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PROJECT NO. 56822

INVESTIGATION OF EMERGENCY PREPAREDNESS AND RESPONSE BY UTILITIES IN HOUSTON AND SURROUNDING COMMUNITIES	§ § § §	**PUBLIC UTILITY COMMISSION OF TEXAS**

RESPONSE OF ENTERGY TEXAS, INC.
TO COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION:
STAFF 1:1 THROUGH 55

Entergy Texas, Inc. ("ETI" or the "Company") files its Response to Commission Staff's First Request for Information. The response to such request is attached and is numbered as in the request. An additional copy is available for inspection at the Company's office in Austin, Texas.

ETI believes the foregoing response is correct and complete as of the time of the response, but the Company will supplement, correct, or complete the response if it becomes aware that the response is no longer true and complete, and the circumstance is such that failure to amend the answer is in substance misleading. The parties may treat this response as if it were filed under oath.

Respectfully submitted,

George G. Hoyt
ENTERGY SERVICES, LLC
919 Congress Avenue, Suite 701
Austin, Texas 78701
P: (512) 487-3945
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Attachments: **STAFF 1:1 THROUGH 55**

CERTIFICATE OF SERVICE

I certify that a copy of the foregoing Response of Entergy Texas, Inc. to Commission Staff's First Request for Information has been sent by email to the party that initiated this request in this docket on this the 30th day of August 2024.

George G. Hoyt

ENTERGY TEXAS, INC.
PUBLIC UTILITY COMMISSION OF TEXAS
PROJECT NO. 56822

Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witnesses: Dakin DuBroc, Francis Shannon Beginning Sequence No. EV7 Ending Sequence No. EV10

Question No.: STAFF 1-1 Part No.: Addendum:

Electric Utilities – Emergency Planning and Event Response

Question:

Provide the following information concerning the last hurricane or major storm drill conducted in 2024:

a. The date the drill was conducted;

b. The category of hurricane drilled and any conditions (e.g., where the hurricane made landfall, date hurricane made landfall, status of infrastructure and vegetation management activities in affected area, aid received vs aid requested from mutual assistance programs, total number of customers in anticipated affected area) used in the drill;

c. A description as to how the drill conducted in 2024 differed materially from the previous annual drill;

d. The identity of all third-party vendors that assisted in either conducting or preparations for the 2024 hurricane drill;

e. The identity of all other electric, water, sewer, or telecommunication utilities that were invited to participate in your 2024 hurricane drill and a description of their participation;

f. The identity of all local government, trade associations, medical and eldercare facilities, community organizations, PGCs, and REPs that were invited to participate in your 2024 hurricane drill and a description of their participation;

g. How performance during the 2024 hurricane drill was measured; and

h. Any feed-back whether internally or externally from a third-party vendor or party invited to participate in the 2024 hurricane drill.

Response:

a. Entergy Texas, Inc. ("ETI") conducted its state command tropical storm exercise on May 14, 2024. Entergy Services, LLC ("ESL") Incident Response also conducted a multi-day system command hurricane response drill on May 2-9, 2024. ESL Incident Response also conducts periodic smaller-scale exercises to practice various aspects of our storm response program, which are ongoing throughout the year. ETI participates in these ESL Incident Response exercises as well. Additionally, on March 18-19, 2024, ESL Incident Response held an ETI-specific exercise for the Texas Resource and Logistics teams. Given that many of ESL's incident response processes are the same or similar whether responding to a thunderstorm or a hurricane, ESL also looks at every major thunderstorm as an opportunity to practice and improve upon its storm response.

   ETI utilizes the Incident Command System ("ICS") framework to manage all incidents and, during drills or exercises, participant activities and injects are tied to their respective ICS role ensuring employees build proficiency in their role.

b. ETI's May 14, 2024 state command tropical storm exercise drilled a predicted Category 3 hurricane at 96-hours out with 127 mph winds and an expected path just east of Houston. Prior to landfall, the intensity increased to a Category 5 hurricane with 157 mph winds and shifted further east primarily affecting the Port Arthur, Beaumont, and Orange areas. At landfall, damage assessment showed 5,910 poles, 3,012 cross-arms, 4,789 spans, 2,780 service spans, and 2,433 transformers were damaged. The total predicted workers to support restoration included 5,448 personnel excluding support oversight, resulting in off-system resources required to support restoration.

   ESL's Incident Response system command hurricane response drill utilized an initial 96-hour pre-landfall forecast (issued on May 2 as part of exercise play) projected for Hurricane Lee to make landfall as a Category 4 hurricane just east of Mississippi, enabling ESL to work through some of our mutual assistance processes in a "donor" capacity to neighboring utilities in a tabletop exercise format. The 72 hours pre-landfall scenario (issued on May 3) shifted the track to project that Lee would make landfall as a Category 4 on the Texas/Louisiana border with 120mph winds. Subsequently, the exercise altered the track of the storm again, with Hurricane Lee ultimately making simulated landfall on May 7, 2024 just east of Vermillion Bay as a Category 4 with wind speeds of 135mph. Primary impacts were in the West Region of Entergy Louisiana, LLC's service area (Jennings and Lafayette areas). The drill did not assume any operating conditions beyond normal on the transmission or distribution systems prior to landfall. The drill assumed that Montgomery County Power Station in Willis, Texas was operating at a derate pre-landfall. Mutual aid (contractor and utility mutual assistance program) requests were simulated as part of the exercise; ultimately, ESL assumed ~13,000 non-Entergy resources would be utilized in response efforts. The exercise scenarios provided to participants focused on damaged assets and did not specify customer outage counts, as specific customer numbers were not required to perform the actions we were testing. As a lesson learned from the exercise, ESL did identify that in future exercises it would be helpful to establish specific numbers as part of the injects delivered to participants based on the predicted asset damages. In the system-wide exercise, ESL focused primarily on Texas playing a support role to Louisiana because of the significant level of actual major thunderstorm response

experience Texas had undergone in 2023 and 2024 year-to-date in their service territory that enabled hands-on use of the processes and tools being tested during the exercise.

c. The primary difference between ETI's 2024 state command exercise and the previous year's hurricane exercise was around the testing and further use of recently implemented storm restoration processes, utilization of new tools around damage assessment and crew tracking, and the incorporation of updated resiliency standards. Injects were also adjusted to include an entanglement scenario between transmission and distribution.

The primary difference between ESL's 2024 system-wide exercise and the previous year's hurricane exercise was that the exercise was designed to mirror the actual timeline of a real hurricane incident to ensure the most realistic test of ESL's capabilities possible and to give personnel a better feel for the timing and daily cadence of activities that they would experience in an actual hurricane incident. In 2023, the exercise was conducted over the course of two days in a tabletop format (which had significant focus on talking through processes and action steps, but conducted in a compressed timeframe). During the 2024 exercise, while personnel talked through processes and action steps, they also performed a significant level of hands-on testing in various online systems and others that are used during storm incidents to ensure personnel were proficient in using those tools.

d. ETI's state command exercise did not utilize assistance from third-party vendors. ESL Incident Response's system command drill (in which ETI personnel participated) included assistance from the following vendors (all of whom could or would be utilized by ETI during a major storm event):

- Work & Resource Management Software (responsible for the Storm Manager application used to help in procuring and tracking personnel supporting restoration efforts). ETI utilizes Storm Manager whenever non-ETI resources (beyond what is used on a normal, daily basis outside of storms) are needed to support storm response.
- For logistics services (lodging, staging sites and other support such as meals): Helms-Briscoe, Lodging Solutions, Cotton Commercial USA, Inc., Disaster Resource Group, and Emergency Disaster Services. All of these vendors could potentially be used by ETI during storm restoration.
- For vegetation management and distribution and transmission system restoration services: ABC Professional Tree Service, Inc.; BDG Tree; Bird Electric Enterprises, LLC; Chain Electric Company; Linetec Services, LLC; MDR Construction, Inc.; Pike Electric, LLC; Preferred Eletric, Inc.; Primoris T&D Servics, LLC; Diamond D Industries; Sol Power Lines; Utility Lines Construction Services, LLC; and Zielies Tree DBA Alder Vegetation Group. All of these vendors could potentially be used by ETI during storm restoration.

e. Both ETI's state command and ESL's system command drills include scenarios that consider engagement with the referenced entities, but none of these entities were invited to participate in the 2024 exercises.

f. ETI's state command drill includes scenarios that consider engagement with the referenced entities as appropriate, but none of these entities were invited to participate in the 2024 exercise.

Representatives from the Edison Electric Institute ("EEI") were invited and attended ESL's system command drill in an observation role. A portion of ESL's ICS, the Government Liaison Office ("GLO") Section, is dedicated to ensuring appropriate communication with federal, state, and local government entities. The GLO Section exercised scenarios during the 2024 system exercise that required them to discuss how coordination with local government officials would occur.

g. For ETI's state command exercise, performance was monitored by each of the State Section Chiefs. Any areas of opportunity were identified, and each Section Chief took lessons learned on improvement opportunities for their sections.

For ESL's system command exercise, following standard practice for conducting exercises of this sort, evaluators were identified for each participating group. The evaluators monitored exercise play throughout each day and evaluated each group to determine if they were appropriately following their respective emergency plans and procedures during the exercise. Evaluators were selected to perform the evaluator role because of their subject matter expertise in the respective areas to which they were assigned. Evaluators and all exercise participants were also asked to ensure they made note of any lessons learned throughout the exercises in order to identify areas for ongoing refinement.

h. For ETI's state command exercise, internal feedback was positive, with most participants citing that they appreciated the inclusive environment and being able reinforce storm procedures and tools. No external feedback was received.

For ESL's system command exercise, significant positive feedback was received overall, with many participants citing how "real" it felt due to the degree to which exercise play mirrored the timing, ongoing situational changes and cadence of an actual hurricane incident. One of the external participants, the senior director over preparedness and recovery policy from EEI participated in the exercise for two days in person and was highly complimentary of the caliber of the exercise he observed.

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Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witnesses: Francis Shannon, Dakin DuBroc Beginning Sequence No. EV11 Ending Sequence No. EV11

Question No.: STAFF 1-2 Part No.: Addendum:

Electric Utilities – Emergency Planning and Event Response

Question:

Do you ever seek participation of your customers during a hurricane drill? If yes, please provide a description of their level of involvement.

Response:

Entergy Texas, Inc. ("ETI") and Entergy Services, LLC ("ESL") Incident Response perform drills based on realistic scenarios that consider specific customer needs (critical customers, customer communication, etc.) as informed by historical experiences and communications with customers, but customers are not invited to participate in these drills. As part of ETI and ESL's Incident Command System, there is an Integrated Customer Organization Section ("ICO") that would be stood up for major restoration incidents to ensure effective communication to customers using established channels (digital, direct messaging and customer contact center). The ICO participates in both ETI and ESL's Incident Response drills, as does ETI's Customer Service organization (which is responsible for direct communications with critical and major industrial customers during storm restoration).

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Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witnesses: Francis Shannon, Dakin DuBroc Beginning Sequence No. EV12 Ending Sequence No. EV12

Question No.: STAFF 1-3 Part No.: Addendum:

Electric Utilities – Emergency Planning and Event Response

Question:

Are actual events and conditions experienced during a previous hurricane or storm used in the next year's hurricane or major storm drill? If yes:

a. How long would an actual storm be used to set the conditions for future hurricane drills?

b. What hurricanes and major storms were used to set the conditions for the 2024 hurricane drill?

Response:

Yes.

a. There is not an established time period. Entergy Texas, Inc. ("ETI") and Entergy Services, LLC ("ESL") Incident Response focus on using historical storms, forecasted weather data, and feedback from subject matter experts on the exercise planning team to help generate realistic scenarios that will provide a rigorous and realistic test of their abilities to respond to weather incidents.

b. ESL Incident Response utilized data from Hurricane Laura to help model the size and intensity of the storm in the May 2024 system-wide exercise with adjustments as needed to meet the objectives of the exercise. The ETI state command tropical exercise in May 2024 was designed to simulate a Category 5 hurricane and response.

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Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witness: Francis Shannon, Dakin DuBroc Beginning Sequence No. EV13 Ending Sequence No. EV13

Question No.: STAFF 1-4 Part No.: Addendum:

Electric Utilities – Emergency Planning and Event Response

Question:

Please identify any electric, water, sewer, or telecommunication utilities that invited you to participate in their 2024 hurricane or major storm drill.

Response:

Entergy Services, LLC ("ESL") and Entergy Texas, Inc. did not receive any invitations to participate in exercises with electric, water, sewer, or telecommunication utilities in 2024.

However, ESL participated in the Edison Electric Institute National Response Event ("EEI NRE") tabletop exercise in February 2024 and one functional exercise in May 2024. These exercises tested mutual assistance coordination for major weather-related incidents, including hurricanes. The EEI NRE tabletop exercise was attended by electric investor-owned utilities with representation from government agencies (Department of Energy and the Federal Aviation Administration) and telecommunications service providers.

In addition, ESL participated in a group of Southeast Electric Exchange member utilities that have formed an exercise shadowing program. Through that program, an ESL representative observed Alabama Power's 2024 tropical weather storm.

Finally, in July 2023, ESL participated in a nation-wide cross-sector virtual tabletop hurricane response exercise coordinated by the Sensitive Information Sharing Environment ("SISE") Working Group. The SISE is sponsored by the Multi-state Fleet Response Working Group ("FRWG"). FRWG was established in early 2013, following the devastation of Super Storm Sandy, by state emergency management and utilities commission representatives from Pennsylvania and New Jersey, and various industry sector representatives including electric, communications, fuel, retail, transportation, healthcare, and finance. Initially focused on the Eastern United States, the FRWG has since expanded across the country, developing a range of solutions and processes aimed at reducing mutual assistance delays for utilities in both the U.S. and Canada. The SISE working group focuses on linking industry and state emergency operation centers to coordinate their situational awareness, disaster response efforts, enhance critical infrastructure resilience, and reduce overall infrastructure and community risks.

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Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witnesses: James Wood, Francis Shannon Beginning Sequence No. EV15 Ending Sequence No. EV15

Question No.: STAFF 1-5 Part No.: Addendum:

Electric Utilities – Emergency Planning and Event Response

Question:

Please identify all resources, internal or external, used for weather or storm tracking purposes before July 8, 2024.

Response:

Entergy Services, LLC ("ESL") contracts with an expert weather vendor, StormGEO, for the monitoring and identification of potentially severe weather events, including but not limited to tornadoes, severe cold weather, severe hot weather, flooding, hurricanes, and wildfire risk. StormGEO has more than twenty-five years of experience and employs a robust staff of meteorologists and climate experts with a meteorology desk staffed 24/7, which alerts the Entergy Operating Companies ("EOCs") to rapidly developing weather systems and is available to respond to questions. StormGEO employs one of the nation's leading experts in tropical weather predictions to lead its hurricane forecasting efforts. StormGEO support includes automatic email alerts based on specific condition triggers specified by ESL and a web portal that provides a range of weather information products to ESL's operational decision-makers. ESL is provided daily forecasts that describe severe weather conditions expected for the next seven days, as well as threat alerts outside of that date range as necessary. In addition, Entergy Texas, Inc. is supported by an ESL corporate emergency management and business continuity department (Incident Response) which monitors weather risks and provides additional analysis and decisional information to ETI and the other EOCs. This team utilizes StormGEO information and the U.S. National Weather Service advisory bulletins (watches/warnings) to provide situational awareness of potential weather impacts to EOC operations.

ENTERGY TEXAS, INC.
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Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witnesses: James Wood, Francis Shannon Beginning Sequence No. EV16 Ending Sequence No. EV16

Question No.: STAFF 1-6 Part No.: Addendum:

Electric Utilities – Emergency Planning and Event Response

Question:

How many days before projected landfall do you start tracking storms that could affect or disrupt operations within your service area?

Response:

Entergy Texas, Inc. ("ETI") monitors the Atlantic tropical system forecast every day. As an example, ETI began monitoring the storm that would become Hurricane Beryl around June 25, 2024, more than twelve days before landfall. Depending on the available forecast information and prediction, ETI will increase monitoring of tropical systems to multiple times a day. If a system has a projected path into the Gulf of Mexico, Entergy Services, LLC ("ESL") receives weather advisories with each forecast advisory from the National Hurricane Center data and disseminates the information to the Entergy Operating Companies, including to ETI. Additionally, whenever the weather forecasts meets or exceeds established triggers, a Response Plan Activation ("RPA") alert is sent to the teams and locations within the identified risk area. On July 5, 2024, an RPA was issued from StormGEO.

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Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witnesses: Dakin DuBroc, Francis Shannon Beginning Sequence No. EV17 Ending Sequence No. EV17

Question No.: STAFF 1-7 Part No.: Addendum:

Electric Utilities – Emergency Planning and Event Response

Question:

How many days before projected landfall did you start tracking the storm eventually named Hurricane Beryl?

Response:

Please refer to the Company's responses to Staff 1-6 and 1-14.

ENTERGY TEXAS, INC.
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Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witnesses: Yovanka Daniel, Michael Rhymes Beginning Sequence No. EV18 Ending Sequence No. EV18

Question No.: STAFF 1-8 Part No.: Addendum:

Electric Utilities – Emergency Planning and Event Response

Question:

Do you check the functionality or performance of your outage tracker as part of your regular storm preparation procedures?

Response:

Yes. A dedicated group of individuals tests the functionality and performance of the View Outage Map. They plan and perform storm preparation activities throughout the year to ensure the View Outage Map's reliability and that personnel are trained and prepared to use it. In addition, IT staff performs daily storm health checks across all storm-designated applications in preparation for and throughout storm events including those that integrate with the View Outage Map. Monitoring is increased during major storms to quickly detect and address any issues affecting the ability to accurately track outages.

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Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witness: Francis Shannon, James Wood Beginning Sequence No. EV19 Ending Sequence No. EV19

Question No.: STAFF 1-9 Part No.: Addendum:

Electric Utilities – Emergency Planning and Event Response

Question:

How far in advance of landfall did you initiate requests for mutual assistance?

Response:

Please refer to the Company's response to Staff 1-90.

ENTERGY TEXAS, INC.
PUBLIC UTILITY COMMISSION OF TEXAS
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Response of: Entergy Texas, Inc.	Prepared By:
to the First Set of Data Requests	Sponsoring Witness: Francis Shannon
of Requesting Party: Commission Staff	Beginning Sequence No. EV20
	Ending Sequence No. EV20

Question No.: STAFF 1-10 Part No.: Addendum:

Electric Utilities – Emergency Planning and Event Response

Question:

Provide information as to how restoration efforts are prioritized, and resources are allocated following a hurricane or major storm. For purposes of this question, please provide how these prioritizations and allocation guidelines were used in practice during your response to Hurricane Beryl.

Response:

Please see the Company's response to Staff 1-44 for an explanation regarding the general procedures, prioritization, and timelines associated with the restoration of service following an extreme weather event. While these guidelines are generally applicable and were utilized in restoring service following Hurricane Beryl, each storm is unique, and Entergy Texas, Inc. ("ETI") adjusts its restoration process as needed to safely expedite the restoration process.

During the Beryl restoration, ETI first looked to sectionalize customers to get unaffected areas online through backfeed opportunities and to identify critical customers affected. Next, feeder backbones and critical customers were prioritized in conjunction with allocation of resources. Restoration of laterals occurred after this, followed by single customer outages. Frequent state command calls were also utilized so all stakeholders in the organization would have a platform to discuss items around restoration prioritization, resources and timelines as well as monitor restoration progress and provide updates to the public. Resource allocation is determined through a collective internal process of evaluating customer outage data, information received through damage assessment, outage size, case type, number of cases, and locations of critically impacted infrastructure.

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Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witnesses: Stuart Barrett, Erika Garcia, Ryland Ramos, Scott Hutchinson, Kendra James Beginning Sequence No. EV21 Ending Sequence No. EV23

Question No.: STAFF 1-11 Part No.: Addendum:

Electric Utilities – Emergency Planning and Event Response

Question:

Describe the procedures during an emergency for handling complaints and for communicating with the public; the media; customers; the commission; the Office of Public Utility Counsel (OPUC); local and state governmental entities, officials, and emergency operations centers, the reliability coordinator for your Company's power region; and critical load customers directly served by the entity.

Response:

Complaints

Entergy Texas, Inc. ("ETI") employs customer service managers assigned to specific geographic regions within the ETI service area. These individuals both proactively and reactively communicate with our customers, key contacts and elected officials to handle customer complaints, questions and inquiries. In addition, ETI maintains and staffs call centers to receive and address customer concerns. Please see the Company's response to Staff 1-21, 1-26 and 1-27 for information regarding the staffing and operations of ETI's call centers, both generally and in connection with Hurricane Beryl.

Communications

Please refer to the Company's response to Staff 1-22 and Section III in ETI's Emergency Operations Plan for additional detail.

ETI's Regulatory Affairs, Public Affairs, Customer Service, and other customer facing teams communicate with the Public Utility Commission of Texas ("Commission"), the Texas Division of Emergency Management, the Office of Public Utility Counsel, local and state officials, local emergency operations centers, media, and customers, including critical load customers. In addition to ETI's teams, the ESL incident command Integrated Customer Organization ("ICO"), System Public Information Office, and Government

Liaison Office ("GLO") Sections can be activated during an emergency response to assist in providing communications to customers and government officials.

When warranted, the ETI Regulatory Affairs and Public Affairs teams proactively contact the appropriate Commission staff and/or Commissioners and local and state government officials to keep them informed before, during, and after an event. For an event that qualifies as a "significant interruption," ETI Regulatory Affairs provides the reporting required by 16 Tex. Admin. Code § 25.52 to the Commission during and after the event. ETI Regulatory Affairs also provides staffing to the State Operations Center ("SOC") when requested in order to provide real-time communications to emergency management officials at the SOC. During an event, ETI Public Affairs may also hold elected official calls to provide information to local, state, and federal officials.

When warranted, ETI Customer Service proactively visit local emergency operating centers to speak with local officials and to provide real-time communications to emergency management personnel.

With respect to customers, the public, and the media, in advance of any anticipated emergency, including severe storms, ETI communications stress public safety, company preparedness, and customer preparedness. After the emergency passes, communications focus on safety and restoration to the extent applicable. ETI strives to provide customers and the public with prompt and accurate information through direct customer messaging and established news and information channels. The most efficient method to quickly communicate with a large number of customers and the public during emergency conditions is through traditional news media and ETI's social media channels, including Facebook and X (formerly Twitter). During emergencies, ETI's communications employees are kept informed of ETI system conditions and release media messages when appropriate. For a storm emergency known in advance (*e.g*, a predicted hurricane), upon notice of that storm, ETI begins storm readiness preparations that include external communications.

In addition to media contact during emergency events, ETI utilizes other communication methods to provide information to customers. For example, the ETI website features a dedicated section - Entergy Storm Center - which includes information on preparation, restoration, outages, and how customers can stay safe before, during, and after the storm. Storm updates are published daily, and often times multiple times a day, especially at the height of the storm restoration process. ETI's View Outage Map shows where outages are occurring, the number of customers affected, and provide estimated restoration times.

Customers can report outages through my Entergy, the Entergy mobile app, via text message, or by calling Entergy's Customer Contact Center at 1-800-9-OUTAGE (1-800-968-8243). Customers who use the text option to report outages also receive updates on the outage status both proactively and upon request.

Entergy's Call Center is staffed twenty-four hours every day. During normal business hours, the Call Center respond to all types of customer calls. During peak outage periods (such as during an emergency), an automated outage reporting system is used to handle outage-related calls. The automated outage reporting system is designed to handle large

volumes of calls simultaneously, though customers may also opt to speak to a customer contact representative. During major storms, Call Center staffing levels are increased. See the Company's response to Staff 1-21. The Call Center utilize an escalation process which allows for complaints or escalated issues to be routed to the appropriate personnel.

Leading up to and during weather emergencies, ESL's Operations teams (Power Delivery and System Planning and Operations) are in close contact with the Midcontinent Independent System Operator, Inc. Communications include discussions regarding load forecast, impact, generation commitments, and restoration activities.

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Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witnesses: Dakin DuBroc, Frank Shannon Beginning Sequence No. EV54 Ending Sequence No. EV58

Question No.: STAFF 1-12 Part No.: Addendum:

Electric Utilities – Emergency Planning and Event Response

Question:

Does your company use an operating condition system? If yes, define each level of the operating condition system and actions taken at each level. Please include citations to the relevant section(s) of your EOP filed with the PUCT when answering this question.

Response:

Information included in the response contains protected ("highly sensitive") materials. Specifically, the responsive materials are protected pursuant to Texas Government Code Sections 552.101 and/or 552.110. Confidential materials will be provided pursuant to the terms of the Protective Order in this docket.

Entergy Texas Inc. ("ETI") utilizes impact triggers and activation levels for incidents. An "incident" is defined as a unique set of circumstances or a single occurrence that diverts attention and requires a response above "business as usual." ETI has identified ten impact triggers which may require the activation of Incident Command and/or the Emergency Operations Plan.

These level-specific characteristics are intended to provide guidelines for consideration when assessing an incident. They are not meant to be viewed as concrete triggers, as there may be instances in which the Incident Commander uses good judgment and open debate to override an assessment and determine that an incident will be managed at a higher or lower level than the trigger may indicate. The below guidelines are utilized by ETI for storm restoration incidents:

Please refer to ETI's Emergency Operations Plan at Sections III.B., III.D., III.E., IV.A.1-3, IV.B.1.a, c, and V. ETI's Emergency Operations Plan is a compilation of multiple plans, policies, and procedures for emergencies that are developed and maintained by various groups within Entergy Services, LLC ("ESL") and are incorporated by reference into ETI's Emergency Operations Plan. The levels defined above are contained in an Entergy Incident Response Plan that is incorporated by reference into ETI's Emergency Operations Plan. ESL also utilizes a process for monitoring the Bulk Electric System which is reflected in ETI's Emergency Operations Plan at Sections III.D., IV.a.4. and through a procedure document that is incorporated by reference into ETI's Emergency Operations Plan.

DESIGNATION OF PROTECTED MATERIALS PURSUANT TO PARAGRAPH 4 OF DOCKET NO. 56822 PROTECTIVE ORDER

The Response to this Request for Information includes Protected Materials within the meaning of the Protective Order in force in this Docket. Public Information Act exemptions applicable to this information include Tex. Gov't Code Sections 552.101 and/or 552.110. ETI asserts that this information is exempt from public disclosure under the Public Information Act and subject to treatment as Protected Materials because it concerns competitively sensitive commercial and/or financial information and/or information designated confidential by law.

Counsel for ETI has reviewed this information sufficiently to state in good faith that the information is exempt from public disclosure under the Public Information Act and merits the Protected Materials Designation.

George Hoyt
Entergy Texas, Inc.

ENTERGY TEXAS, INC.
PUBLIC UTILITY COMMISSION OF TEXAS
PROJECT NO. 56822

Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witnesses: Dakin Dubroc, James Wood, Francis Shannon Beginning Sequence No. PI30 Ending Sequence No. PI31

Question No.: STAFF 1-13 Part No.: Addendum:

Electric Utilities – Emergency Planning and Event Response

Question:

Explain the system and tools used to manage all emergency response assignments. Your response should include management of mutual assistance and contract personnel and consider needed food and lodging facilities.

Response:

Incident response roles for all Entergy personnel (including Entergy Services, LLC ("ESL") and Entergy Texas, Inc. ("ETI")) are assigned and managed through the Storm Assignment Management System ("SAMS"). Every employee is designated an appropriate role within SAMS based on the affected Entergy Operating Company's needs during a storm or other emergency situation. For example, construction and design engineers may be redirected from their normal job duties to conduct damage assessment in the field if they have a damage assessment role in SAMS (which would be their year-round incident response role). Others (such as line workers or a call center agent) would simply perform their normal job within the context of a storm. ESL and ETI have a process in place whereby leaders within the emergency response organizational structure review incident response roles (including storm roles) on an annual basis in light of recent emergency events to ensure the appropriate type and number of roles are in place.

ESL also has contracts in place with various service providers to enable it to quickly flex up additional capabilities as needed, such as turnkey staging sites providing food, lodging, and other services to travelling restoration personnel. ESL utilizes a software tool from an external service provider, Work and Resource Management (an Urbint company), called Storm Manager to track workers that come in from outside of ETI and to assign and track lodging and other related support (per diem, meals, etc.).

ESL partners with other utilities through mutual assistance agreements to provide support if called upon during widespread outage emergencies. Mutual assistance companies meet annually to strengthen their partnership. Please refer to the Company's response to Staff 1-86 for the mutual assistance organizations that ETI participates in.

Through mutual assistance, electric companies impacted by a major outage event can request help from electric companies across the country. When called upon, a company will send skilled restoration workers—both company employees and contractors—along with specialized equipment to help with the restoration efforts of a fellow company. The goal of the mutual assistance program is to restore electric service in a safe, effective manner. Mutual assistance partnerships also allow companies to share best practices and technologies that help the industry improve its ability to prepare for – and respond to – emergencies and enable a consistent, unified response to emergency events.

ENTERGY TEXAS, INC.
PUBLIC UTILITY COMMISSION OF TEXAS
PROJECT NO. 56822

Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witnesses: Francis Shannon, James Wood, Dakin DuBroc Beginning Sequence No. EV39 Ending Sequence No. EV41

Question No.: STAFF 1-14 Part No.: Addendum:

Electric Utilities – Emergency Planning and Event Response

Question:

How far in advance of the May 2024 Derecho and Hurricane Beryl did you initiate emergency preparations? Describe the timeframes for the preparation work in anticipation of emergency operations plan activation. Please include citations to the relevant section(s) of your EOP filed with the PUCT when answering this question.

Response:

May 16, 2024 Severe Thunderstorm Event

May 13: Weather forecast shows slight risk of severe thunderstorms over the next several days including May 16th. A significant thunderstorm cell moves across Texas and Louisiana resulting in significant electrical outages in Texas and Louisiana. Citation: 4.2.2.1.1 of the Entergy Services, LLC ("ESL") System Storm Incident Specific Plan. Entergy Texas, Inc.'s ("ETI") Emergency Operations Plan ("EOP") Section III.E. Note that ETI's EOP is a compilation of multiple plans, policies, and procedures for emergencies that are developed and maintained by various internal organizations, all of which are incorporated into the EOP by reference.

May 13: Strong thunderstorms impact the region causing outages in each of the Entergy Operating Companies ("EOCs"), including ETI. Restoration activities are required in each EOC's service area.

May 14: ETI completes restoration from May 13th storms and provides resources to Entergy Louisiana, LLC ("ELL") to assist in ELL's restoration efforts following the May 13th weather impacts.

May 15: Weather forecast shows slight risk of severe thunderstorms in the ETI service area on May 16th and 17th. Citation: 4.2.2.1.1 of the ESL System Storm Incident Specific Plan. ETI EOP Section III.E.

May 16: Weather forecast increased risk of severe thunderstorms in the ETI service area on May 16th and 17th to moderate risk. ESL Incident Response shared a weather alert of

the increase in risk including the potential for severe thunderstorms. At 11:00am, the National Weather Service issued severe thunderstorm watches for two areas in ETI's service territory. At 2:40pm, the National Weather Service issued a tornado watch for nearly all the ETI service area. Citation 4.2.2.1.1 of the ESL System Storm Incident Specific Plan. ETI EOP Section III.E.

May 16: A strong weather system moves across southeastern Texas and into Louisiana with at least one confirmed tornado touchdown in the ETI service area. Damage assessment and restoration activities begin. Citation 4.2.3, 4.2.3.1, 4.2.3.1.1 and 4.2.4 of the ESL System Storm Incident Specific Plan.

Hurricane Beryl

June 25: ESL began tracking "disturbance 7," the storm that would become Hurricane Beryl. Daily updates to leadership teams and Incident Response Department begin. The potential for weather system to impact an EOC is widely shared. Citation: 4.2.2.1.1 of the ESL System Storm Incident Specific Plan. ETI EOP Section III.E.

July 2: ETI begins to undertake no regrets planning activities, including reviewing checklists and employee and resource availability, etc. ETI begins preparations to support other impacted utilities in south Texas and for the potential of a tropical impact to ETI's customers. Citation: 4.2.3 of the ESL System Storm Incident Specific Plan. ETI EOP Section III.D.; Section III.E; Section IV.A.4.

July 3: First indications that ETI's service area could see potential impacts according to long range models; probability of this was reported to be low. At this time, the projected landfall was south of Brownsville, Texas with a slight risk of tropical impact to ETI's service area. Notifications of preparations made to the Restoration Strategy Group. Citation: ESL Restoration Strategy Group Operating Procedure. ETI State Incident Command coordinated the first weather forecast call with StormGEO to obtain updated path projections. ETI EOP Section III.B.; Section III.C.; Section III.D; Section III.E.; and Section IV.B.1.

July 5: Early mutual assistance coordination begins with Texas Regional Mutual Assistance Group and the Southeastern Electric Exchange. Citation: 4.2.7.8 of the ESL System Storm Incident Specific Plan. ETI EOP Section III.D.

July 5: ETI State Incident Command coordination and weather call held. Citation: 4.2.3 and 4.2.4 of the ESL System Storm Incident Specific Plan. ETI EOP Section III.D.; Section IV.A.4.

July 6: Forecast indicates ETI could experience outer bands of thunderstorms from Hurricane Beryl. Landfall is projected to be near Corpus Christi, Texas. ETI EOP Section III.E.

July 7: The decision to activate both ETI and ESL System Incident Command is made. ESL initiated its damage prediction modeling and resource estimation process. ESL's prediction model application ingests weather data from the National Hurricane Center to

estimate damages to ETI's assets, which helps determine the necessary resources to restore power. All pre-landfall model runs indicated damage was expected to be minimal and within the capabilities of ETI's on-property workforce. ETI leadership considered the extreme and exceptional drought impacts in Southeast Texas in 2022 and 2023 and opted to bring in additional resources as a contingency. ETI requested additional resources from the four other EOCs (Entergy Arkansas, LLC, Entergy Mississippi, LLC, Entergy New Orleans, LLC, and Entergy Louisiana, LLC.) In anticipation of a potential need, each EOC provided resources immediately with both company employees and contractors, mobilizing an initial 640 field restoration workers. ETI leadership also placed all internal restoration workers on standby in their normal work areas. Damage assessment contractor partners were also contacted to verify quantity of resources available, and to ensure that they had access to the Damage Assessment Collection Tool software. All additional resources were met through contract vendors. Citation: 4.2.3 and 4.2.4 of the ESL System Storm Incident Specific Plan. ETI EOP Section III.D.

July 8: Hurricane Beryl makes landfall. Preliminary damage assessment and restoration begins.

Please also refer to the Company`s responses to Staff 1-7, 1-89, 1-90, and 1-96.

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Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witnesses: Francis Shannon, James Wood, Dakin DuBroc Beginning Sequence No. PI32 Ending Sequence No. PI33

Question No.: STAFF 1-15 Part No.: Addendum:

Electric Utilities – Emergency Planning and Event Response

Question:

Please provide a timeline of your Company's response to the May 2024 Derecho and Hurricane Beryl.

Response:

Please refer to the Company's response to Staff 1-14 for a timeline of Entergy Texas, Inc.'s ("ETI") initial emergency preparations ahead of both events.

May 16, 2024 Severe Thunderstorm

May 17: Damage assessment and restoration activities (which began on May 16th) continued, with a field restoration workforce of ~700 mobilized from ETI, Entergy Arkansas, LLC, and external storm vendors.

May 18: Preliminary damage assessment completed with 63 poles, 515 spans (24.25 miles) and 28 transformers damaged or destroyed. Restoration activities continued, with a field restoration workforce of ~750 mobilized.

May 19: Restoration completed.

Hurricane Beryl

July 9: Preliminary damage assessment and restoration continued with 25% of impacted customers restored; field restoration resources increased to ~1,730. With damage assessment ~12% complete, 200 poles, 1,100 spans (52.5 miles) and 106 transformers reported damaged or destroyed.

July 10: Preliminary damage assessment and restoration continued with 50% of impacted customers restored; field restoration resources increased to ~2,140. With damage assessment ~70% complete, 341 poles, 1,861 spans (88 miles) and 171 transformers reported damaged or destroyed.

July 11: Preliminary damage assessment and restoration continued with 66% of impacted customers restored; field restoration resources increased to ~2,160. With damage assessment ~90% complete, 448 poles, 2,399 spans (113.5 miles) and 223 transformers reported damaged or destroyed.

July 12: Preliminary damage assessment completed with 75% of impacted customers restored; restoration continued; field restoration resources increased to ~2,180. Preliminary damage assessment completed with 448 poles, 2,399 spans (113.5 miles) and 223 transformers reported damaged or destroyed.

July 13: Restoration continued, with more than 80% of impacted customers restored; field restoration resources increased to ~2,269.

July 14: Restoration continued with 92% of impacted customers restored; field restoration resources increased to ~2,269.

July 16: Restoration complete with 100% of impacted customers that can safely take power restored. Final damage assessment shows damage to 806 poles, 150 miles of down wire, and 400 transformers.

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Response of: Entergy Texas, Inc.	Prepared By:
to the First Set of Data Requests	Sponsoring Witness: Francis Shannon
of Requesting Party: Commission Staff	Beginning Sequence No. PI34
	Ending Sequence No. PI34

Question No.: STAFF 1-16 Part No.: Addendum:

Electric Utilities – Emergency Planning and Event Response

Question:

Please detail the extent and duration of outages experienced by your customers during and in the aftermath of the May 2024 Derecho and Hurricane Beryl. Include the total number of customers affected; minimum, maximum, and average hours of service interruptions; and maximum and average time to service restoration in your response.

Response:

May 2024 Severe Thunderstorm Data:

- Total number of customers affected: approximately 69,448 customers affected

- Minimum hours of service interruptions: approximately 12 minutes (0 days)
- Maximum hours of service interruptions: approximately 119 hours (5 days)
- Average hours of service interruptions: approximately 7 hours (0 days)

- Maximum hours to restore service: approximately 119 hours (5 days)
- Average hours to restore service: approximately 7 hours (0 days)

Hurricane Beryl Data:

- Total number of customers affected: approximately 299,514 customers affected

- Minimum hours of service interruptions: approximately 1 hour (0 days)
- Maximum hours of service interruptions: approximately 227 hours (9.5 days)
- Average hours of service interruptions: approximately 72 hours (3 days)

- Maximum hours to restore service: approximately 227 hours (9.5 days)
- Average hours to restore service: approximately 72 hours (3 days)

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PUBLIC UTILITY COMMISSION OF TEXAS
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Response of: Entergy Texas, Inc.	Prepared By:
to the First Set of Data Requests	Sponsoring Witness: Francis Shannon
of Requesting Party: Commission Staff	Beginning Sequence No. CR53
	Ending Sequence No. CR54

Question No.: STAFF 1-17 Part No.: Addendum:

Electric Utilities – Emergency Planning and Event Response

Question:

Provide the following information concerning your service territory:

a. Identify the geographic areas that experienced the highest number of outages and longest duration of outage due to the May 2024 Derecho. Your response should identify the neighborhood, city, zip code, and county if possible.

b. Identify the geographic areas that experienced the highest number of outages and longest duration of outage due to the Hurricane Beryl. Your response should identify the neighborhood, city, zip code, and county if possible.

c. Identify or describe the factors that contributed to the areas identified in response to subparts (a) and (b) as being particularly vulnerable.

Response:

a. During the May 16, 2024 severe thunderstorm event, the highest number of outages were experienced in Montgomery, Liberty, Hardin, and Grimes Counties, while the longest duration of outages were experienced in Trinity, Orange, Jefferson, and Walker Counties. The Cities of Cleveland, Conroe, and Porter had the highest number of outages, while the Cities of Trinity, Vidor, Beaumont, and Huntsville had the longest duration of outages.

b. During Hurricane Beryl, both the highest number of outages and longest duration of outages were experienced in Montgomery, Liberty, Jefferson, and Walker Counties. The Cities of Conroe, The Woodlands, Beaumont, and Porter had the highest number of outages, while the Cities of Conroe, Huntsville, New Caney, and Huffman had the longest duration of outages.

c. During both events, the high concentration of vegetation in these geographic areas (especially in off-road or inaccessible areas) as well as the high winds experienced, were the main contributing factors of the outage quantity and duration experienced.

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Response of: Entergy Texas, Inc.	Prepared By:
to the First Set of Data Requests	Sponsoring Witness: Francis Shannon
of Requesting Party: Commission Staff	Beginning Sequence No. CR55
	Ending Sequence No. CR55

Question No.: STAFF 1-18 Part No.: Addendum:

Electric Utilities – Emergency Planning and Event Response

Question:

Describe any challenges in restoring operations your Company encountered due to the May 2024 Derecho or Hurricane Beryl.

Response:

For the May 16, 2024 severe thunderstorm event, the Company experienced the following challenges:

- Many of the damaged facilities requiring repair were off-road or located in areas not accessible by truck, requiring special equipment (such as tracked equipment, airboats, and high-water vehicles) and access matting.
- With the rainfall already accumulated over the previous weeks, severe flooding was an issue in several networks causing significant damage throughout multiple communities.

For Hurricane Beryl, please refer to the Company's response to Staff 1-50.

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Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witnesses: Dakin DuBroc, Francis Shannon Beginning Sequence No. CR56 Ending Sequence No. CR56

Question No.: STAFF 1-19 Part No.: Addendum:

Electric Utilities – Emergency Planning and Event Response

Question:

Please provide a copy of the after-action reports or provide a date by when the action reports will be completed for the May 2024 Derecho and Hurricane Beryl.

Response:

Entergy Texas, Inc. utilizes a proven performance improvement process and corrective action program to continuously improve company performance. Following an incident, a lessons learned collection process is initiated for the purpose of identifying opportunities for improvement and best practices. As these issues are collected, each is evaluated to determine the risk or value each identified issue poses so that it can be appropriately prioritized for action. Once priority of action is determined, the issue is assigned to an appropriate leader (manager or above) to oversee to satisfactory completion. Ultimately, the assembled list of issues is entered into and maintained in the Company's Paperless Condition Reporting System. For the May 16, 2024 severe thunderstorm event, no performance improvements or corrective actions were identified. Please refer to the Company's response to Staff 1-51 regarding Hurricane Beryl.

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Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witnesses: Francis Shannon, Stuart Barrett Beginning Sequence No. PI35 Ending Sequence No. PI35

Question No.: STAFF 1-20 Part No.: Addendum:

Electric Utilities – Emergency Planning and Event Response

Question:

Please provide any additional information and describe any concerns that may be helpful to this investigation.

Response:

A key learning from Hurricane Beryl is how critical Entergy Texas, Inc.'s ("ETI's") grid hardening and Resilience Plan is to mitigate the cost and duration of system restoration for our customers. As one example of the effectiveness of system resiliency investments, the portion of ETI's system on the Bolivar Peninsula with roughly 200 newly installed poles and an elevated substation still under construction was in the path of the storm and, despite high sustained winds and storm surge, there was no damage to those assets.

Another key learning is that the 2022 and 2023 drought impact on vegetation was significant and has created a unique challenge for utilities. Droughts can lead to overall health issues in trees and other vegetation but specific to challenges seen in Beryl, trees that otherwise appeared healthy were observed to have fallen. Field observations of restoration crews noted that many of the root balls appeared to be unhealthy and/or appeared small for the tree indicating the possibility of ball shrinkage which is a possible effect of two years of drought. The lasting effects of this damage will make it difficult to identify problem trees and to predict damages.

While not a new learning, Hurricane Beryl reinforced the importance of holding storm update calls for local, state, and federal officials to support the dissemination of critical information to customers, enhance emergency planning and response, and ensure alignment and coordination with governmental entities. Similarly, conducting media interviews and press conferences during emergency events in English and Spanish improves communications with stakeholders, magnifies key messages to larger audiences, and ensures that more Texans are prepared and informed about storms.

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Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witnesses: Stuart Barrett, Yovanka Daniel Beginning Sequence No. CR62 Ending Sequence No. CR63

Question No.: STAFF 1-21 Part No.: Addendum:

Electric Utilities Communication and Coordination

Question:

Provide the following information concerning the communication strategy and policy in place before July 8, 2024:

a. What consideration is given to local governments, community organizations, and other electric, water, sewer, and telecommunication utilities concerning your communication strategy after a hurricane or major storm in your service territory?

b. Describe any augmentation to staffing at call centers or help desks that would occur in advance of or after a hurricane or major storm entered your service territory.

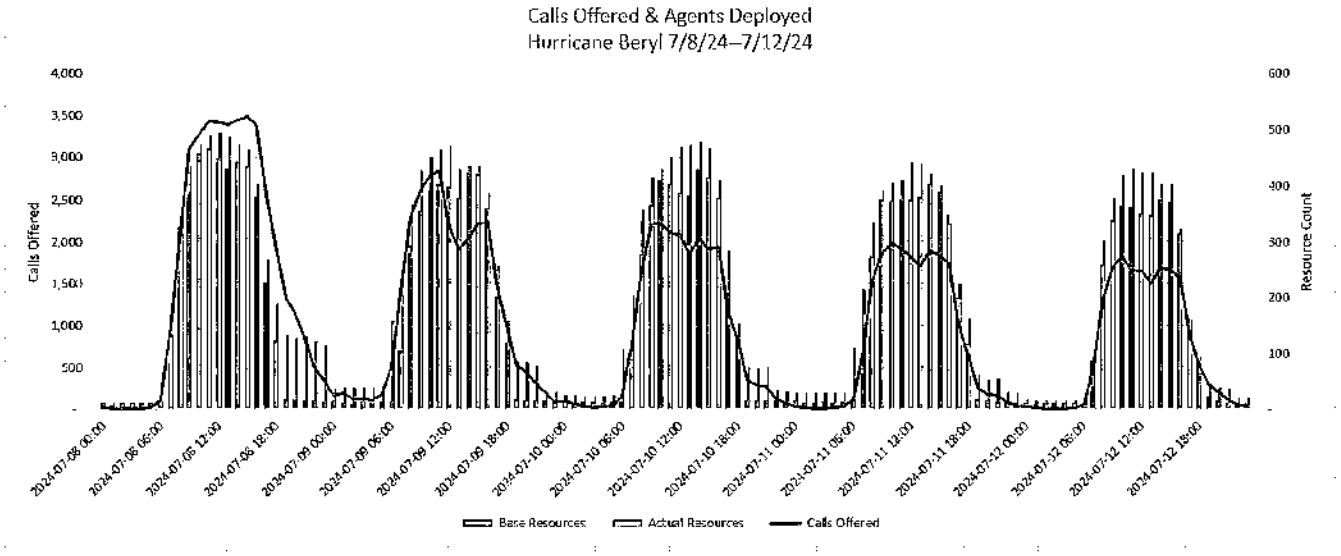
c. For transmission and distribution utilities, please describe how your company coordinates communication to end-use customers with retail electric providers.

Response:

a. Entergy Texas, Inc. ("ETI") contacts county judges and local emergency operation centers when it becomes apparent that their jurisdiction, constituents, or facilities are likely to be materially impacted by an extreme weather event. Those communications are followed up as necessary to ensure communication throughout and following the event. Communications with these entities are in addition to proactive communications to all customers and the public. Please also see Section III.B of ETI's Emergency Operations Plan.

b. Utilizing historical call volumes from similar prior events, the call centers prepare hourly forecasted staffing levels to meet expected call volume and enable the Company to prioritize outage related calls during an extreme weather event. For Hurricane Beryl, preparation started on July 5th by ensuring additional resources were available to be activated at both internal and third-party contact

centers. Resources can be adjusted up or down quickly as needed in the ecosystem of centers. Staffing adjustments are made real-time to adapt to call arrival patterns to deliver a premier average speed of answer for customers. The table below shows the call center agent call volume and corresponding staffing levels from July 8, 2024 through July 12, 2024. "Calls offered" refers to calls that were handled by a Call Center agent rather than through the Interactive Voice Response ("IVR").



c. As a vertically integrated utility that operates solely outside of the Electric Reliability Council of Texas region, ETI coordinates communication directly with its customers and does not have retail electric providers. Please also refer to the Company's response to Staff 1-22.

ENTERGY TEXAS, INC.
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Response of: Entergy Texas, Inc.
to the First Set of Data Requests
of Requesting Party: Commission Staff

Prepared By:
Sponsoring Witnesses: Stuart Barrett, Kendra James, Scott Hutchinson
Beginning Sequence No. PI36
Ending Sequence No. PI37

Question No.: STAFF 1-22 Part No.: Addendum:

Electric Utilities Communication and Coordination

Question:

Describe your communication strategy with the public before, during, and after the May 2024 Derecho and Hurricane Beryl and by what means these communications were conducted.

Response:

Please refer to the Company's response to Staff 1-11, which procedures were utilized during both of these events.

During the May 16, 2024 severe thunderstorm event and Hurricane Beryl, Entergy Texas, Inc. ("ETI") provided customers with prompt and accurate information through direct calls, text messages, and emails, and established news and information channels (including social media) that reach the public as well. Prior to Hurricane Beryl's landfall, ETI published 139 proactive social media posts to platforms such as Facebook and X (formerly Twitter). From July 6th to July 18th, ETI published a total of 38 storm updates to the Entergy Storm Center website that informed the community of the ways the Company prepared for the storm operationally, how customers could stay safe and informed before, during and after the storm, and the current status of damage assessments, restoration efforts, and current estimated restoration times for areas experiencing outages. Throughout the storm, ETI continued to share updates directly with media and local and state leaders through emails and calls, while also publishing daily updates to the Company's Storm Center website and social media platforms.

Daily calls and text messages were sent to ETI customers, and detailed information regarding estimated restoration times, damage assessments and storm relief resources were published to ETI's View Outage map, which can be accessed online through Entergy's Storm Center or via the Entergy app. The View Outage Map and Storm Center Updates were available during both events. During Hurricane Beryl, ETI directly reached customers through 130,000 direct calls, 2.5 million text messages, and alerts on the Entergy app. The Company also deployed digital advertising and 654 radio messages to communicate storm updates to ETI customers in the areas hit the hardest by Hurricane Beryl.

ETI executive leadership conducted multiple interviews with local and regional media to keep communities informed of recovery resources, restoration progress, and additional storm-related updates. Many of those interviews were conducted in the neighborhoods heavily impacted by Hurricane Beryl, and several of the interviews were conducted in Spanish to help ensure the Company was able to communicate with as many customers as possible. ETI's President & Chief Executive Officer provided an update on restoration efforts to the Public Utility Commission of Texas at its July 11, 2024 open meeting, which is livestreamed and accessible to the public.

During Hurricane Beryl restoration, ETI hosted daily local, state, and federal elected official calls to address restoration and questions regarding progress. During both Hurricane Beryl and the May 16, 2024 severe thunderstorm event, teams worked outside of these calls to communicate with customers and elected officials, as well as provide email updates and content that could be shared via social media posts to reach constituents. Please also refer to the Company's response to Staff 1-28 and 1-49.

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Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witnesses: Yovanka Daniel, Kendra James, Stuart Barrett Beginning Sequence No. CR57 Ending Sequence No. CR57

Question No.: STAFF 1-23 Part No.: Addendum:

Electric Utilities Communication and Coordination

Question:

Please provide any available data regarding customer feedback you received in response to your service restoration efforts during and in the aftermath of Hurricane Beryl.

Response:

Entergy Texas, Inc. ("ETI") received customer feedback regarding its service restoration efforts related to Hurricane Beryl through customer calls to our Call Centers, comments through social media (such as X or Facebook), emails, direct conversations, and informal complaints submitted to the Public Utility Commission of Texas ("Commission"). Whether it is a compliment, complaint, or suggestion, customers have the opportunity to provide feedback to ETI through multiple channels. During an event, this real-time engagement allows ETI to monitor customer sentiment, address issues quickly, and engage with communities directly. During and after Hurricane Beryl, ETI received approximately 119 outage complaints through our Call Centers and approximately 66 informal complaints submitted to the Commission. Social media sentiment metrics from before Hurricane Beryl's landfall through the date of full restoration showed that more than 62% of the comments or messages received from customers had a positive to neutral tone.

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Response of: Entergy Texas, Inc.	Prepared By:
to the First Set of Data Requests	Sponsoring Witness: Stuart Barrett
of Requesting Party: Commission Staff	Beginning Sequence No. CR58
	Ending Sequence No. CR58

Question No.: STAFF 1-24 Part No.: Addendum:

Electric Utilities Communication and Coordination

Question:

What steps are being taken to improve coordination and communication with local governments, medical and eldercare facilities, community organizations, trade associations, and other similar organizations for future significant weather events?

Response:

Please refer to Entergy Texas, Inc.'s ("ETI") response to Staff 1-51 regarding its ongoing evaluation of lessons learned following Hurricane Beryl. One potential improvement to coordination and communication being evaluated is the development and maintenance of a list of critical load facilities that have access to back-up generation in order to more quickly identify facilities that may need additional assistance during an outage. Additionally, ETI continually looks for ways to more effectively and timely communicate with these entities through means such as updating contact lists and establishing new points of contact.

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Response of: Entergy Texas, Inc.	Prepared By:
to the First Set of Data Requests	Sponsoring Witness: Stuart Barrett
of Requesting Party: Commission Staff	Beginning Sequence No. PI38
	Ending Sequence No. PI38

Question No.: STAFF 1-25 Part No.: Addendum:

Electric Utilities Communication and Coordination

Question:

What steps are being taken to improve coordination and communication with other electric, water, sewer, and telecommunication utilities for future significant weather events?

Response:

Entergy Texas, Inc.'s ("ETI") current approach to communication with these entities has generally been effective. However, ETI ensures it is able to maintain effective contact with these entities by updating contact lists and establishing new points of contact when turnover occurs.

ENTERGY TEXAS, INC.
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Response of: Entergy Texas, Inc.	Prepared By:
to the First Set of Data Requests	Sponsoring Witness: Yovanka Daniel
of Requesting Party: Commission Staff	Beginning Sequence No. CR64
	Ending Sequence No. CR66

Question No.: STAFF 1-26 Part No.: Addendum:

Electric Utilities Communication and Coordination

Question:

Provide the following information concerning call centers and help desks used by your company before July 8, 2024:

a. How many people work in call centers or help desks?

b. Of these people, please provide the percentage of these employees that are full-time employees (FTE), contracted labor, or temporary/seasonal workers.

c. What is the target wait time or response time for calls?

d. What is the target resolution time for calls?

e. Provide a detailed description of company-specific training provided to call center and help desk operators concerning major outages and major weather events including, but not limited to, hurricanes and high wind events.

f. What is the maximum call volume for the call centers of help desks that were available and in operation during or in the aftermath of Hurricane Beryl?

Response:

a.

	Contracted	Internal	Total
Call Center Full Time Employees (Customer Care Representatives ("CCR"), Contractors, Surge)	478	220	698
Entergy Business Center ("EBC") (Employees, Contractors)	-	18	18

b. Call Center:

	Contracted	Internal	Total	%
Call Center Full Time Employees (Customer Care Representatives)	0	128	128	19%
Call Center Full Time Employees Contractors + Surge	478	92	549	81%
Total	478	220	698	100%

EBC:

	Internal	%
Full Time Employees	14	78
Contractors	4	22
Total	18	100

c. Target average response time is less than or equal to 120 seconds for the Call Center and 8 seconds for the EBC. During Hurricane Beryl, Entergy Texas, Inc. ("ETI") beat these targets for outage/emergency calls for the Call Center.

d. While ETI has a target response time (<120 seconds), the Company does not have a target for call resolution time. The focus is a high-quality customer experience.

e. Call center representatives undergo training to address customer concerns related to outages, emergencies, and storms. Call Center representatives undergo training to address customer concerns related to outages, emergencies, and storms. The specific topics covered in the "Outage and Emergency" training module are:

I. Why Outage and Emergency calls are important
II. Outage and Emergency
III. Identifying Outage and Emergency
IV. Rule of Thumb
V. Scenarios including Severe weather events
VI. Entergy/Predct Color Codes
VII. How do we restore Power
VIII. Storm Center
IX. Handling Outage Complaints
X. Emergency Scenarios
XI. Emergency Work Orders
XII. Emergency Safety Tips
XIII. Life Threatening Emergency
XIV. Permits
XV. Review of Emergency Scenarios
XVI. Non-Outage or Emergency Call
XVII. MyEntergy:
    a. Reporting Outage and Emergency
    b. View Outage Map
    c. View Planned Outage Map

d. Storm Center
e. Outage Alerts

XVIII. Entergy Mobile App:
a. Outage and Emergency
b. Outage Map
c. Pre-Storm
d. Area or damage Assessment view
e. Location view and Estimated Restoration time

XIX. MSC
a. Viewing Outage in MSC
i. Current Outage
ii. Historical Outage
iii. Planned Outage
b. Viewing Outage Map in MSC

XX. Creating Outage Report in SAISO
XXI. Verification on Outage Calls
XXII. When to Not Issue an Outage
XXIII. Critical Care Accounts
XXIV. Reliability Improvement Case (RIC)
XXV. Activity
XXVI. Electric Emergency
a. Permits
b. Electric Emergency in MSC
c. Generic Account
d. Generic Work Order
XXVII. First Line of Defense

EBC workers undergo extensive training to address the outage concerns of Large Commercial and Industrial customers. Below are the topics covered in this training:

1. Managed Account Outage Overview
2. Soft skills
3. Create outage tickets
4. Priority Customer Outage Communication Process

The training includes the process in place to capture the outage event and connect with managed account customers until the outage is restored. Customers identified as Priority will receive a call from a Managed Account Specialist ("MAS") to provide follow up calls until the service has been restored and confirmed by the customer.

f. There is not an established maximum call volume. Please see the Company's response to Staff 1-27 for peak call volumes from July 8, 2024 through July 16, 2024.

ENTERGY TEXAS, INC.
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Response of: Entergy Texas, Inc.	Prepared By:
to the First Set of Data Requests	Sponsoring Witness: Yovanka Daniel
of Requesting Party: Commission Staff	Beginning Sequence No. CR67
	Ending Sequence No. CR68

Question No.: STAFF 1-27 Part No.: Addendum:

Electric Utilities Communication and Coordination

Question:

Provide the daily average and peak call volume to your call centers or help desks during or in the aftermath of Hurricane Beryl. For purposes of this question, please provide responses for each day from July 8, 2024, through the date power was restored to at least 99% of the customers in the service territory in the Impacted Area.

Response:

For the Call Center, the following table reflects the total calls by day handled by the Interactive Voice Response ("IVR") system, Customer Care Representatives ("CCR"), and the subset of those calls designated "outage/emergency only." Also included, is the average speed of answer for each. The peak call volume was on July 8, 2024, with 133,472 IVR calls, 38,886 CCR-handled calls, and 25,032 outage/emergency handled calls. The average daily volumes were 58,815 IVR calls, 19,125 CCR-handled calls, and 7,868 outage/emergency handled calls. The table below reflects the total calls received by the Call Center, which includes calls by customers of all Entergy Operating Companies.

	All Calls Handled		Outage/Emergency Only		
Date	Interactive Voice Response	CCR Calls	Avg Speed of Answer (Seconds)	CCR Calls	Avg Speed of Answer (Seconds)
Mon, 8 July, 2024	133,472	38,886	324	25,032	6
Tue, 9 July, 2024	88,500	27,922	29	13,563	2
Wed, 10 July, 2024	62,406	22,371	8	8,050	1
Thu, 11 July, 2024	52,717	19,546	14	5,940	2
Fri, 12 July, 2024	48,079	17,367	10	4,896	2
Sat, 13 July, 2024	22,689	3,146	52	3,146	52
Sun, 14 July, 2024	17,446	2,507	9	2,507	9
Mon, 15 July, 2024	56,485	22,326	37	4,348	4
Tue, 16 July, 2024	47,541	18,054	11	3,328	5

Question No.: STAFF 1-27

For the Entergy Business Center, the following table reflects the total calls by day and the average speed of answer. The peak call volume was 249 on July 8, 2024. The average daily call volume was 73.

Date	Calls	Avg. Speed of Answer (Seconds)
Mon, 8 July, 2024	249	39
Tue, 9 July, 2024	134	6
Wed, 10 July, 2024	85	0
Thu, 11 July, 2024	61	4
Fri, 12 July, 2024	42	0
Sat, 13 July, 2024	1	0
Sun, 14 July, 2024	1	0
Mon, 15 July, 2024	44	0
Tue, 16 July, 2024	43	0

ENTERGY TEXAS, INC.
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Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witnesses: Stuart Barrett, Scott Hutchinson Beginning Sequence No. PI39 Ending Sequence No. PI39

Question No.: STAFF 1-28 Part No.: Addendum:

Electric Utilities Communication and Coordination

Question:

Describe how you communicated and shared information on recovery resources and updates with local and state leaders as well as your customers during leading up to, during, and in the aftermath of Hurricane Beryl.

Response:

Please refer to the Company's responses to Staff 1-22 and 1-11.

Entergy Texas, Inc. ("ETI") began communication with state and federal legislators on July 6, 2024, and outreach to local elected officials on July 8, 2024. From July 9th to July 14th, daily elected official calls were held with ETI executive leadership with restoration information and time for questions. Following these daily calls, emails were sent with information that could be shared with elected official constituents. Please also refer to the Company's responses to Staff 1-49 and 1-38.

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Response of: Entergy Texas, Inc.	Prepared By:
to the First Set of Data Requests	Sponsoring Witness: Yovanka Daniel
of Requesting Party: Commission Staff	Beginning Sequence No. PI40
	Ending Sequence No. PI40

Question No.: STAFF 1-29 Part No.: Addendum:

Electric Utilities Communication and Coordination

Question:

Please indicate whether calls incoming to your call centers, help desks, or priority call desks are recorded, and if so, provide your retention schedule for the captured calls.

Response:

Yes. All incoming calls are recorded, and these recordings are retained for 5 years.

ENTERGY TEXAS, INC.
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Response of: Entergy Texas, Inc.	Prepared By:
to the First Set of Data Requests	Sponsoring Witness: Yovanka Daniel
of Requesting Party: Commission Staff	Beginning Sequence No. PI41
	Ending Sequence No. PI41

Question No.: STAFF 1-30 Part No.: Addendum:

Electric Utilities Communication and Coordination

Question:

If calls incoming to your priority call desks are not recorded, please indicate if incoming calls are logged or otherwise tracked. If tracked or logged, please provide a copy of all logged or otherwise tracked calls to the priority call desk during or in the aftermath of Hurricane Beryl.

Response:

Please refer to the Company's response to Staff 1-29.

ENTERGY TEXAS, INC.
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Response of: Entergy Texas, Inc.	Prepared By:
to the First Set of Data Requests	Sponsoring Witness: Yovanka Daniel
of Requesting Party: Commission Staff	Beginning Sequence No. PI42
	Ending Sequence No. PI42

Question No.: STAFF 1-31 Part No.: Addendum:

Electric Utilities Communication and Coordination

Question:

Please provide an audio copy and transcript of any pre-recorded messages related to either the May 2024 Derecho or Hurricane Beryl used by your call centers or help desks and the date these messages were utilized.

Response:

Two audio messages were deployed through the Interactive Voice Response System ("IVR") for Hurricane Beryl. This message was first activated on July 8, 2024 at 10:35am and deactivated at 7:53pm on July 8, 2024. A transcript is provided below and an audio copy is provided as an attachment (TP-56822-00PUS001-X031-001).

> "Due to Severe Weather in Multiple areas of our service territory, we're experiencing extremely high call volumes and you may expect long wait times to reach a representative. You can use the features of this automated phone system to report an outage, check your balance, request more time to pay or pay your bill. For more self-service options or to view our interactive outage map, please visit our website at www.entergy.com."

A second message was activated on July 9, 2024 at 7:39am and deactivated at 8:46am on July 9, 2024. A transcript is provided below and an audio copy is provided as an attachment (TP-56822-00PUS001-X031-002).

> "Due to Severe Weather in Multiple areas of our service territory, we're experiencing high call volume and you may expect long wait times to reach a representative. You can use the features of this automated phone system to report an outage, check your balance, request more time to pay or pay your bill. For more self-service options or to view our interactive outage map, visit our website at www.entergy.com. Please note, Entergy is not performing disconnects for non-pay today."

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Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witnesses: Yovanka Daniel, Michael Rhymes Beginning Sequence No. PI43 Ending Sequence No. PI44

Question No.: STAFF 1-32 Part No.: Addendum:

Electric Utilities Communication and Coordination

Question:

Provide the following information concerning the outage tracker in use on July 8, 2024:

a. The date the outage tracker was rolled out to customers.

b. The last date the software underpinning the outage tracker was updated.

c. whether the outage tracker was functioning during the May 2024 Derecho and Hurricane Beryl as intended or provide an explanation as to why not.

d. Whether the outage tracker was mobile-friendly;

e. the languages supported by the outage tracker;

f. Whether the outage tracker captured circuit-specific or meter-specific information or both.

g. Whether the outage tracker was cloud-based or operated through an on-premise server?

h. The maximum number of simultaneous users the outage tracker was designed to accommodate.

i. Whether you had internal facing redundancies/contingencies for outage tracking, and if so if these redundancies/contingencies were utilized during your response to Hurricane Beryl.

j. The date of the last stress or load test of the outage tracker.

Question No.: STAFF 1-32

Response:

a. Entergy Texas, Inc's ("ETI") first outage tracker was deployed in 2010. The current platform for ETI's View Outage Map has been in use since 2018.

b. June 25, 2024.

c. ETI's tool functioned as intended during both the May 16, 2024 severe thunderstorm and Hurricane Beryl. On July 11, the View Outage Map experienced a single interruption where customers experienced an error message when accessing, which was resolved within 30 minutes.

d. The View Outage Map and all its features are designed to be used from mobile devices.

e. The View Outage Map is presented in English. When viewed from a desktop computer, the platform supports Google Chrome translation into multiple languages, including Spanish.

f. The View Outage Map captures circuit-specific data.

g. The View Outage Map is cloud-based.

h. The View Outage Map is designed to accommodate 1.5 million simultaneous users.

i. The Outage Management System sources the official record of outages that feed into the customer facing View Outage Map. This system remained stable and available throughout Hurricane Beryl. Processes are in place in the event of technical system issues to communicate to customers using banners on The Outage Tracker and, if warranted, develop targeted communication through a separate platform. Please refer to the Company's response to Staff 1-35.

j. The View Outage Map was last load tested on May 30, 2024.

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Response of: Entergy Texas, Inc.
to the First Set of Data Requests
of Requesting Party: Commission Staff

Prepared By:
Sponsoring Witnesses: Yovanka Daniel, Michael Rhymes
Beginning Sequence No. PI45
Ending Sequence No. PI45

Question No.: STAFF 1-33 Part No.: Addendum:

Electric Utilities Communication and Coordination

Question:

Provide daily total and peak numbers of users accessing your outage tracker in the greater Houston area during each day of the May 2024 Derecho event.

Response:

For the May 16, 2024 severe thunderstorm event, Entergy Texas, Inc. can only provide total user volume on a daily basis, as analytics at the time were not granular enough to detect peak volumes throughout the day. In June 2024, the analytics were enhanced to collect additional data, which now allows for the tracking of peak volumes.

	Total Daily Uses Volume
15-May	15,098
16-May	92,115
17-May	131,909
18-May	24,989
19-May	14,925

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Response of: Entergy Texas, Inc.
to the First Set of Data Requests
of Requesting Party: Commission Staff

Prepared By:
Sponsoring Witnesses: Yovanka Daniel, Michael Rhymes
Beginning Sequence No. PI46
Ending Sequence No. PI46

Question No.: STAFF 1-34 Part No.: Addendum:

Electric Utilities Communication and Coordination

Question:

Provide the daily total and peak number of users accessing your outage tracker in the Impacted Area starting from July 8 through the date service was restored to 100% of your service territory.

Response:

Please refer to the below table, which shows the total daily user activity and daily peak user activity during Hurricane Beryl.

	Total User Volume	Peak User Volume (per hour)
8-Jul	790,000	66,800
9-Jul	870,000	51,000
10-Jul	740,000	68,500
11-Jul	530,000	50,000
12-Jul	325,000	26,500
13-Jul	208,000	19,200
14-Jul	183,000	13,200
15-Jul	132,000	8,000
16-Jul	77,500	3,300
17-Jul	80,000	4,900

ENTERGY TEXAS, INC.
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Response of: Entergy Texas, Inc.	Prepared By:
to the First Set of Data Requests	Sponsoring Witness: Stuart Barrett
of Requesting Party: Commission Staff	Beginning Sequence No. PI47
	Ending Sequence No. PI47

Question No.: STAFF 1-35 Part No.: Addendum:

Electric Utilities Communication and Coordination

Question:

Describe any processes or policies adopted by your company as contingencies to inform customers about service outages and estimated restoration times in the event the outage tracker is offline.

Response:

Entergy Texas, Inc. ("ETI") utilizes both automated and direct messaging to communicate relevant outage updates to customers regarding restoration status from damage assessment to estimated restoration timeframes projected for a given area. In the event of a system related issue, there is a process in place to deploy manual circuit Estimated Restoration Time ("ERT") maps. These maps are updated daily to reflect changes to ERTs. Map owners have been identified in each of the Entergy Operating Companies, including ETI, and are provided annual training on the process.

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Response of: Entergy Texas, Inc.	Prepared By:
to the First Set of Data Requests	Sponsoring Witness: Stuart Barrett
of Requesting Party: Commission Staff	Beginning Sequence No. PI48
	Ending Sequence No. PI48

Question No.: STAFF 1-36 Part No.: Addendum:

Electric Utilities Communication and Coordination

Question:

Please indicate if the processes or policies described in your response to Staff 1-35 were utilized during either the May 2024 Derecho event or in the aftermath of Hurricane Beryl. If they were, please identify the dates the identified processes and policies were activated.

Response:

The processes described in the Company's response to Staff 1-35 were not utilized during either event.

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Response of: Entergy Texas, Inc.	Prepared By:
to the First Set of Data Requests	Sponsoring Witness: Francis Shannon
of Requesting Party: Commission Staff	Beginning Sequence No. CR22
	Ending Sequence No. CR23

Question No.: STAFF 1-37 Part No.: Addendum:

Electric Utilities Communication and Coordination

Question:

Please provide a breakdown of smart meters currently in service for each county in your service territory that was included within the Impacted Area. In providing a response to this question, please provide both raw numbers and answers as a percentage of total customers in each county.

Response:

Please refer to the below table, which shows the requested breakdown for smart meters in the columns labeled "AMI meters" and "Percent AMI."

COUNTY	TOTAL METER COUNT	TOTAL COUNT AMI METERS	PERCENT AMI	TOTAL COUNT LEGACY METERS	PERCENT LEGACY
MONTGOMERY	208,363	207,962	99.8%	401	0.2%
JEFFERSON	119,079	118,824	99.8%	255	0.2%
ORANGE	41,437	41,347	99.8%	90	0.2%
LIBERTY	31,297	31,227	99.8%	70	0.2%
HARDIN	26,752	26,688	99.8%	64	0.2%
WALKER	22,150	22,127	99.9%	23	0.1%
GRIMES	9,568	9,554	99.9%	14	0.2%
CHAMBERS	8,423	8,412	99.9%	11	0.1%
TYLER	7,145	7,127	99.8%	18	0.3%
GALVESTON	6,564	6,564	100.0%	0	0.0%
TRINITY	6,345	6,331	99.8%	14	0.2%
MADISON	4,751	4,746	99.9%	5	0.1%
SAN JACINTO	4,224	4,211	99.7%	13	0.3%
HARRIS	3,941	3,934	99.8%	7	0.2%
ROBERTSON	3,647	3,639	99.8%	8	0.2%
BURLESON	2,344	2,336	99.7%	8	0.3%

POLK	1,211	1,209	99.8%	2	0.2%
BRAZOS	630	630	100.0%	0	0.0%
LEON	617	617	100.0%	0	0.0%
LIMESTONE	490	490	100.0%	0	0.0%
WALLER	442	442	100.0%	0	0.0%
MILAM	297	297	100.0%	0	0.0%
FALLS	244	244	100.0%	0	0.0%
WASHINGTON	137	137	100.0%	0	0.0%
JASPER	3	0	0.0%	3	100.0%
HOUSTON	2	1	50.0%	1	50.0%
NEWTON	1	1	100.0%	0	0.0%

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Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witnesses: Stuart Barrett, Scott Hutchinson Beginning Sequence No. CR59 Ending Sequence No. CR59

Question No.: STAFF 1-38 Part No.: Addendum:

Electric Utilities Communication and Coordination

Question:

Provide the date and method (e.g., email, phone call, text message) you initially contacted local governments in the Impacted Area.

Response:

Beginning on July 6, 2024, Entergy Texas, Inc. ("ETI") Public Affairs initiated direct contact with local and state elected officials via phone and email. From July 9th to July 14th, daily elected official calls were held. ETI Public Affairs also responded directly with state elected officials and staff regarding specific questions.

Customer service managers initiated direct communications via phone and email on July 7, 2024 to local government officials in their assigned geographical areas.

Please also refer to the Company's responses to Staff 1-28 and 1-49.

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Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witnesses: Stuart Barrett, Francis Shannon Beginning Sequence No. CR24 Ending Sequence No. CR24

Question No.: STAFF 1-39 Part No.: Addendum:

Electric Utilities Communication and Coordination

Question:

Describe what processes, if any, you had in place on or before July 8, 2024, to contact medical and eldercare facilities or critical infrastructure (e.g., police stations, firehouses, TV stations) in advance of a hurricane or major storm. Please include citations to the relevant section(s) of your EOP filed with the PUCT when answering this question.

Response:

Entergy Texas, Inc. ("ETI") continuously maintains a critical care customer list. Critical care customers were included in the Company's mass communication plan around the pending threat that began on July 6, 2024. Please refer to the Company's response to Staff 1-22 for details regarding ETI's communication strategy with the public before and during Hurricane Beryl.

As outages occur, direct communication is made to those affected entities as necessary by ETI's region Customer Service managers.

Please also refer to Section III.B of ETI's Emergency Operations Plan.

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Response of: Entergy Texas, Inc.
to the First Set of Data Requests
of Requesting Party: Commission Staff

Prepared By:
Sponsoring Witnesses: Stuart Barrett, Francis Shannon
Beginning Sequence No. CR25
Ending Sequence No. CR25

Question No.: STAFF 1-40 Part No.: Addendum:

Electric Utilities Communication and Coordination

Question:

If your company has a process to contact critical care facilities, provide the date and method (e.g., email, phone call, text message) you initially contacted medical facilities, eldercare facilities, or critical infrastructure (e.g., police stations, firehouses, TV stations) in advance of Hurricane Beryl.

Response:

Please refer to the Company's response to Staff 1-22 and 1-41.

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Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witnesses: Stuart Barrett, Francis Shannon Beginning Sequence No. CR26 Ending Sequence No. CR26

Question No.: STAFF 1-41 Part No.: Addendum:

Electric Utilities Communication and Coordination

Question:

Please describe how you communicate and with what frequency you communicate with critical care and at-risk customers about service outages and restoration efforts.

Response:

Entergy Texas, Inc's ("ETI's") communications with critical care and at-risk customers varies based on the specific conditions of each event. During Hurricane Beryl, ETI communicated with these customers on a continuous basis through a variety of communication channels. This included direct communication through the Customer Service managers as well as phone calls, text messages, social media posts and newsroom releases.

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Response of: Entergy Texas, Inc.	Prepared By:
to the First Set of Data Requests	Sponsoring Witness: Erika Garcia
of Requesting Party: Commission Staff	Beginning Sequence No. CR27
	Ending Sequence No. CR27

Question No.: STAFF 1-42 Part No.: Addendum:

Electric Utilities Communication and Coordination

Question:

For ERCOT-located utilities, please describe any communication with interconnected power generation companies regarding their operational status during Hurricane Beryl.

Response:

Entergy Texas, Inc. is a vertically integrated utility that operates solely outside of the Electric Reliability Council of Texas region.

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Response of: Entergy Texas, Inc.
to the First Set of Data Requests
of Requesting Party: Commission Staff

Prepared By:
Sponsoring Witnesses: Dakin Dubroc, Francis Shannon
Beginning Sequence No. CR28
Ending Sequence No. CR49

Question No.: STAFF 1-43 Part No.: Addendum:

Electric Utilities – Customer Restoration Workflow

Question:

Please state whether you have a service restoration plan regarding service outages caused by extreme or emergency weather events. If you do, please provide a copy of that plan(s). Please include citations to the relevant section(s) of your EOP filed with the PUCT when answering this question.

Response:

Information included in the response contains protected ("highly sensitive") materials. Specifically, the responsive materials are protected pursuant to Texas Government Code Sections 552.101 and/or 552.110. Highly sensitive materials will be provided pursuant to the terms of the Commission's standard Protective Order.

Please see highly sensitive attachment (TP-56822-00PUS001-X043_HSPM) for a copy of Entergy Services, LLC's ("ESL") Storm Incident-Specific Response Plan, which establishes the over-arching framework for how ESL, and Entergy Texas, Inc. ("ETI"), prepares, plans for, and executes restoration activities during extreme weather emergency events. This Plan is one of the plans that is incorporated into ETI's Emergency Operations Plan by reference. It defines the basic organizational structure, processes, guidelines, responsibilities, and reference data necessary for responding to a severe weather incident, focusing on the restoration of Transmission and Distribution infrastructure and service and coordination with other internal and external critical functions as needed to ensure a safe, efficient restoration. The plan covers year-round actions that must occur in order to be ready for storm incidents; monitoring and mobilization activities that occur prior to a major storm incident; ongoing actions that must be taken to ensure situational awareness during an incident; roles and responsibilities associated with various personnel engaged in response; key activities that must occur as part of restoration planning, prioritization and execution; and requirements for a review of response efforts after restoration is complete in order to facilitate ongoing continuous improvement in our storm restoration program.

Please also refer to ETI's Emergency Operations Plan at IV.B.3 and IV.B.4.b.ii.

DESIGNATION OF PROTECTED MATERIALS PURSUANT TO PARAGRAPH 4 OF DOCKET NO. 56822 PROTECTIVE ORDER

The Response to this Request for Information includes Protected Materials within the meaning of the Protective Order in force in this Docket. Public Information Act exemptions applicable to this information include Tex. Gov't Code Sections 552.101 and/or 552.110. ETI asserts that this information is exempt from public disclosure under the Public Information Act and subject to treatment as Protected Materials because it concerns competitively sensitive commercial and/or financial information and/or information designated confidential by law.

Counsel for ETI has reviewed this information sufficiently to state in good faith that the information is exempt from public disclosure under the Public Information Act and merits the Protected Materials Designation.

George Hoyt
Entergy Texas, Inc.

ENTERGY TEXAS, INC.
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Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witnesses: Dakin Dubroc, Francis Shannon Beginning Sequence No. EV42 Ending Sequence No. EV44

Question No.: STAFF 1-44 Part No.: Addendum:

Electric Utilities – Customer Restoration Workflow

Question:

Please describe the procedures followed for customer restoration of service, including prioritization criteria and timelines for restoration or service. Please note if these policies may lead to quicker restoration of service for an area of your service territory relative to the others and why.

Response:

Damage assessment, restoration planning, and prioritization are conducted by experienced personnel with designated storm roles and processes and procedures specific to these activities (see Entergy Texas, Inc.'s ("ETI") Emergency Operation Plan ("EOP") at Sections I, III, IV.A.2., IV.A.4.b, IV.B.1., and IV.B.3.). ETI's EOP is a compilation of multiple plans, policies, and procedures for emergencies that are developed and maintained by various internal organizations, all of which are incorporated into the EOP by reference.

Immediately after a storm passes and it is safe to begin work, ETI personnel, as well as any contractor or mutual aid resources, must expeditiously assess damage to electric equipment and facilities to determine corrective actions. Damage assessment scouts are prepared in advance, and immediately after impact, they are dispatched to begin the assessment. This initial damage assessment helps develop an estimate of crews required, resources needed, and the time estimated to complete restoration.

Following the initial assessment, scouts are assigned to work directly with storm teams in the field to help provide the detailed assessment and support needed to facilitate restoration planning, prioritization, and execution. In general, restoration of electric service must begin at the source – starting with affected power plants needed to produce electricity; then transmission lines, substations and distribution lines necessary for delivering that electricity to customers. Whenever possible, personnel will work to repair damage to equipment simultaneously in order to facilitate faster restoration to customers. Priority consideration must also be given to maintaining the stability of the bulk electric system within and outside of ETI's service area.

ETI's restoration procedures provide a general guideline for approaching restoration planning and execution; however, each restoration may differ depending on the type and extent of the damage and other factors. The planning process must consider transmission and distribution asset information; power flow and other analyses; generation information; projected load based on weather, history and extent and type of damaged structures in the area; and other factors as needed in order to establish a safe re-energization plan. Re-energization planning must also be carefully coordinated with the Midcontinent Independent System Operator, Inc. ("MISO") and other electric service providers.

Annually, ETI updates its feeder restoration prioritization list that factors in the quantity and type of critical customers as well as the total connected customers on every distribution feeder within the ETI service area to determine a prioritized order for restoration. During a storm event, this list of prioritized feeders is utilized to allocate resources to ensure that critical feeders and customers are prioritized. This same approach is applied to transmission line segments as well, with a coordinated effort between MISO, and internal generation, transmission, distribution groups, via the planning section to prioritize efficient restoration of critical customers and infrastructure in an effort to achieve grid stability and efficient restoration. A routine call cadence is established to allow all impacted parties to effectively communicate real time damage restoration timelines so resources could be moved in a manner to restore the highest priority items first in an effort to maximize the number of critical customers restored while taking into account the capacity and stability of the grid. The critical items considered are related to generation capacities, grid stability, transmission level industrial customers, distribution substations and subsequent distribution feeders. The purpose of these routine calls is to ensure that resources are allocated and adjusted to re-prioritize as needed to ensure that the most critical issues and customers across the entire service area from a generator to meter view are being addressed in a manner that speeds restoration while prioritizing grid stability.

Wherever possible, restoration is prioritized according to the criteria outlined immediately below, but this sequence can be impacted by other variables that must be taken into consideration in order to ensure safe re-energization (as described above):

- Generation availability and stability.
- Nuclear operational safety.
- Transmission stability
- Matters of national security (national fuel supply, military defense support, etc.)
- State and local disaster recovery and emergency services, including:
  - Fire, police, military, governmental, medical transportation/treatment facilities.
  - State and local command center facilities.
  - State and local government and emergency services facilities.
  - Homeless shelters / warming stations (cold weather events)
- National Disaster response facilities, FEMA, Homeland Security
- Critical community support services
  - Operability of municipal drainage pumping stations.
  - Food/water supply to communities and evacuation centers.
  - Operation of local evacuation centers.
- System voltage support

- Distribution general area load restoration
  - Individual life support needs in non-evacuation areas.
  - Backbone circuits that enable restoration to larger number of customers at once
  - Laterals and other lines that serve smaller numbers of customers
  - Street lighting, traffic control.

Overall timelines for restoration of service will vary depending on the type and extent of the damage, accessibility to site restoration (weather, road closures, tidal surge/local flooding and environmental hazards), availability and sustainability of cooperative ties with adjacent utilities, proximity of manpower and material restoration resources, customers' ability to receive power and other factors. Post-landfall as damage information is gathered and as restoration gets underway and progresses, ETI provides information regarding estimated restoration times via the View Outage Map.

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Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witnesses: Francis Shannon, Dakin DuBroc Beginning Sequence No. CR50 Ending Sequence No. CR50

Question No.: STAFF 1-45 Part No.: Addendum:

Electric Utilities – Customer Restoration Workflow

Question:

Please describe and explain any changes or modifications made to your service restoration plan(s) during and in the aftermath of the May 2024 Derecho or Hurricane Beryl.

Response:

Entergy Texas, Inc. ("ETI") did not make any changes or modifications to its service restoration plan as a result of the May 16, 2024 severe thunderstorm event. Please refer to the Company's response to Staff 1-51 for a description of ETI's currently ongoing lessons learned evaluation following Hurricane Beryl. Once that process is concluded, lessons learned will be incorporated as changes or modifications to ETI's service restoration processes and procedures as appropriate.

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Response of: Entergy Texas, Inc.
to the First Set of Data Requests
of Requesting Party: Commission Staff

Prepared By:
Sponsoring Witness: Francis Shannon
Beginning Sequence No. EV45
Ending Sequence No. EV49

Question No.: STAFF 1-46 Part No.: Addendum:

Electric Utilities – Customer Restoration Workflow

Question:

Please provide a county-by-county summary of date on which and number of damage assessment, vegetation, and linemen crews that you deployed to assess and begin service restoration efforts after Hurricane Beryl made landfall in the Impacted Area.

Response:

Please refer to the table below. The restoration worker counts included are field personnel only and do not include internal non-field support staff aiding in the restoration efforts (such as System Command leaders, Logistics teams, and Entergy Texas, Inc. ("ETI") State Command leaders).

ETI deploys resources by "network," which are geographic areas which may cover multiple counties. Each network is listed below with the corresponding counties. A boundary map has also been provided for reference to indicate the portions of each county covered within that network.

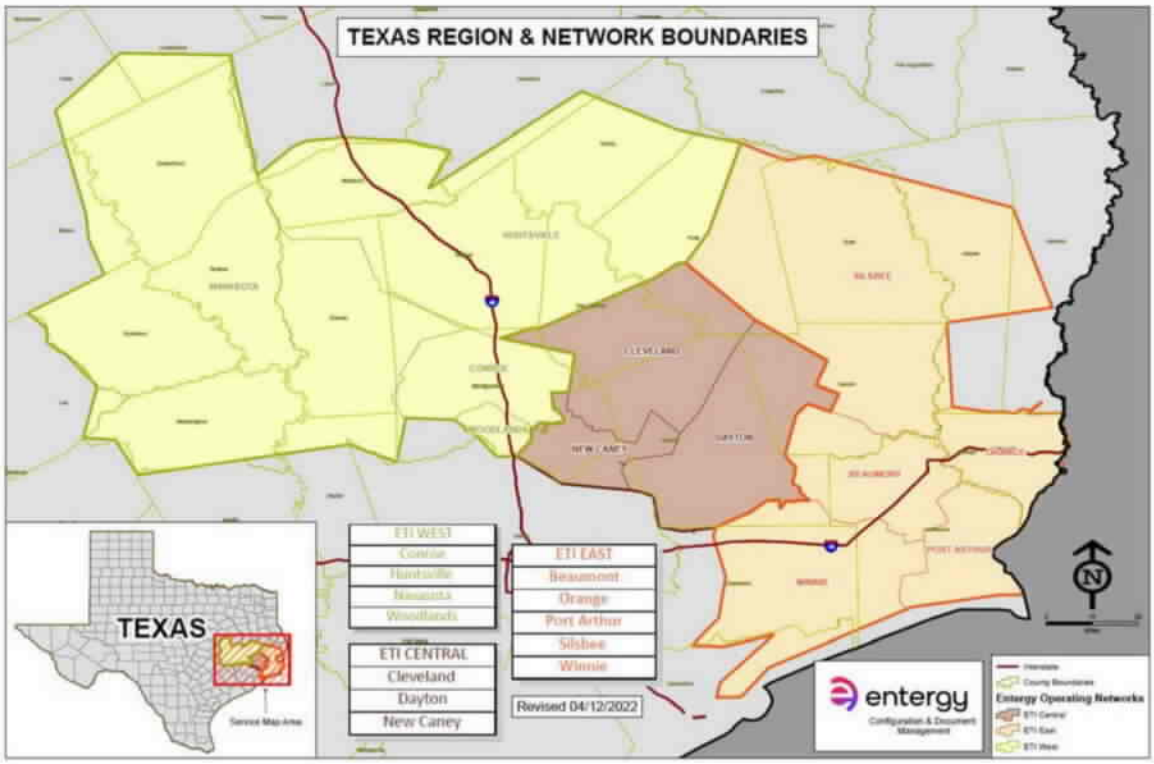
	Damage Assessors	Line Workers	Vegetation Workers
Beaumont Network; Counties: Hardin, Jefferson, Liberty			
7/8/2024	8	76	24
7/9/2024	28	116	24
7/10/2024	28	107	35
7/11/2024		94	42
7/12/2024		74	42
7/13/2024		29	42
7/19/2024		53	10
Cleveland Network; Counties: Liberty, Montgomery, Polk, San Jacinto			
7/8/2024	4	51	17
7/9/2024	17	77	29
7/10/2024	31	108	14

7/11/2024	34	145	56
7/12/2024	34	220	53
7/13/2024	7	212	43
7/14/2024	8	341	77
7/15/2024	8	373	138
7/16/2024	8	441	138
7/17/2024	13	356	138
7/18/2024	13	356	138
Conroe Network; Counties: Montgomery			
7/8/2024	8	123	59
7/9/2024	26	141	59
7/10/2024	55	222	92
7/11/2024	55	166	117
7/12/2024	57	222	113
7/13/2024	42	252	100
7/14/2024	24	248	111
7/15/2024	10	259	73
7/16/2024	10	227	73
7/17/2024		85	73
7/18/2024		85	95
Dayton Network; Counties: Hardin, Liberty			
7/8/2024	4	30	7
7/9/2024	14	70	7
7/10/2024	31	76	34
7/11/2024	12	86	52
7/12/2024	12	131	52
7/13/2024	4	10	52
7/17/2024		20	15
7/18/2024		20	15
7/19/2024		20	15
Huntsville Network; Counties: Grimes, Madison, Polk, San Jacinto, Trinity, Walker			
7/8/2024	3	66	19
7/9/2024	13	103	29
7/10/2024	31	125	47
7/11/2024	31	109	54
7/12/2024	31	113	54
7/13/2024		95	51
7/14/2024	14	81	40
7/15/2024		46	19
7/16/2024		49	19
7/17/2024		45	19

7/18/2024		45	9
Navasota Network; Counties: Brazos, Burleson, Grimes, Robertson, Waller, Washington			
7/8/2024	2	69	16
7/9/2024	5	59	16
7/10/2024	8	62	29
7/11/2024	2	62	29
7/12/2024	2	7	29
7/17/2024		55	0
7/18/2024		55	0
New Caney Network; Counties: Harris, Liberty, Montgomery			
7/8/2024	5	47	25
7/9/2024	28	66	25
7/10/2024	28	84	64
7/11/2024	71	229	90
7/12/2024	71	254	90
7/13/2024	6	359	90
7/14/2024	8	434	90
7/15/2024	6	458	147
7/16/2024	6	459	147
7/17/2024	15	419	147
7/18/2024	15	419	147
Orange Network; Counties: Orange			
7/8/2024	2	31	19
7/9/2024	1	46	19
7/10/2024	20	43	24
7/11/2024	2	56	27
7/12/2024		18	25
7/13/2024		15	22
Port Arthur Network; Counties: Jefferson			
7/8/2024	3	79	16
7/9/2024	3	69	13
7/10/2024	2	63	19
7/11/2024	4	52	11
7/12/2024	2	48	11
7/13/2024	2	15	11
Silsbee Network; Counties: Hardin, Jasper, Newton, Polk, Tyler			
7/8/2024	2	34	27
7/9/2024	2	85	26
7/10/2024	2	95	39
7/11/2024	1	84	44

7/12/2024		44	42
7/13/2024		16	36
Winnie Network; Counties: Chambers, Galveston, Jefferson, Liberty			
7/8/2024	23	81	0
7/9/2024	23	108	0
7/10/2024	4	111	10
7/11/2024	22	120	10
7/12/2024	27	86	10
7/13/2024	27	6	10
Woodlands Network; Counties: Montgomery			
7/8/2024	2	98	25
7/9/2024	3	99	40
7/10/2024	8	73	0
7/11/2024	14	100	0
7/12/2024	12	111	0
7/13/2024	14	180	0
7/14/2024	8	192	0
7/15/2024		167	0
7/16/2024		135	0
7/17/2024		146	0
7/18/2024		146	0
Aerial Patrolling			
7/9/2024		11	1
7/10/2024		11	2

Question No.: STAFF 1-46



ENTERGY TEXAS, INC.
PUBLIC UTILITY COMMISSION OF TEXAS
PROJECT NO. 56822

Response of: Entergy Texas, Inc.	Prepared By:
to the First Set of Data Requests	Sponsoring Witness: Francis Shannon
of Requesting Party: Commission Staff	Beginning Sequence No. CR51
	Ending Sequence No. CR52

Question No.: STAFF 1-47 Part No.: Addendum:

Electric Utilities – Customer Restoration Workflow

Question:

Please provide a county-by-county summary of the percentage of your customers that did not have service due to outages caused by Hurricane Beryl for each day from the day Hurricane Beryl made landfall in the Impacted Area to when service was fully restored to your customers.

Response:

Please refer to the below table, which provides this summary for counties in Entergy Texas, Inc.'s service territory that were impacted by Hurricane Beryl.

County Name	8-Jul-2024 11:59PM	9-Jul-2024 11:59PM	10-Jul-2024 11:59PM	11-Jul-2024 11:59PM	12-Jul-2024 11:59PM	13-Jul-2024 11:59PM	14-Jul-2024 11:59PM	15-Jul-2024 11:59PM	16-Jul-2024 11:59PM	17-Jul-2024 11:59PM
MONTGOMERY	66.3%	63.3%	32.6%	26.9%	15.8%	7.8%	4.2%	1.2%	0.0%	0.0%
LIBERTY	89.9%	77.4%	65.5%	61.0%	38.2%	29.8%	18.7%	7.6%	1.2%	0.0%
JEFFERSON	12.5%	2.6%	0.3%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
WALKER	39.9%	33.5%	11.8%	2.8%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%
HARDIN	19.2%	2.8%	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%
ORANGE	9.8%	3.8%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
CHAMBERS	68.5%	47.8%	7.5%	0.6%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%
GALVESTON	91.7%	91.7%	91.7%	91.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
TRINITY	72.0%	72.0%	71.9%	35.3%	22.7%	6.6%	0.0%	0.0%	0.0%	0.0%
TYLER	40.8%	9.9%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
GRIMES	22.0%	5.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
MADISON	68.0%	25.3%	4.8%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
HARRIS	63.1%	63.1%	47.1%	40.1%	22.8%	22.8%	7.6%	1.2%	0.0%	0.0%
SAN JACINTO	34.8%	34.8%	34.8%	34.8%	34.3%	34.3%	8.9%	0.4%	0.1%	0.0%
POLK	79.1%	77.3%	77.3%	9.9%	9.9%	2.6%	0.1%	0.0%	0.0%	0.0%
LEON	76.7%	74.1%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
WASHINGTON	67.2%	9.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
NEWTON	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
BURLESON	0.1%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
FALLS	2.9%	2.9%	2.9%	2.9%	2.9%	2.9%	2.9%	2.9%	0.0%	0.0%
ROBERTSON	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%
WALLER	0.2%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

ETI Overall (Power Out)	44.8%	37.4%	21.0%	17.1%	9.6%	5.6%	3.0%	1.0%	0.1%	0.0%

ENTERGY TEXAS, INC.
PUBLIC UTILITY COMMISSION OF TEXAS
PROJECT NO. 56822

Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witnesses: Yovanka Daniel, Francis Shannon Beginning Sequence No. EV24 Ending Sequence No. EV24

Question No.: STAFF 1-48 Part No.: Addendum:

Electric Utilities – Customer Restoration Workflow

Question:

Please describe how calls received by your call centers during and after Hurricane Beryl were incorporated in your service restoration workflow and processes.

Response:

Calls to the Call Center come in through 1-800-368-3749 ("1-800-Entergy") or 1-800-968-8243 ("1-800-9Outage") into the Interactive Voice Response System ("IVR"). The customer has the option to self-report the outage within the IVR or to speak with an agent. Once the outage ticket is generated the ticket is routed through to the Advanced Distribution Management System ("ADMS"). As a result of customer input being provided to ADMS, the outage management platform will in turn analyze and initiate a customer outage case. The outage event case is managed through the storm restoration process, and customer power status is communicated back through customer channels.

The Entergy Business Center ("EBC") has an outage process for managed accounts focused on restoring customers as soon as possible. Calls to the EBC come in through 1-800-766-1648 Managed Account Specialist. Once the outage ticket is generated the ticket is routed through to ADMS. For customers with significant impacts, the managed account specialists provide information to those customers on a regular cadence until restoration.

ENTERGY TEXAS, INC.
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Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witness: Stuart Barrett, Scott Hutchinson Beginning Sequence No. EV50 Ending Sequence No. EV50

Question No.: STAFF 1-49 Part No.: Addendum:

Electric Utilities – Customer Restoration Workflow

Question:

Please describe your coordination efforts with local, state, and federal agencies, as well as any other stakeholders regarding service restoration before, during, and after Hurricane Beryl. Please provide details of any formal agreements or understandings with these parties.

Response:

Entergy Texas, Inc. ("ETI") was in constant contact with local, state, and federal officials before, during, and after Hurricane Beryl, through individual contacts and daily elected official calls held from July 9th to July 14th. The Company provided updates to its stakeholders on service restoration through many means, including participating in Texas Energy Reliability Council ("TERC") industry coordination calls, staffing the State Operations Center, providing updates on outages and restoration efforts multiple times per day to Public Utility Commission of Texas Staff, and sharing customer communications. Additionally, ETI's President & Chief Executive Officer provided an update on restoration efforts to the Public Utility Commission of Texas at its July 11, 2024 open meeting.

Please also refer to the Company's responses to Staff 1-11, 1-22, 1-28, and 1-38.

ENTERGY TEXAS, INC.
PUBLIC UTILITY COMMISSION OF TEXAS
PROJECT NO. 56822

Response of: Entergy Texas, Inc.	Prepared By:
to the First Set of Data Requests	Sponsoring Witness: Francis Shannon
of Requesting Party: Commission Staff	Beginning Sequence No. EV25
	Ending Sequence No. EV26

Question No.: STAFF 1-50 Part No.: Addendum:

Electric Utilities – Customer Restoration Workflow

Question:

Excluding the need to clear significant volumes of vegetation, please identify and described any major challenges you experienced during the process of restoring service to your customers before, during, and after Hurricane Beryl and any solutions implemented to address those challenges.

Response:

The major challenges encountered by Entergy Texas, Inc. ("ETI") during restoration operations included:

- Many of the damaged facilities requiring repair were off-road or located in areas not accessible by truck, requiring special equipment (such as tracked equipment, airboats, and high-water vehicles) and access matting.
- The Huntsville, New Caney, Winnie, and Cleveland areas experienced severe flooding, which impacted operations. The ability of ETI crews to access the Winnie area was delayed due to storm surge. The Company utilized the Entergy mobile command center in various locations to support management teams impacted by flooding of service centers.
- Debris left by the storm surge caused access challenges, which resulted in restoration delays. To help mitigate, ETI worked with local government officials to obtain their assistance with cleanup efforts.
- A separate inclement weather event occurred 4 days after Hurricane Beryl's impact but during ETI's ongoing restoration efforts, leading to required delays in work due to lightning and other conditions. To ensure the safety of its restoration workforce, crews do not conduct work when lightning is detected within a 10-mile radius. In addition to creating challenging work conditions, the separate inclement weather event caused additional equipment damage and customer outages.
- The Cleveland area encountered entanglement between transmission and distribution facilities, which resulted in longer than typical restoration times.
- During the restoration efforts, ETI's service territory experienced excessive heat conditions with an average high of ~92 degrees Fahrenheit coupled with an average humidity of 77% for the days following Beryl's impact. To ensure the safety of its

restoration workforce, crews are required to take sufficient rest breaks when working in excessive heat conditions which can result in lengthier restoration times than during normal weather conditions.

- During the restoration efforts, responses from Texas 811 regarding underground facilities locations were delayed at times, which impacted restoration (*e.g.*, setting poles).
- Impacts from residual storms occurring ~1 day after Beryl impacted helicopter patrols for distribution and transmission damage assessment.

ENTERGY TEXAS, INC.
PUBLIC UTILITY COMMISSION OF TEXAS
PROJECT NO. 56822

Response of: Entergy Texas, Inc.	Prepared By:
to the First Set of Data Requests	Sponsoring Witness: Francis Shannon
of Requesting Party: Commission Staff	Beginning Sequence No. EV27
	Ending Sequence No. EV27

Question No.: STAFF 1-51 Part No.: Addendum:

Electric Utilities – Customer Restoration Workflow

Question:

Please describe any lessons learned about restoring service to customers during Hurricane Beryl and how what you learned will inform restoration efforts in the future.

Response:

Entergy Texas, Inc. ("ETI") and the Entergy Services, LLC ("ESL") Incident Response Organization utilize a proven performance improvement process and corrective action program to continuously improve Company performance. Following an incident, a lessons learned collection process is initiated for the purpose of identifying opportunities for improvement and best practices. As these issues are collected, each is evaluated to determine the risk or value each identified issue poses so that it can be appropriately prioritized for action. Once priority of action is determined, the issue is assigned to an appropriate leader (manager or above) to oversee to satisfactory completion. Ultimately, the assembled list of issues is entered into and maintained in the Company's Paperless Condition Reporting System.

For Hurricane Beryl, ETI's lessons learned process was initiated on July 14, 2024 and is currently underway. Based on experience, it generally takes approximately 30 days to collect, review, and assign priority to the identified issues. Assignment of the issues for resolution and the time necessary to complete the required actions ranges significantly based on numerous factors; however, typically actions are targeted for resolution in 90 to 180 days.

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Response of: Entergy Texas, Inc. to the First Set of Data Requests of Requesting Party: Commission Staff	Prepared By: Sponsoring Witnesses: Francis Shannon, Dakin DuBroc Beginning Sequence No. EV28 Ending Sequence No. EV28

Question No.: STAFF 1-52 Part No.: Addendum:

Electric Utilities – Customer Restoration Workflow

Question:

Does your utility employ the National Incident Management System? If yes, please provide the date on which your utility starting using NIMS as its framework for managing emergency event response.

Response:

Yes. Both ESL incident response and Entergy Texas, Inc. have been using the Incident Command System management system for emergency response, a key feature of the National Incident Management System framework, since 2008. Please also refer to the Company's response to Staff 1-53.

ENTERGY TEXAS, INC.
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Response of: Entergy Texas, Inc.
to the First Set of Data Requests
of Requesting Party: Commission Staff

Prepared By:
Sponsoring Witnesses: Francis Shannon, Dakin DuBroc
Beginning Sequence No. EV29
Ending Sequence No. EV29

Question No.: STAFF 1-53 Part No.: Addendum:

Electric Utilities – Customer Restoration Workflow

Question:

Are your emergency response personnel trained in Incident Command System processes? If not, please describe any training your emergency event management personnel have received and how they interact with local and state officials and other utilities.

Response:

Entergy Services, LLC's Incident Management System program and Entergy Texas Inc. utilize the Incident Command System ("ICS") as the management framework for all incidents. Please refer to the Company's response to Staff 1-52. Employees assigned in a leadership role considered Branch Directors and above complete National Incident Management System ("NIMS") 100 and 200 training courses. Employees with certain public facing roles also complete NIMS 700 and 800. In addition, the ICS framework is utilized during trainings, drills and exercises. NIMS 300 is also offered multiple times a year for employees assigned in any incident response/storm role.

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PUBLIC UTILITY COMMISSION OF TEXAS
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Response of: Entergy Texas, Inc.	Prepared By:
to the First Set of Data Requests	Sponsoring Witness: Charles W. Long
of Requesting Party: Commission Staff	Beginning Sequence No. EV51
	Ending Sequence No. EV52

Question No.: STAFF 1-54 Part No.: Addendum:

Distribution Infrastructure

Question:

Please explain your process for evaluating and replacing distribution poles. Please include an explanation for the following in your response:

a. How frequently this evaluation is conducted;

b. What criteria you utilize for this evaluation; and

c. When you decide to replace the distribution pole.

Response:

a.-c. Entergy Texas, Inc.'s ("ETI") Pole Program is designed to determine the condition of the Company's poles on a cyclical basis. The goal of the program is to assess poles on an approximate 10-year cycle; therefore, the Company targets inspects of approximately 10% of its total pole count per year. Please refer to the Company's response to Staff 1-63.

The Wood Pole Inspection Program utilizes the Full Excavation inspection process, which is the industry best practice for determining the ground line and below condition of the pole. The Full Excavation process exposes a minimum of 18 inches below grade to determine the extent of any decay, performs a strength analysis for each pole, and then determines the actions required to ensure minimum strength standards are met. Poles with remaining strength above a specific value are cleared of all decayed wood. The area cleared of decayed wood is then treated with a decay preventive compound and then wrapped to ensure compound binds to the remaining wood below grade. The decay preventive compound is effective for a minimum of 10 years. Poles that are identified as having degraded strength (referred to as Reject Poles) are then classified into 3 categories and addressed accordingly:

1. Priority Non-Restorable Rejects – Poles identified for replacement where the pole condition is such that the timeline for replacement is of a more immediate need.

2. Non-Restorable Rejects – Poles identified for replacement where the pole condition has enough strength to allow time for a planned replacement timeline.

3. Restorable Rejects – Poles which can be strengthened by installing a C-Truss, a specifically designed metal frame driven adjacent to and bolted to the pole, which restores the pole back to original strength.

ENTERGY TEXAS, INC.
PUBLIC UTILITY COMMISSION OF TEXAS
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Response of: Entergy Texas, Inc.	Prepared By:
to the First Set of Data Requests	Sponsoring Witness: Charles W. Long
of Requesting Party: Commission Staff	Beginning Sequence No. EV30
	Ending Sequence No. EV30

Question No.: STAFF 1-55 Part No.: Addendum:

Distribution Infrastructure

Question:

Please provide your minimum required right-of-way (ROW) width for both 3-phase and single-phase distribution lines.

Response:

Entergy Texas, Inc.'s ("ETI") overhead distribution facilities (both 3-phase and single phase) must have a minimum width of 30 feet extending 15 feet on each side of the center line in instances where ETI is acquiring the right of way ("ROW"). For facilities that parallel and are adjacent to public ROWs (such as lines paralleling a public road), the Company may, upon receipt of any necessary approval/permitting, utilize a portion of the public ROW. In these instances, the Company's ROW may be less than 30 feet, but the combination of the utility ROW and the public ROW provides the necessary width for ETI to construct and maintain the line.

The following files are not convertible:

SevereWeather_HV_July_08.wav	TP-56822-00PUS001-X031-001
SevereWeather_HV_July_09.wav	TP-56822-00PUS001-X031-002

Please see the ZIP file for this Filing on the PUC Interchange in order to access these files.

Contact centralrecords@puc.texas.gov if you have any questions.