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PROJECT NO. 56822

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

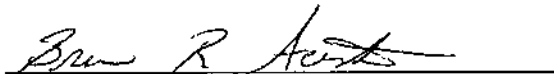
**MAGIC VALLEY ELECTRIC COOPERATIVE, INC.'S RESPONSE TO COMMISSION
STAFF'S FIRST REQUEST FOR INFORMATION TO TARGETED ELECTRIC
CO-OPS
QUESTION NOS. STAFF 1-1 THROUGH 1-120**

TO: John Lajzer, Public Utility Commission of Texas, 1701 N. Congress Ave., Austin, Texas
78711

Magic Valley Electric Cooperative, Inc. ("MVEC") files these responses to Commission Staff's First Request for Information to Targeted Electric Co-ops, Question Nos Staff 1-1 through 1-120 ("Staff's First RFIs to Co-ops"). Commission Staff directed that responses to Staff's First RFIs to Co-ops be filed by August 30, 2024, thus these responses are timely filed. MVEC stipulates that its responses may be treated by all parties as if they were filed under oath.

Dated: August 30, 2024,

Respectfully Submitted,



Brian Acosta, MBA
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STAFF 1-1

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. Start: 7-2-2024 End: 7-7-2024
- b. Hurricane Beryl Category 1. Landfall in Matagorda, TX July 8th 2024. Vegetation management was on schedule for the year but ramped up in the days leading up to the event.
- c. A previous drill had happened in 6-18-2024 during adverse weather to our area. The drill was very similar in nature.
- d. N/A
- e. N/A
- f. We looked at readiness from several angles. Food, fuel, material, and Personal Protective Equipment availability. We performed communications checks and ran

though several scenarios, concentrating on possible points of failure and situating backup plans for those scenarios.

g. N/A

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-2 Do you ever seek participation of your customers during a hurricane drill? If yes, please provide a description of their level of involvement.

RESPONSE:

While we do not directly seek member participation, during adverse weather we do use information from members to create repair tickets that get issued to operation crews or system inspectors for follow up.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-3 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:

The annual STEC Hurricane Drills are based on actual storm situations and lessons learned from past storms. Procedures are used for as long as they are deemed applicable.

Most recently Hurricane Hanna and Winter Storm Uri were used.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-4 Please identify any electric, water, sewer, or telecommunication utilities that invited you to participate in their 2024 hurricane or major storm drill.

RESPONSE:

MVEC has not received any invitations from other utilities to participate in a 2024 hurricane or major storm drill.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-5 Please identify all resources, internal or external, used for weather or storm tracking purposes before July 8, 2024.

RESPONSE:

MVEC utilizes the local weather channel, National Weather Service; the Weather Channel; StormGeo; and receives weather and grid conditions updates from STEC and ERCOT.

SPONSOR: Larry Mata

PREPARER: Domitilo Cantu

STAFF 1-6 How many days before projected landfall do you start tracking storms that could affect or disrupt operations within your service area?

RESPONSE:

MVEC monitors conditions in the Atlantic and Gulf of Mexico to track all storms that are predicted to have a potential impact along the Texas coast. The number of days can vary depending on the projected path and speed of the tropical depression, tropical storm or hurricane.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-7 How many days before projected landfall did you start tracking the storm eventually named Hurricane Beryl?

RESPONSE:

MVEC started tracking Hurricane Beryl on July 1st when we received our first advisory from StormGeo which was well in advance of projected landfall.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-8 Do you check the functionality or performance of your outage tracker as part of your regular storm preparation procedures?

RESPONSE:

MVEC has an Outage Management System (OMS) and an Outage Tracker that is displayed on MVEC's website. MVEC's IT and web personnel monitor the functionality and performance of the outage tracker on a continual basis, including as part of storm preparation.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-9 How far in advance of landfall did you initiate requests for mutual assistance?

RESPONSE:

MVEC did not require any mutual assistance related to Hurricane Beryl.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-10 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:

In a major or significant outage, MVEC's standard approach is included in MVEC's EOP. MVEC prioritizes restoring power to the most accounts as possible, by focusing on MVEC's main distribution backbone (feeders) and concurrently various types of critical loads.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-11 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:

During a major weather event or mass outage, MVEC uses its social media platforms to provide daily restoration updates to its members and the public. Local media outlets typically use that information to provide additional updates to the public. MVEC's communications department is also tasked with providing outage and restoration updates to the PUCT. As for local and state government officials as well as emergency operations centers, MVEC's senior management team serves as the point of contact and source of information during mass outage events. MVEC's key account reps serve as the point of contact for consumers who have been flagged as critical infrastructure.

SPONSOR: Abraham Quiroga

PREPARER: Domitilo Cantu

STAFF 1-12 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:

MVEC utilizes the following emergency levels. The section of MVEC’s EOP are:

Page 24: “Staffing During Emergency Weather Matrix”

Page 27-28 defines levels of operating conditions and actions taken

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-13 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:

The system and tools used to manage all emergency response assignments

Contract personnel lists are updated yearly after receiving bids for MVEC’s “Storm Request for Proposal”. They are ranked according to MVEC RFP rules and called upon in descending order for availability depending on predicted storm outcomes.

Food is sourced locally depending on availability of affected areas.

Lodging is sourced by contractors with assistance from MVEC.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-14 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:

MVEC did not activate MVEC’s EOP for the May-2024 Derecho. MVEC activated the EOP for Hurricane Beryl on July 3rd officially to Level 1: Pre-Emergency Preparation.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-15 Please provide a timeline of your Company’s response to the May 2024 Derecho and Hurricane Beryl.

RESPONSE:

May 2024 Derecho: N/A

Hurricane Beryl:

July 1, 2024: Hurricane Beryl automatic advisory alert from StormGeo

July 1, 2024: First Control Center alerts to staff

July 3, 2024: Level 1 EOP Activation

July 3, 2024: Staff Meeting to discuss Beryl

July 5th, 2024: Level 1 EOP Employee Update

July 7th, 2024: EOP Employee Update

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-16 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:

MVEC did not experience impacts (significant outages) during and in the aftermath of the May 2024 Derecho or Hurricane Beryl.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-17 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) MVEC did not experience outages due to the May 2024 Derecho.
- b) MVEC did not experience outages due to Hurricane Beryl.
- c) N/A

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-18 Describe any challenges in restoring operations your Company encountered due to the May 2024 Derecho or Hurricane Beryl.

RESPONSE:

N/A

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-19 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:

N/A

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-20 Please provide any additional information and describe any concerns that may be helpful to this investigation.

RESPONSE:

No additional information or concerns.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

Electric Utilities Communication and Coordination

STAFF 1-21 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. MVEC communicates restoration efforts to local governments through the local County Emergency Management. MVEC also works closely with various utilities through its key accounts program to provide said utilities with an MVEC point of contact. Certain utilities, like water treatment centers, may also be flagged as “Critical Infrastructure” on MVEC’s account management system.

b. MVEC utilizes its internal call center to field member calls. If needed, employees from other internal departments may assist with calls as well. In addition, MVEC also utilizes the call center services of Cooperative Resource Center (CRC) during hurricanes or major storm events.

c. MVEC is not a TDU.

SPONSOR: Abraham Quiroga

PREPARER: Domitilo Cantu

STAFF 1-22 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:

MVEC utilized social media and MVEC’s website to communicate to its members during the time that MVEC’s service area was inside the hurricanes forecasted path. The May 2024 Derecho and Hurricane Beryl only required standard pre-storm preparation communications.

SPONSOR: Abraham Quiroga

PREPARER: Domitilo Cantu

STAFF 1-23 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:

MVEC did not have any restoration during and in the aftermath of Hurricane Beryl.

SPONSOR: Abraham Quiroga

PREPARER: Domitilo Cantu

STAFF 1-24 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:

MVEC continually works to improve coordination and to open lines of communication with all area agencies and stakeholders. This is primarily done by developing relationships with local and regional organizations and stakeholders.

SPONSOR: Abraham Quiroga

PREPARER: Domitilo Cantu

STAFF 1-25 What steps are being taken to improve coordination and communication with other electric, water, sewer, and telecommunication utilities for future significant weather events?

RESPONSE:

No additional steps to improve coordination and communication with other electric, water, sewer, and telecommunication utilities for future significant weather events are being taken at this time.

SPONSOR: Abraham Quiroga

PREPARER: Domitilo Cantu

STAFF 1-26 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 or help desks that were available and in operation during or in the aftermath of Hurricane Beryl?

RESPONSE:

- a. MVEC has approximately 20 employees in its call center.
- b. 95% full-time employees, 5% part-time employees.
- c. Target wait time is 1.5 minutes
- d. 10 minutes
- e. Each new employee receives extensive training prior to being allowed to answer calls. Training encompasses cooperative values, industry information, software training, conflict resolution, company policies and procedures.
- f. MVEC was not impacted by Hurricane Beryl, therefore our call volume was not impacted.

SPONSOR: Abraham Quiroga

PREPARER: Domitilo Cantu

STAFF 1-27 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:

MVEC was not impacted by Hurricane Beryl, therefore our call volume was not impacted.

SPONSOR: Abraham Quiroga

PREPARER: Domitilo Cantu

STAFF 1-28 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:

MVEC was not impacted by Hurricane Beryl. MVEC provides information to local, and state leaders as requested.

SPONSOR: Abraham Quiroga

PREPARER: Domitilo Cantu

STAFF 1-29 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:

MVEC was not impacted by Hurricane Beryl.

SPONSOR: Abraham Quiroga

PREPARER: Domitilo Cantu

STAFF 1-30 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:

MVEC was not impacted by Hurricane Beryl.

SPONSOR: Abraham Quiroga

PREPARER: Domitilo Cantu

STAFF 1-31 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:

MVEC was not impacted by the May-2024 Derecho or Hurricane Beryl. MVEC’s standard call center message(s) were implemented during this period.

SPONSOR: Abraham Quiroga

PREPARER: Domitilo Cantu

STAFF 1-32 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.

RESPONSE:

- a. November 2020
- b. September 14, 2021
- c. It was functioning
- d. Yes
- e. English
- f. Circuit specific
- g. Cloud based
- h. Do not have this data
- i. Yes, a backup solution in place. No contingencies were used.
- j. April 2023

SPONSOR: Larry Mata, Abraham Quiroga **PREPARER:** Domitilo Cantu

STAFF 1-33 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:

MVEC does not provide service in the Houston area.

SPONSOR: Abraham Quiroga

PREPARER: Domitilo Cantu

STAFF 1-34 Provide the daily total and peak number of users accessing your outage tracker in the Impacted Area starting from July 8, 2024 through the date service was restored to 100% of your service territory.

RESPONSE:

MVEC was not impacted by Hurricane Beryl.

SPONSOR: Abraham Quiroga

PREPARER: Domitilo Cantu

STAFF 1-35 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:

MVEC uses social media platforms, website, mobile app and local media outlets to communicate outage information to the general public.

SPONSOR: Abraham Quiroga

PREPARER: Domitilo Cantu

STAFF 1-36 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:

MVEC was not impacted by the May-2024 Derecho or Hurricane Beryl.

SPONSOR: Abraham Quiroga

PREPARER: Domitilo Cantu

STAFF 1-37 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:

MVEC has 100% AMI / Smart Meters installed on all MVEC electric accounts. MVEC provides service in Hidalgo, Cameron, Willacy, Starr, Kenedy, Brooks and Jim Hogg counties.

SPONSOR: Abraham Quiroga

PREPARER: Domitilo Cantu

STAFF 1-38 Provide the date and method (e.g., email, phone call, text message) you initially contacted local governments in the Impacted Area.

RESPONSE:

MVEC did not formally contact local governments during the Derecho and Hurricane Beryl because MVEC’s system was not impacted by these storm events.

SPONSOR: Abraham Quiroga

PREPARER: Domitilo Cantu

STAFF 1-39 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:

MVEC coordinates and communicates through MVEC’s Key Accounts Representatives and reaches out to other critical accounts in advance of hurricanes and major storms. This process is detailed in MVEC’s EOP.

SPONSOR: Abraham Quiroga

PREPARER: Domitilo Cantu

STAFF 1-40 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:

MVEC did not formally contact critical care facilities in advance of Hurricane Beryl, due to the forecast of limited impact to MVEC’s service area.

SPONSOR: Abraham Quiroga

PREPARER: Domitilo Cantu

STAFF 1-41 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:

MVEC communicates with critical care and at-risk members about service outages and restoration on an as-needed basis.

SPONSOR: Abraham Quiroga

PREPARER: Domitilo Cantu

STAFF 1-42 For ERCOT-located utilities, please describe any communication with interconnected power generation companies regarding their operational status during Hurricane Beryl.

RESPONSE:

MVEC attended virtual meetings held by its generation & transmission provider, South Texas Electric Cooperative (STEC), while MVEC’s system was in the hurricane’s potential path.

SPONSOR: Abraham Quiroga

PREPARER: Domitilo Cantu

Electric Utilities – Customer Restoration Workflow

STAFF 1-43 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:

MVEC’s service restoration plan and procedures for Hurricanes are contained in MVEC’s EOP (section E.4.5.2 “Restoration Plan”, page 52), which has been filed with the Commission.

E.4.5.2 Restoration Plan:

The Restoration Plan outlines how restoration will be conducted. Included are proposed strategies, coordination, and team markup for restoration of MVEC’s Distribution system.

The Information Hubs will be responsible for collaborating and developing a detailed Assessment and Restoration Strategy AND shall consist of management familiar with field assessment and restoration efforts during a major storm event including:

Operations Superintendents, Contract Coordinators, Engineering Managers, Member Services Managers, Senior Staff Sponsors.

Emergency Restoration and the Critical Load Shed Restoration Priorities Plan will be utilized for guidance in recovery and restoration efforts.

The distribution system restoration and restoration strategies will align with EOP operations and current storm level response, will include but will not be limited to:

- Safe operating conditions
- Assessment and Restoration Preparations
- Initial and continuous assessment strategies
- Restoration strategies
- MAJOR Structural Damage restoration strategy
- MODERATE Structural Damage restoration strategy
- MINOR Structural Damage restoration strategy

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-44 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:

Procedures for customer restoration of service is outlined in MVEC’s EOP submittal, section E.4.5.1 and E.4.5.2

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-45 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:

MVEC did not make any changes or modifications to MVEC’s service restoration plan(s) during and in the aftermath of the May 2024 Derecho or Hurricane Beryl.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-46 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:

MVEC did not conduct a damage assessment and did not deploy crews related to restoration efforts for Hurricane Beryl.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-47 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:

MVEC did not have service outages caused by Hurricane Beryl.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-48 Please describe how calls received by your call centers during and after Hurricane Beryl were incorporated in your service restoration workflow and processes.

RESPONSE:

MVEC did not have service outages calls caused by Hurricane Beryl.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-49 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:

MVEC did not coordinate with local, state, and federal agencies, as well as any other stakeholders regarding service restoration before, during, and after Hurricane Beryl because MVEC did not experience outages related to the storm.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-50 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:

N/A. MVEC did not experience outages due to Hurricane Beryl.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-51 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:

No direct lessons learned since MVEC was not impacted. We are reviewing our EOP for any needed updates.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-52 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:

No.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-53 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:

Yes. See MVEC EOP page 22 for reference.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

Distribution Infrastructure

STAFF 1-54 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. MVEC follows RUS Bulletin 173OB-121 which recommends an initial inspection followed by subsequent 8–10 year inspections of distribution poles.
- b. We ask our contractors to adhere to both RUS Bulletin 173OB-121 and NESC structure strength requirements for a successful inspection as outlined in our Request for Pole Inspection Proposal.
- c. We ask our contractors to adhere to both RUS Bulletin 173OB-121 and NESC structure strength requirements when deciding if a pole should be replaced.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-55 Please provide your minimum required right-of-way (ROW) width for both 3-phase and single-phase distribution lines.

RESPONSE:

MVEC typically operates within TXDOT ROW and does not specify a ROW but only the width of the working area.

For easement right-of-way into personnel property we typically as for 10 to 15 feet minimum.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-56 Identify all feeders on your distribution system affected by Hurricane Beryl or the May 2024 Derecho and provide the following for each identified feeder in MS Excel format:

- a. The quantity and percentage of each installed pole type (e.g., wood, composite, steel, concrete, other) on the feeder before Hurricane Beryl;
- b. The quantity and percentage of pole failures, by pole type, due to Hurricane Beryl;
- c. Identify the primary cause of failure for each pole type on the feeder (e.g., trees, branches, wind, or other);
- d. Identify the primary point of failure of the poles (e.g., crossarm failure, pole leaning, pole break, or other);
- e. NESC construction strength and overload factors the feeder is currently built to;
- f. Identify which feeders are in your plans to rebuild to a higher wind loading standard; and
- g. Provide an estimate for when identified rebuilds will commence.

RESPONSE:

MVEC did not have any distribution feeders impacted by Hurricane Beryl or the May 2024 Derecho.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-57 If your distribution system includes feeders with poles taller than 60-feet above ground level, please provide the following:

- a. Identify each feeder that has any number of poles meeting this criteria;
- b. Explain the damage experienced on these lines due to either the May 2024 Derecho or Hurricane Beryl; and
- c. Explain the design criteria for these types of lines.

RESPONSE:

- a. R320 – two, 110ft concrete poles
- b. We were not impacted by May 2024 Derecho or Hurricane Beryl
- c. This segment was built to NESC standards

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-58 Please explain your standard for distribution pole embedment. In your response, please explain if this standard has changed in the last 10 years.

RESPONSE:

MVEC follows RUS Bulletins 1724E-205, 1724E-226.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-59 Please provide the standard distribution pole size and class for both single and three phase lines on your system within the Impacted Area.

RESPONSE:

MVEC’s distribution system was not impacted by the Hurricane Beryl or the May 2024 Derecho.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-60 Please explain the NESC construction strength and overload factors your distribution lines were built to in the past.

RESPONSE:

MVEC distribution system has followed NESC strength requirement recommendations as they have changed.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-61 Please explain any new NESC construction strength and overload factors you adopted for distribution lines in the last two years to improve system resiliency.

RESPONSE:

MVEC has not adopted any new construction strength and overload factors for distribution lines in the last two years.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-62 Please provide the following information regarding distribution feeders in the Impacted Area that did not lose power during Hurricane Beryl and the May 2024 Derecho:

- a. Provide the designed criteria for these lines;
- b. The type of poles installed;
- c. The ROW widths;
- d. Explain if these lines are designed to the latest NESC construction strength and overload factors; and
- e. Explain if any distribution line experienced damage but remained standing.

RESPONSE:

MVEC’s distribution system was not impacted by Hurricane Beryl or the May 2024 Derecho.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-63 Please provide the number of distribution poles that were in service before the May 2024 Derecho. In your response, please provide quantities by pole type and NESC wind loading criteria of the pole.

RESPONSE:

Pole Size-Class	Qty	Pole Size-Class	Qty
20-1	1	40-6	315
20-2	1	44-3	1
20-5	1	45-1	885
25-4	2	45-2	40
25-5	8	45-3	9905
25-6	16	45-4	221
30-2	2	45-5	2469
30-3	6	45-6	3
30-4	15	45-H2-PC	1
30-5	3895	50-1	641
30-6	3322	50-2	24
30-6-PC	98	50-3	1492
30-7	16	50-4	12
30-S	8	50-5	47
35 -6	1	55-1	210
35-1	9	55-2	24
35-3	34	55-3	448
35-4	82	55-5	6
35-5	33557	55-6	1
35-6	2364	60-1	44
35-6-PC	2644	60-2	54
35-7	38	60-3	117
40-1	27	60-5	3
40-2	25	65-1	25
40-3	7168	65-2	4
40-4	726	65-3	4
40-4-PC	22	65-4	1
40-5	53831	65-5	2
40-6	315	70-1	16
44-3	1	70-2	2
45-1	885	70-3	10

Pole type is Southern Yellow Pine. Wind loading follows NESC General Loading Requirements and Maps.

SPONSOR: Domitilo Cantu, Rolando Ramon

PREPARER: Domitilo Cantu

STAFF 1-64 Please provide the total number of distribution poles that failed due to the May 2024 Derecho. In your response, please provide separate quantities for each pole type and NESC wind loading criteria for the poles that failed, and separately identify the number of pole failures caused by either high wind or structural loading from vegetation or debris.

RESPONSE:

MVEC did not have any distribution poles (zero) fail due to the May 2024 Derecho event.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-65 Please provide the total number of distribution poles that failed due to Hurricane Beryl. In your response, please provide separate quantities for each pole type and NESC wind loading criteria for the poles that failed, and separately identify the number of pole failures caused by either high wind or structural loading from vegetation or debris.

RESPONSE:

MVEC did not have any distribution poles (zero) fail due to Hurricane Beryl.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-66 For each distribution pole that failed due to the May 2024 Derecho or Hurricane Beryl, please provide the date of the last inspection and explain the planned frequency of those inspections. Additionally, please provide the most recent inspection report for each pole that failed.

RESPONSE:

MVEC did not have any distribution poles fail due to the May 2024 Derecho or Hurricane Beryl.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-67 Should the PUCT require utilities to construct and maintain distribution feeder equipment located in a hurricane prone area to a certain NESC standard? If so, which ones? If no, why not?

RESPONSE:

MVEC advocates the use of NESC construction standards by wind loading district.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

Transmission Infrastructure

STAFF 1-68 Please explain your process for evaluating the hardening of transmission lines. If you file an annual storm hardening report under 16 TAC § 25.95, do not merely recite information provided in those filings. In your response, please include an explanation for the following:

- a. How frequently this evaluation is conducted?
- b. What criteria is utilized for this evaluation?
- c. When do you decide to harden transmission lines?

RESPONSE:

N/A. MVEC does not own any transmission facilities or equipment.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-69 Please provide the number of transmission structures that were in service before the May 2024 Derecho. In your response, please provide quantities by structure type and NESC wind loading criteria of the structure.

RESPONSE:

N/A. MVEC does not own any transmission facilities or equipment.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-70 Please provide the total number of transmission structures that failed due to the May 2024 Derecho. In your response, please provide separate quantities for each structure type and NESC wind loading criteria of the structure, and separately identify the number of structure failures caused by either high wind or structural loading from vegetation or debris.

RESPONSE:

N/A. MVEC does not own any transmission facilities or equipment.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-71 Please provide the total number of transmission structures that failed due to Hurricane Beryl. In your response, please provide separate quantities for each structure type and NESC wind loading criteria of the structure, and separately identify the number of structure failures caused by either high wind or structural loading from vegetation or debris.

RESPONSE:

N/A. MVEC does not own any transmission facilities or equipment.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-72 For each transmission structure that failed due to the May 2024 Derecho or Hurricane Beryl, please provide the date of the last inspection and explain the planned frequency of those inspections. Additionally, please provide the most recent inspection report for each structure that failed.

RESPONSE:

N/A. MVEC does not own any transmission facilities or equipment.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

Vegetation Management

STAFF 1-73 Provide the following information concerning your vegetation management staff:

- a. Provide the current size of your vegetation management staff. Your response should include a separate figure for full-time staff and independent contractors.
- b. Provide the average size of your vegetation management staff over the last 5 years. Your response should include a separate figure for full-time staff and independent contractors.
- c. Please explain how you determined the appropriate level of full-time vegetation management staff for each of the last 5 years.
- d. Provide the cost difference per circuit-mile between using contractors versus in-house vegetation management crews.
- e. Whether you retain an arborist as part of your permanent vegetation management staff or have an arborist consult with your vegetation management crews.

RESPONSE:

a) MVEC does not have dedicated vegetation management staff, but our 10 Inspectors under our Contract Management department turn in orders for vegetation management to our independent contractors. We have 12 independent contractor crews with the option of additional resources during adverse weather conditions.

b) MVEC does not have dedicated vegetation management staff although vegetation management is a major scope of work for our 10 Inspectors.

MVEC does not have data regarding contractor FTEs.

c) MVEC does not have dedicated vegetation management staff.

d) MVEC does not have in-house vegetation management crews and would not be able to come up with a differentiated cost.

e) MVEC’s vegetation management contractor has an arborist on staff to provide consulting and guidance as needed.

SPONSOR: Paul Abeldano

PREPARER: Domitilo Cantu

STAFF 1-74 Please describe the minimum clearance standard for vegetation along transmission and distribution power lines at various voltage levels and how these clearances were derived based on your service territory.

RESPONSE:

Clearance standards vary depending on our right-of-way at locations and the experience of our contracting crews and their arborists. Typically, we want 10ft to either side of our line.

SPONSOR: Paul Abeldano

PREPARER: Domitilo Cantu

STAFF 1-75 Does your company incorporate any inspection of high customer count circuit segments to proactively identify problematic vegetation for circuits that may be outside their normal cycle period?

RESPONSE:

Our contracted vegetation management company is on a set schedule of all our circuits. Aside from this, our Inspectors also inspect our circuits as part of their inspection rotation, with vegetation being part of what they look for.

SPONSOR: Paul Abeldano

PREPARER: Domitilo Cantu

STAFF 1-76 Please provide inspection logs and field reports from workers who performed VM services in the Impacted Area for the past five years.

RESPONSE:

MVEC did not have impacted areas from the May 2024 Derecho or Hurricane Beryl.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-77 Does your company conduct proactive vegetation management on feeders located in hurricane prone areas? If so, how far in advance of hurricane season do you send out vegetation management crews?

RESPONSE:

MVEC considers 100% of the MVEC system to be “hurricane prone”. MVEC utilizes the same vegetation management process for the entire MVEC system.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-78 Please provide a list of the circuits that experienced a vegetation-related outage during the May 2024 Derecho and Hurricane Beryl, and provide the following information pertaining to the circuits identified:

- a. The name of the circuit(s);
- b. The date, time, and duration of the outage;
- c. The voltage of the circuit(s);
- d. A description of the cause of the outage; and
- e. The NERC category (Grow-In, Fall-In, Blow-In) associated with the outage.

RESPONSE:

MVEC did not have any circuits that experienced a vegetation-related outage during the May 2024 Derecho and Hurricane Beryl.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-79 Please provide aerial maps of circuits and their easements that experienced a vegetation-related outage during the May 2024 Derecho and Hurricane Beryl. Overlay the map with the circuits that received vegetation management treatment for the past 5 years, using a distinct color code for each year. Provide any additional information or details to show clarity.

RESPONSE:

MVEC did not have any circuits that experienced a vegetation-related outage during the May 2024 Derecho and Hurricane Beryl.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-80 For the May 2024 Derecho and Hurricane Beryl, please provide the percentage of forced interruptions that were related to vegetation issues.

RESPONSE:

MVEC did not have any circuits that experienced a vegetation-related outage during the May 2024 Derecho and Hurricane Beryl and therefore did not have any forced interruptions.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-81 What steps are being taken to address vegetation management and infrastructure issues that contributed to outages or were identified during restoration after the May 2024 Derecho and Hurricane Beryl?

RESPONSE:

MVEC did not have any circuits that experienced a vegetation-related outage during the May 2024 Derecho and Hurricane Beryl and therefore did not have any forced interruptions.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-82 When did you last substantively review, augment, or modify your vegetation management plan before July 8, 2024?

RESPONSE:

MVEC’s Vegetation Management Plan (VMP) is based on an annual budget for vegetation management with a scope of contracting for annual services.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-83 What percentage of vegetation-related outages were caused by trees or branches outside of the easement or right of way? In responding to this question, please provide both an overall percentage and a breakdown for each county within your service territory that was affected by the May 2024 Derecho or within the Impacted Area for Hurricane Beryl.

RESPONSE:

MVEC did not have any circuits that experienced a vegetation-related outage during the May 2024 Derecho and Hurricane Beryl and therefore did not have any forced interruptions.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-84 Describe your programs or initiatives that are designed to work with property owners to address potentially hazardous vegetation management issues that are outside of the utility easement or right of way.

RESPONSE:

MVEC coordinates these issues with MVEC’s vegetation management contractor and individual landowners.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-85 Identify the number of staff that participate in any program or initiative designed to address vegetation management hazards outside of the utility easement or right of way.

RESPONSE:

MVEC does not have dedicated staff to deal with hazards outside of the utility easement or right of way but it is part of the job scope for many of our outside personnel positions.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

Staffing and Mutual Assistance

STAFF 1-86 Please state whether you participated in or were a member of any mutual assistance programs on or before July 8, 2024. If yes:

- a. Please identify all mutual assistance programs you participated in or were a member of on that date;
- b. Please provide copies of any agreements entered as part of your membership or participation in those mutual assistance programs; and
- c. Please provide a list of members or participants for each mutual assistance program you are a member or participant in.

RESPONSE:

MVEC did not participate in or were a member of any mutual assistance programs on or before July 8,2024.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-87 Please describe, prior to, during, or in the aftermath of Hurricane Beryl how you integrated mutual assistance crews into your existing emergency preparedness and response processes, any coordination challenges you faced in doing so, and how you addressed any such challenges prior to, during, or in the aftermath of Hurricane Beryl.

RESPONSE:

MVEC was not impacted by Hurricane Beryl and did not participate in any mutual assistance initiatives.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-88 Please describe the command structure and communication protocols used to manage and direct resources from mutual assistance program(s) you received assistance from prior to, during, and in the aftermath of Hurricane Beryl.

RESPONSE:

MVEC was not impacted by Hurricane Beryl and did not participate in any mutual assistance initiatives.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-89 Please describe the process and timeline for requesting or activating assistance as part of your membership or participation in any mutual assistance program(s) prior to, during, or in the aftermath of Hurricane Beryl.

RESPONSE:

MVEC was not impacted by Hurricane Beryl and did not participate in any mutual assistance initiatives.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-90 Once you learned of the Hurricane Beryl’s potential to affect your ability to provide service to your customers, what specific actions were taken to begin coordinating with and staging mutual assistance resources to respond to service issues resulting from the hurricane?

RESPONSE:

MVEC was not impacted by Hurricane Beryl and did not participate in any mutual assistance initiatives.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-91 Provide the following information concerning mutual assistance received in response to either the May 2024 Derecho or Hurricane Beryl:

- a. Identify all mutual assistance programs from which you requested assistance;
- b. Describe the specific assistance, including but not limited to the number of damage assessors, vegetation management crews, linesmen, generators, and materials, requested from the mutual assistance program(s); and
- c. Provide all documentation of requests made to mutual assistance programs and their responses to your requests.
- d. If it is not evident from the documentation provided in response to Staff 1-91(c), please provide the date the request was made, the date the specific assistance requested began arriving in the Impacted Area, and the date by when the specific assistance requested was fully received.

RESPONSE:

MVEC was not impacted by Hurricane Beryl and did not participate in any mutual assistance initiatives.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-92 When you receive responses to requests for assistance from other mutual assistance program participants that confirm their ability to provide the requested assistance, are you able to accept or decline resources being offered as needed, or must you accept all assistance provided in response to a request?

RESPONSE:

MVEC was not impacted by Hurricane Beryl and did not participate in any mutual assistance initiatives.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-93 What considerations did you give to reimbursement of costs and expenses incurred by participants of mutual assistance programs when making requests for assistance during the events of Hurricane Beryl?

RESPONSE:

MVEC was not impacted by Hurricane Beryl and did not participate in any mutual assistance initiatives.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-94 Please provide a list of any hurricane response staging area you established in the lead up to and in the aftermath of Hurricane Beryl. Please include the date the center(s) was established, the location of the center(s), the day-to-day staffing levels at the center, and types of equipment and personnel staged at the center(s).

RESPONSE:

MVEC was not impacted by Hurricane Beryl and did not participate in any mutual assistance initiatives.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-95 How did the rollout and deployment of mutual assistance during the events of Hurricane Beryl compare to previous hurricane events during which you requested assistance from mutual assistance programs? In your response, please specifically compare the types and quantities of resources requested, the percentage of request aid provided, the efficacy of coordination between your company and the mutual assistance provider, and the efficiency of staging, deployment, and release of those assistance resources.

RESPONSE:

MVEC was not impacted by Hurricane Beryl and did not participate in any mutual assistance initiatives.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-96 Please describe what specific actions you took to begin staging internal staff and any responsive mutual assistance crews or resources.

RESPONSE:

MVEC was not impacted by Hurricane Beryl and did not participate in any mutual assistance initiatives.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu

STAFF 1-97 Did you have to train or on-board any personnel that was provided in response to your request(s) for mutual assistance during the events of Hurricane Beryl? If yes, please describe what kind of training or on-boarding you provided.

RESPONSE:

MVEC was not impacted by Hurricane Beryl and did not participate in any mutual assistance initiatives.

SPONSOR: Domitilo Cantu

PREPARER: Domitilo Cantu