 374-4404
Solomon	Jan Sexton	PO Box 245 Solomon, KS	800-234-2867 Extension 123
Marathon Electric	Bill Brown	PO Box 271565 Oklahoma City, OK	405-682-5511
KD Johnson SEL Controls	Stacy Smith	1860 CR 1320 Morton, TX 79346	806-777-2606
R&R Line Construction	Roy Varnell	PO Box 246 Sayre, OK 73662	580-729-1054
Lone Star Line Service	Bobby Fouquet	PO Box 964 White Deer, TX	806-676-5831
Custom Energy Services	Waylen Wyrick		
Powerline Inc.		583 US 70 Clovis, NM	575-226-4000
Davis Tree Service			
Willis Boyd Dirt Contractor	Willis Boyd	Spearman, TX	
James Clark Dirt Contractor	Kenny Mackey	Perryton, TX	
TEC M & D Services	Johnny Andrews Mike Zaccardo	Austin, TX Lubbock, TX	512-868-8610
Scribner Construction	Johnny Scribner	Perryton, TX	
Panhandle Line Construction	Sherman Alders	Borger, TX	
Nick Thomas Dirt Contractor	Nickolas Thomas	Canadian, TX	

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NPEC Cooperative Personnel

Name	Address	City	Zip	Home Phone	Business Phone
Randy Mahannah		Perryton, TX	79070		806-435-0927
Paula Lehw		Perryton, TX	79070		
Engineer					
Miguel Carnero		Perryton, TX	79070		806-202-5981
Safety Coordinator					
Jeff Hinshaw		Perryton, TX	79070		806-202-5561
Operation Manager					
Ronald Harvey		Perryton, TX	79070		806-435-0102
Angela Godino		Booker, TX	79005		
Martin Garza		Perryton, TX	79070		
Construction Foreman					
Jason O'Dell		Perryton, TX	79070		
Dayton Savage		Perryton, TX	79070		
Laramie Batenhorst		Perryton, TX	79070		
Logan Boxwell		Perryton, TX	79070		
Construction Foreman		Perryton, TX	79070		
Jesse Burkhalter		Perryton, TX	79070		
Logan Godino		Perryton, TX	79070		
Freddy Martinez		Perryton, TX	79070		
Danny Hernandez		Perryton, TX	79070		
Serviceman					
Dewayne Holdeman		Perryton, TX	79070		
Construction Foreman					
Heath Davis		Balko, OK	73931		
Daniel Garza		Perryton, TX	79070		
Lane Farrar		Perryton, TX	79070		
Clay Feger		Perryton, TX	79070		
Construction Foreman		Perryton, TX	79070		
Alfred Godino		Canadian, TX	79014		
Elbie Wilson		Canadian, TX	79014		
David Lewis		Canadian, TX	79014		
Eduardo Paz		Canadian, TX	79014		
Brenden Wyatt		Canadian, TX	79014		
Serviceman					
Jonathon Fulton		Canadian, TX	79014		
Information Tech					
Rusty Pickett		Perryton, TX	79070		
Member Services					
Cynthia Turner		Perryton, TX	79070		

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