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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**

JACKSON 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

Jackson Electric Cooperative, Inc. ("JEC") 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. JEC stipulates that its responses may be treated by all parties as if they were filed under oath.

Dated: August 30, 2024,

Respectfully Submitted,

James E Coleman
General Manager
Jackson Electric Cooperative
PO Box 1189 Edna, TX 77957,
Or 100 Cooperative Way
Bay City, TX 77414
jcoleman@myjec.coop
O: 361-771-4400

Section-1: Electric Utilities - Emergency Planning and Event Response		Response
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**.	a) JEC conducted a hurricane or major storm drill on May 7th at 10:30a as part of the South Texas Electric Cooperative (STEC) annual hurricane drill, see Appendix 1. b) JEC as part of the drill activated the JEC Electric System Emergency Operation Plan (EOP) September 1, 2024, as the depression reached 60 degrees West Longitude. The drilled fictional Hurricane Ashley made landfall at Bay City, TX as a Cat.3 with 120 MPH wind. Aid would be coordinated by Texas Electric Cooperatives for any of the Texas Electric Distribution Cooperative Members under the Mutual Aid Agreement. Approximately 17,500 JEC Customers could be affected under this scenario. c) STEC's drills each year follow the same parameters and steps as outlined in the EOP. The only change is the location of the impact area and intensity so that the STEC Member Distribution Systems can consider the variability and their response to the storm. Some STEC Distribution members would be experiencing, as JEC did in this drill, the EOP stages and preparation. Other STEC Distribution members unaffected by the storm would be preparing to send assistance. d) STEC developed, coordinated, and facilitated the drill. STEC is not a 3rd Party vendor but is the Generation and Transmission (G&T) utility that provides power supply and transmission operator services for JEC. e) STEC invites all STEC Distribution Cooperatives to participate in the annual Hurricane Drill. f) STEC invited TDEM. TDEM initially replied they would participate but due to a change of plans TDEM did not participate in the drill. g) Each of the STEC Distribution Systems measure the drill based upon the factors related to whether they are sending aid to an impacted system, or if they are impacted in the drill follow the steps outlined as in their respective EOP. h) None. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
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.	No. JEC has not sought the participation of JEC's members in a Hurricane Drill. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1.3	**Are actual events and conditions experienced during a previous hurricane or storm used in 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?**	The annual STEC Hurricane Drills are based drills on actual storms situations and lessons learned from past storms, Yes. a) STEC changes the storm parameters and location of impact every year for the drill. b) The 2024 Hurricane Ashley was based upon Hurricane Celia in 1970 that made landfall between Corpus Christi and Port Aransas as a Category 3 with 125 MPH winds. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1.4	Please **identify any electric, water, sewer, or telecommunication utilities that invited you to participate in their 2024 hurricane or major storm drill.**	JEC has not received any invitations from other utilities to participate in a 2024 hurricane or major storm drill. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.

1.5	Please i**dentify all resources, internal or external, used for weather or storm tracking purposes before July 8,2024**.	JEC Subscribes to: Coastal Weather Research Center at University of South Alabama, WeatherOps Tropical Center DTN, Access to StormGEO through STEC, Ventusky, Clime NOAA, National Weather Service; the Weather Channel; and receives weather and grid conditions updates from STEC, TDEM, and ERCOT. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1.6	**How many days before projected landfall do you start tracking storms that could affect or disrupt operations within your service area?**	JEC monitors conditions daily during the hurricane season 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: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1.7	**How many days before projected landfall did you start tracking the storm eventually named Hurricane Beryl?**	13 Days. JEC started tracking Hurricane Beryl on June 26th, then identified at 4:55a as Feature 06L. Then on June 26 at 9:23p identified as Invest 95L. On June 29th 95L became Tropical Depression #2, then TS Beryl at 09: 28p. Hurricane Beryl was announced by NOAA from Miami Hurricane Center 6/29/24 5p. Location 48.4 West Longitude. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1.8	**Do you check the functionality or performance of your outage tracker as part of your regular storm preparation procedures?**	JEC has an Outage Management System (OMS) which is used internally and by CRC to manage outage reports. Emails are distributed to JEC's office and field personnel for internal outage tracking and management. JEC's AMI system, installed in 2018, has had constant communication failures and false outages and alerts. Due to the amount of false outages being reported by the current meters, a public facing outage tracker was never able to go live. JEC has been in the process of setting up the network and infrastructure for a new AMI metering system since 2023 and will be mass deploying this new metering system in September. This new metering system has already proven to be more stable and will allow JEC to activate the public facing outage tracker. While JEC does not currently have a public facing outage tracker, after it is implemented JEC will be constantly monitoring its functionality and will be adding stress testing of the outage tracker to its EOP in the next revision. SPONSOR: Damien Coleman, Manager of Engineering/Assistant GM, Jackson Electric Cooperative, Inc.
1.9	**How far in advance of landfall did you initiate requests for mutual assistance?**	JEC had initial conversation with TEC who handles the Cooperative Mutual Aid Plan on July 5th and requested mutual assistance related to Hurricane Beryl 11:02a July 7, (Appendix 5). SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
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.	In a major or significant outage, JEC's standard approach is included in JEC's EOP, (Appendix 6). JEC prioritizes restoring power to the most accounts possible in a timely and safe manner, by focusing on JEC's main distribution backbone (feeders) and prioritizing various types of critical loads, which would include public water and water well loads, as well as nursing homes and any other listed Critical Accounts. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.

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.**	JEC's procedures during an emergency for handling complaints and for communicating with various stakeholders is included in the JEC EOP, (Appendix 6, pages 14-18), which is filed with the Commission. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
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.	JEC utilizes operating conditions. The conditions for monitoring and activation of heightened operating conditions levels due to weather related events are described in JEC's EOP, (Appendix 6, pages 23-26). JEC's operating conditions levels with regards to hurricanes in particular are described in JEC's EOP, (Appendix 6, pages 43-47). SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
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.	The system and tools used to manage all emergency response assignments are contained throughout JEC's EOP (Appendix 6). SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
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.	JEC did not activate JEC's EOP for the May-2024 Derecho. JEC activated the EOP for Hurricane Beryl on July 1 as STEC Sysop established Alert Level 1 as Beryl approached 60 Degrees West Longitude. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1.15	Please provide a **timeline of your Company' s response to the May 2024 Derecho and Hurricane Beryl.**	JEC did not require a response to the May-2024 Derecho. For Hurricane Beryl, See Appendix 2 Senate Special Committee on Hurricane and Tropical Storm Preparedness, Recovery, and Electricity, Testimony from James Coleman, GM Jackson Electric Cooperative, Inc. (Page 2, Paragraph 7-12, Page 3, Paragraph 13-16) SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
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.	JEC did not experience impacts (significant outages) during and in the aftermath of the May 2024 Derecho. For Hurricane Beryl, See Appendix 2 Senate Special Committee on Hurricane and Tropical Storm Preparedness, Recovery, and Electricity, Testimony from James Coleman, GM Jackson Electric Cooperative, Inc. (Page 2, Paragraph 7-12, Page 3, Paragraph 13-16) SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
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, JEC, 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 Hurricane Beryl.** Your response should identify the neighborhood, JEC, 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.**	a) JEC did not experience outages due to the May 2024 Derecho. b) JEC experienced the highest number of outages due to Hurricane Beryl in Matagorda County, especially the Village of Sargent. The longest duration outages were in Brazoria County affecting 287 accounts at River's End. c) Both locations are low lying coastal areas directly impacted as this is where Hurricane Beryl made landfall. With storm surge over 7 FT and at least Category 1 hurricane force winds. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.

1.18	**Describe any challenges in restoring operations your Company encountered due to the May 2024 Derecho or Hurricane Beryl.**	Cellular (AT&T/FirstNet), internet, and radio coverage was out or heavily impacted or non-existent for the first 3 days of recovery after Hurricane Beryl's landfall. The inability to communicate effectively between JEC's Operational Control Center and the line crews in the field introduced a level of increased risk to re-energizing sections of line. Not being able to quickly and effectively determine if/when persons or personnel were in the clear of the lines, increased the time it would have normally taken to re-energize line sections. Storm surge along the hardest hit coastal areas took days to recede, slowing the initial damage assessments in areas where county roads are impassable during wet conditions. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
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.**	No Action Reports needed for 2024 Derecho. Hurricane Beryl: See Appendix 7, JEC Hurricane Beryl AAR. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1.20	Please provide any **additional information and describe any concerns** that may be helpful to this investigation.	No additional information or concerns.
Section-2: Electric Utilities Communication and Coordination		
1-21	Provide the following i**nformation 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**.	a) After a major storm in JEC's service territory, JEC's communication strategy regarding local governments, community organizations, and other electric, water, sewer, and telecommunication utilities follows the process described in JEC's EOP (Appendix 6, Page 17, Section 2.3.9) b) JEC uses Cooperahve Response Center, Inc. to handle large outages call volumes. CRC staff's is responsible for staffing call centers in their three call centers located in Texas, Minnesota, and Tennessee. All three call centers can take calls from any region as needed to meet call loading. c) JEC Communications Team shall designate personnel that are responsible for member communications (that will be synchronized with any/all media communications). JEC Communications Team will coordinate with the Manager of Engineering to provide official updates on JEC's power restoration process and post this information on the JEC website. These official status reports/updates will be posted daily or as restoration status changes. SPONSOR: Kim Peters, Manager of Administrative Services, Jackson Electric Cooperative, Inc.
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.**	For Hurricane Beryl, JEC began storm readiness information upon notice of the storm. Information on hurricane preparedness was published in the Texas Co-op power in June & on social media platforms. On 7/3/24 JEC informed members we were starting to closely monitor Hurricane Beryl's progress. On 7/7/24 JEC informed members on social media and our website of our process during a hurricane and the restoration process. JEC continued communication to the public through social media and our website as information on the restoration process was available through 7/14/24. SPONSOR: Kim Peters, Manager of Administrative Services, Jackson Electric Cooperative, Inc.
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**.	JEC has attached customer feedback a metric generated by our social media platform (Facebook). The report generated denotes the number of impressions, people reached, reactions, comments, shares, total clicks and etc. (Appendix 8.1-8.4) SPONSOR: Kim Peters, Manager of Administrative Services, Jackson Electric Cooperative, Inc.

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?**	JEC continually works to improve coordination and to open lines of communication with all area agencies. On July 6th at 5:57P JEC reached out to Matagorda EOP Coordination with latest Weather regarding Hurricane tracks Hurricane Beryl. On July 9th discussed coordinating daily update calls with Matagorda County EOC and County Judge Sieferman. Calls continued throughout the restoration period. After any major storms/outages, JEC conducts an internal after storm review to discuss strengths and weaknesses, notes included in (Appendix 7). JEC staff also attends FEMA HOT Wash meetings with the local EOPs to strengthen our relationship and coordination with county officials, communities and medical facilities. SPONSOR: Kim Peters, Manager of Administrative Services, Jackson Electric Cooperative, Inc.
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?**	JEC continues to refine our Emergency Operations Communication Plan and work with local utilities on improving any coordination/communication deficiencies we are made aware of. SPONSOR: Kim Peters, Manager of Administrative Services, Jackson Electric Cooperative, Inc.
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 of help desks that were available and in operation during or in the aftermath of Hurricane Beryl?**	a) 281 Workers = 162 + 87 + 10 + 9 + 13 This says call center or help desk, but CRC classifies help desk as IT issues. They do not handle call volume, so the count below is for those who specifically work with inbound calls from our members. (see chart below) b) c) CSR 1 (member calls) goal: 65% of all calls answered within 30 seconds or less. CSR 4 (dispatch) goal: 85% of all calls answered within 20 seconds or less. d) 258 seconds or less.

Skill	FTE	Bodies	FT	PT	Contracted	Temp Seasonal
CSR 1	142.9	162	84%	16%	0%	0%
CSR 4	80.8	87	98%	2%	0%	0%
CSL	10	10	100%		0%	0%
FL	9	9	100%		0%	0%
Sup	13	13	100%		0%	0%

		e) CRC's agents all undergo extensive training at the time of onboarding relating how to handle a multitude of call questions. They are taught de-escalation skills, listening skills, importance of clear and concise documentation, and communication skills. The specific skills are many, but do include high call volume such as hurricanes, tornados, ice storms, etc. Also, they are taught line safety protocols for times when things such as a downed line are reported. While employed with CRC they also attend quarterly department meetings where skill refreshers are done. Weekly meetings with their direct Supervisor also include skill up trainings. Each agent also has a site customer service lead who provides them with up-trainings when needed. f) CRC has 3 call centers, if a call center reaches capacity, the calls will roll to another CRC call center. SPONSOR: Kim Peters, Manager of Administrative Services, Jackson Electric Cooperative, Inc.
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.	Please see attached Appendix 9 for call volume data. SPONSOR: Kim Peters, Manager of Administrative Services, Jackson Electric Cooperative, Inc.
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**.	Texas Electric Cooperatives (TEC) represented the Cooperative in the State EOC, Austin, TX. Daily reports were made to Shawn Hazard at the Texas Public Utility Commission (TPUC) regarding each day's recovery efforts. Daily reports were also given to County Judge Sieferman at the EOC in Matagorda County. JEC member information was disseminated by social media, and JEC website. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
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**.	Yes, calls are recorded by our third-party help desk. Recordings are retained for seven years. SPONSOR: Kim Peters, Manager of Administrative Services, Jackson Electric Cooperative, Inc.
1-30	If c**alls 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.	Calls to our help desk are recorded. Please refer to our answer to Staff 1-28. SPONSOR: Kim Peters, Manager of Administrative Services, Jackson Electric Cooperative, Inc.
1-31	Please p**rovide 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.	JEC was not impacted by the May-2024 Derecho. An Audio Copy of the below transcripts used is not available. Transcripts Used: **We are experiencing interruptions in power related to hurricane xx this is affecting xx, xx and surrounding areas. Crews are working to restore service as quickly and safely as possible however, we have no estimated time of restoral for any area. If you still wish to report your outage or if you have an emergency, please hold and a service representative will be with you shortly. Thank you for your patience and cooperation.** SPONSOR: Kim Peters, Manager of Administrative Services, Jackson Electric Cooperative, Inc.
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.**	N/A, JEC does not currently have a public facing outage tracker and also did not have one on July 8th, 2024. Currently JEC uses its website, social media, and help desk/call center to update members on outage conditions. SPONSOR: Damien Coleman, Manager of Engineering/Assistant GM, Jackson Electric Cooperative, Inc.

	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.**	
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**.	JEC does not provide service in the Houston area. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
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.**	N/A SPONSOR: Damien Coleman, Manager of Engineering/Assistant GM, Jackson Electric Cooperative, Inc.
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**.	JEC does not currently have a public facing outage tracker and also did not have one on July 8th, 2024. Currently JEC uses its website, social media, and help desk/call center to update members on outage conditions. SPONSOR: Damien Coleman, Manager of Engineering/Assistant GM, Jackson Electric Cooperative, Inc.
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**.	These processes were used prior to, during, and after Hurricane Beryl. JEC does not currently have a public facing outage tracker. SPONSOR: Damien Coleman, Manager of Engineering/Assistant GM, Jackson Electric Cooperative, Inc.
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.	JEC has 100% AMI / Smart Meters installed on all JEC electric accounts. JEC provides service in the following Counties. Jackson County - 5716 Matagorda County - 8698 Brazoria County - 1634 Calhoun County - 1179 Lavaca County – 124 Wharton County – 6 Victoria County – 2

1-38	Provide the **date and method (e.g., email, phone call, text message) you initially contacted local governments in the Impacted Area**.	On July 6th at 5:57P JEC reached out to Matagorda EOP Coordination with latest Weather regarding Hurricane tracks Hurricane Beryl. On July 9th discussed coordinating daily update calls with Matagorda County EOC and County Judge Sieferman. Calls continued throughout the restoration period.
		SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
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.	JEC coordinates and communicates across JEC departments and reaches out to other critical accounts in advance of hurricanes and major storms. This process is detailed in JEC's EOP, (Appendix 6, Pages 14-18, 34-36) . SPONSOR: Kim Peters, Manager of Administrative Services, Jackson Electric Cooperative, Inc.
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.**	JEC made initial contact with critical care facilities and critical infrastructure through calls to our local authorities in the EOC's. Officials in charge of the various counties' emergency response would then notify their own county departments, critical care facilities, or critical infrastructure if they did not have a representative on the calls. SPONSOR: Kim Peters, Manager of Administrative Services, Jackson Electric Cooperative, Inc.
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**.	JEC follows the processes described in our EOP plan to communicate with critical care and at-risk customers, (Appendix 6, Pages 14-18, 34-36). During Hurricane Beryl our call volume was handled by the CRC help desk. As critical care / at-risk members without power called in and expressed needs CRC would scribe the message in the outage ticket created. The Manager of Admin Services would reach out to the at risk members via phone call. If members expressed their status was life threatening, we would urge them to seek assistance from local emergency services. SPONSOR: Kim Peters, Manager of Administrative Services, Jackson Electric Cooperative, Inc.
1-42	For **ERCOT-located utilities, please describe any communication with interconnected power generation companies regarding their operational status during Hurricane Beryl.**	N/A. JEC does not have any interconnections with PGCs. SPONSOR: Damien Coleman, Manager of Engineering/Assistant GM, Jackson Electric Cooperative, Inc.
Section-3: Electric Utilities - Customer Restoration Workflow		
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.	JEC's service restoration plan and procedures are contained in JEC's EOP (Appendix 6, Section B.2, pages 32-34), which has been filed with the Commission. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
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.	JEC's service restoration plan and procedures are contained in JEC's EOP (Appendix 6, Section B.3 pages 34-36), which has been filed with the Commission. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
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.**	JEC did not make any changes or modifications to JEC's service restoration plan(s) during and in the aftermath of the May 2024 Derecho or Hurricane Beryl. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.

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.**	For Hurricane Beryl, See Appendix 2 Senate Special Committee on Hurricane and Tropical Storm Preparedness, Recovery, and Electricity, Testimony from James Coleman, GM Jackson Electric Cooperative, Inc. (Page 2, Paragraph 7-12, Page 3, Paragraph 13-16) SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
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.	**% of Meter Outages per County by EOD on Date**

Date	County	% of Meter Outages
7/8/24	Brazoria	100%
	Calhoun	90.35%
	Jackson	26.94%
	Lavaca	58.06%
	Matagorda	77.75%
Date	**County**	**% of Meter Outages**
7/9/24	Brazoria	98.23%
	Calhoun	17.05%
	Jackson	18.19%
	Lavaca	0%
	Matagorda	34.44%
Date	**County**	**% of Meter Outages**
7/10/24	Brazoria	28.15%
	Calhoun	0%
	Jackson	0%
	Lavaca	0%
	Matagorda	28.54%
Date	**County**	**% of Meter Outages**
7/11/24	Brazoria	22.03%
	Calhoun	0%
	Jackson	0%
	Lavaca	0%
	Matagorda	12.93%
Date	**County**	**% of Meter Outages**
7/12/24	Brazoria	17.32%
	Calhoun	0%
	Jackson	0%
	Lavaca	0%

			Matagorda	3.76%
		Date	**County**	**% of Meter Outages**
		7/13/24	Brazoria	17.32%
			Calhoun	0%
			Jackson	0%
			Lavaca	0%
			Matagorda	0%
		Date	**County**	**% of Meter Outages**
		7/14/24	Brazoria	17.32%
			Calhoun	0%
			Jackson	0%
			Lavaca	0%
			Matagorda	0%
		Date	**County**	**% of Meter Outages**
		7/15/24	Brazoria	5.57%
			Calhoun	0%
			Jackson	0%
			Lavaca	0%
			Matagorda	0%
		Date	**County**	**% of Meter Outages**
		7/16/24	Brazoria	0%
			Calhoun	0%
			Jackson	0%
			Lavaca	0%
			Matagorda	0%
		SPONSOR: Damien Coleman, Manager of Engineering/Assistant GM, Jackson Electric Cooperative, Inc.		
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**.	As members called in outage tickets to our help desk, the member information was entered into spreadsheets with the substation, location number, meter number, name, phone number, and brief note (limited to 33 characters). As new calls were entered, the locations were checked for duplicates (this indicated customer had previously called in outage). If there was a duplicate it was screened for new information, if new information was given, the record was updated. These lists were distributed to the service coordinators for outage restoration. SPONSOR: Kim Peters, Manager of Administrative Services, Jackson Electric Cooperative, Inc.		
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.	On July 6th at 5:57P JEC reached out to Matagorda EOP Coordination with latest Weather regarding Hurricane tracks Hurricane Beryl. On July 9th discussed coordinating daily update calls with Matagorda County EOC and County Judge Sieferman. Calls continued throughout the restoration period. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.		

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 customer**s before, during, and after Hurricane Beryl and any solutions implemented to address those challenges.	Challenges Faced a) The influx of tidal surge prevented JEC from being able to assess damage or begin repairs to approximately 2000 meter locations for 3 days until surge waters cleared enough to inspect tidal areas. b) Complete communications outages. AT&T/FirstNet cellular outages for nearly a week and Fiber internet backhauls to radio towers and JEC's subsidiary ISP, left line crews working on restoring power to members without a way to quickly and effectively communicate with JEC's Operation Center. Solutions Implemented
		a) JEC Line Superintendent, VM Specialist/Arborist, and Manager of Engineering met on August 6th with one of JEC's existing contractor companies, which performs drone spraying for vegetation management, so that we can get a contract on file to call for their drone services regarding damage assessment after hurricanes/storms. b) JEC has reached out to multiple companies that are employing satellite communications, Starlink, as mobile devices for Radio-Over-IP. This would allow JEC to set up emergency radio links to crews in the field, as well as, providing assistance as needed to the local Fire and Police Departments. SPONSOR: Paul Bourland, Line Superintendent, Jackson Electric Cooperative, Inc.
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.	A major lesson learned would be that there should not be any reliance placed on AT&T/FirstNet to keep their towers operational. JEC, along with all other emergency response agencies in the area, will be adding additional redundancy options through satellite communication interfaces. SPONSOR: Damien Coleman, Manager of Engineering/Assistant GM, Jackson Electric Cooperative, Inc.
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.	JEC has staff trained on NIMS and has implemented the framework as part of JEC's EOP. Post Hurricane Harvey JEC saw the need to revamp its EOP and since 2018, JEC's EOP and has had the NIMS framework at its core. SPONSOR: Paul Bourland, Line Superintendent, Jackson Electric Cooperative, Inc.
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.	Yes, JEC has emergency response personnel trained in IS-100, IS-200, IS-700, IS-800, ICS-NFA, and EU MGT345. SPONSOR: Paul Bourland, Line Superintendent, Jackson Electric Cooperative, Inc.
Section-4: Distribution Infrastructure		
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;** **c. When you decide to replace the distribution pole.**	a) JEC's planned schedule for pole testing for Single-phase is every 10 years and every 5 years for Three phase. b) During pole testing the inspections include visual, sound and bore, and dig around. c) The decision to replace distribution poles is made in the event that the pole inspectors flag a pole as needing replaced, these are made priorities and will be changed out as soon as possible. SPONSOR: Paul Bourland, Line Superintendent, Jackson Electric Cooperative, Inc.

1-55	Please **provide your minimum required right-of-way (ROW) width for both 3-phase and single-phase distribution lines**.	JEC minimum ROW for single and three-phase is 10 feet on either side of the poles, when possible JEC staff will request 15 foot on either side of the poles. SPONSOR: Paul Bourland, Line Superintendent, Jackson Electric Cooperative, Inc.
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);**	JEC does not have an accurate count of pole damage by feeder due to Hurricane Beryl, JEC is still in the process of finalizing the workorders in its GIS system. 28 of JEC's 32 feeders took damage by Hurricane Beryl. Prior to Hurricane Beryl JEC had approximately 55,800 poles installed. Of which 55,553 are wood poles and 247 are steel poles. Of which zero steel poles failed and 0.48% of the wood poles failed. Nearly half of the wood poles that failed were due to soil saturation with wind loading.
	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.**	Even knowing FEMA probably won't reimburse the cost of improving that 7.2 mile section of line it was worth the cost to rebuild to a higher standard, see appendix 2, paragraph 16. For pole damage count by substation and county, see appendix 10. JEC builds to a higher wind loading standard than required by the NESC, but we are constantly working on ways to improve. SPONSOR: Damien Coleman, Manager of Engineering/Assistant GM, Jackson Electric Cooperative, Inc.
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.	JEC does not have any feeders with poles 60-feet above ground level on JEC's distribution system. a) N/A b) N/A c) N/A SPONSOR: Damien Coleman, Manager of Engineering/Assistant GM, Jackson Electric Cooperative, Inc.
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**.	JEC builds to RUS standards as a minimum standard and has not changed this in the last 10 years, this includes pole embedment standards for distribution circuits at both 12.47kV and 24.9kV. These embedment standards are shown in Appendix 11, pages 304-305, and Appendix 12, pages 215-216, respectively. SPONSOR: Damien Coleman, Manager of Engineering/Assistant GM, Jackson Electric Cooperative, Inc.
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**.	JEC's standard distribution pole size and class for Single-phase is 40-foot, class 4. For Three-phase the standard is 45-foot, class 4.
1-60	Please **explain the NESC construction strength and overload factors your distribution lines were built to in the past.**	JEC's system does not have any distribution circuits with poles 60 foot or more above ground and is thus classified by the NESC as a Light Wind-Loading Area. While not being an RUS borrower, prior to 2015, JEC distribution circuits were built to meet RUS and NESC standards for the area. SPONSOR: Damien Coleman, Manager of Engineering/Assistant GM, Jackson Electric Cooperative, Inc.

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.	Post 2015, JEC has been building to greater than or equal to RUS and NESC standards. With the influx of new load to the region and the ever-growing need for increased conductor sizes, it is easier, safer, and more cost effective, (in the long run), to build to a higher standard than required by the RUS and NESC. It is the responsibility of JEC's Staff to plan and build for the future of JEC's Membership. JEC's territory was hit by Hurricane Nicholas in September of 2021, there was no Federal disaster declaration for Texas and no emergency funds for reimbursement. JEC made the decision to harden our system at its own expense, while not raising energy rates. A decision made for the good of the communities JEC and its Membership serves and lives in. Over the past three years, with completion well prior to Hurricane Beryl's landfall, JEC has worked to replace every three-phase junction pole on the system to steel poles. This initiative, taken on by JEC, on its own, reduced the restoration time in the aftermath of Hurricane Beryl by an estimated two weeks. SPONSOR: Damien Coleman, Manager of Engineering/Assistant GM, Jackson Electric Cooperative, Inc.
1-62	Please provide the following i**nformation 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.	a) Design criteria standards for any distribution circuits that did not lose power during Hurricane Beryl are described throughout Appendices 11 and 12. b) Poles installed for those circuits were mainly wood with steel three-phase junction poles. c) JEC's standard ROW widths, 10-15 feet either side of the poles. d) JEC designs to greater than or equal to RUS and NESC standards. e) JEC had many areas near the coastal impact zone of Hurricane Beryl where flying debris, i.e. house roofs, cut through the conductor while the poles were left standing. There were also many examples of sheet metal wrapping over conductor and creating a sail, while not taking the entire line to the ground. SPONSOR: Paul Bourland, Line Superintendent, Jackson Electric Cooperative, Inc.
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.**	JEC was not impacted by the May 2024 Derecho, had 55,803 poles in service prior to that event and prior to Hurricane Beryl. JEC does not have poles taller than 60 feet above ground thus JEC would fall under the NESC wind loading criteria of Light Wind Loading Area.
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.	JEC did not have any distribution poles (zero) fail due to the May 2024 Derecho event. SPONSOR: Damien Coleman, Manager of Engineering/Assistant GM, Jackson Electric Cooperative, Inc.
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.	All 265 JEC distribution poles/meter poles that failed due to Hurricane Beryl were wood structures and fall under NESC's Light Wind Loading Criteria. Of those, ~115 failed due to a combination of high wind and soil saturation leaning the poles over. ~140 were due to localized tornadoes and/or flying debris. ~10 poles failed due to structural loading due to Fall in Vegetation. SPONSOR: Damien Coleman, Manager of Engineering/Assistant GM, Jackson Electric Cooperative, Inc.

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.	The inspection frequency is explained in 1-54. JEC is still in the process of finalizing the recovery work and work orders in its GIS system. All three phase poles were inspected between 2019 and 2020. Any Pole that was rejected has been changed out and any ROW issues addressed. For the pole test file see Appendix 13. SPONSOR: Paul Bourland, Line Superintendent, Jackson Electric Cooperative, Inc.
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?	As a distribution Cooperative, JEC advocates the use of NESC construction standards, and has no opinion as to what the PUC may require of its respective utilities. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
Section 5: Transmission Infrastructure		**Response**
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?	N/A. JEC does not own any transmission facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
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.	N/A. JEC does not own any transmission facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
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.	N/A. JEC does not own any transmission facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
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.	N/A. JEC does not own any transmission facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
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 inspection. Additionally, please provide the most recent inspection report for each structure that failed.	N/A. JEC does not own any transmission facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
Section 6: Vegetation Management		

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**.	a) JEC Full-Time Staff – 4 Contractor Staff – 16 b) JEC Full-Time Staff – 4 Contractor Staff – 16 c) Appropriate level of full-time vegetation management staff is determined by JEC's available yearly budget and JEC's vegetation management contract crews ability to effectively manage approximately 420 miles of line clearing per year. d) JEC's in-house vegetation management crews and contractors have differing duties. JEC's in-house Vegetation Management Specialist/Arborist will give tasks and inspect after general line-clearing by the contractors, while in-house vegetation management crews are handling day-to-day service orders, mainly for clearing hazardous/problematic spots. e) JEC employs 1 Full-Time arborist and 1 Contract arborist. SPONSOR: Jim Hamor, VM Specialist/Arborist, Jackson Electric Cooperative, Inc.
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.**	JEC does not own/manage any transmission lines. Of JEC's distribution lines minimum clearance standards are based on RUS standards (Appendix 11, pages 260-261 and Appendix 12, pages 178-179). For 24.9kV JEC asks for more than required as our minimum clearance is 12ft either side of the pole and at 12.47kV minimum clearance is 10ft either side of the pole. SPONSOR: Jim Hamor, VM Specialist/Arborist, Jackson Electric Cooperative, Inc.
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?**	Yes, JEC in-house vegetation management staff work to proactively inspect problematic areas and if/when any areas are found, JEC's in-house VM crews are sent or contract crews are scheduled to clear these areas. SPONSOR: Jim Hamor, VM Specialist/Arborist, Jackson Electric Cooperative, Inc.
1-76	Please provide **inspection logs and field reports from workers who performed vegetation management services in the Impacted Area for the past five years**.	JEC does not save inspection logs or field reports from vegetation management services. VM Contractors line clearance work is inspected by JEC's in-house VM Specialist/Arborist during and after their work is completed, if there are any issues with the quality of the work, it is handled on the spot. JEC's in-house VM crews line clearance work is inspected by JEC's in-house VM Specialist/Arborist, as well as, the Line Superintendent, Line Crew Foremen working in the area, and Member, if on Member's property. If there are any issues with the quality of the work performed by JEC's in-house VM Crews, those issues are remedied on the spot. SPONSOR: Jim Hamor, VM Specialist/Arborist, Jackson Electric Cooperative, Inc.
1-77	Does your company conduct **proactive vegetation management on feeders located in hurricane prone areas? I**f so, how far in advance of hurricane season do you send out vegetation management crews?	JEC considers 100% of the JEC system to be "hurricane prone". JEC utilizes the same vegetation management process for the entire JEC system, this would include proactively clearing vegetation from problematic areas. JEC is preparing for hurricanes and general storms year round and works to keep lines clear of vegetation, inside and if possible, outside of the minimum ROW clearances. SPONSOR: Jim Hamor, VM Specialist/Arborist, Jackson Electric Cooperative, Inc.

1-78	Please provide a l**ist 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.	a) Stratton Road, Squirrel Hollow, Bell Bottom b) July 8th at 2:30am, July 8th at 1:25am, and July 8th at 2:30am, respectively. All three sections of those circuits were cleared and re-energized July 11th? c) All three circuits are 12.47kV. d) All three circuit outages were caused by Fall-in from outside the ROW. SPONSOR: Jim Hamor, VM Specialist/Arborist, Jackson Electric Cooperative, Inc.
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.	Aerial maps with easements are unavailable to JEC. See Appendix 14 for distribution line map with highlights of 2020-2024 sections of vegetation management. SPONSOR: Jim Hamor, VM Specialist/Arborist, Jackson Electric Cooperative, Inc.
1-80	For the May 2024 Derecho and Hurricane Beryl**, please provide the percentage of forced interruptions that were related to vegetation issues.**	There were no forced outages needed by JEC. SPONSOR: Jim Hamor, VM Specialist/Arborist, Jackson Electric Cooperative, Inc.
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**?	Due to the low number of outages caused by Vegetation Management issues JEC has determined that our current program is effective. JEC's own initiative over the last three years to replace all three-phase junction poles with steel structures proved invaluable in the mitigation of damages caused by Hurricane Beryl. JEC shall continue this practice. SPONSOR: Jim Hamor, VM Specialist/Arborist, Jackson Electric Cooperative, Inc.
1-82	When **did you last substantively review, augment, or modify your vegetation management plan before July 8,2024?**	January 2024. JEC's Vegetation Management Plan (VMP) is based on an annual budget for vegetation management with a scope of contracting for annual services that cover approximately 16% of the distribution system each year. SPONSOR: Jim Hamor, VM Specialist/Arborist, Jackson Electric Cooperative, Inc.
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.	Vegetation-related outages were only experienced in two of five counties JEC serves. The overall average percentage of outages from vegetation outside the easement or ROW was 70%. Brazoria County – 80%, Matagorda County – 60%.
		SPONSOR: Jim Hamor, VM Specialist/Arborist, Jackson Electric Cooperative, Inc.

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**.	While it is not considered a formal program or initiative, JEC's in-house VM Specialist/Arborist and in-house VM Staff are constantly inspecting problematic areas of JEC's system, while also in communication with the VM Contractors, the line maintenance crews, line-superintendent, member service reports, and any other field crews that see problematic vegetation outside of the easement or ROW. The VM Specialist/Arborist will then meet with the member/owner of the property that the problematic vegetation is on and work to come to an arrangement for JEC to trim, spray, cut, and then remove the debris from said vegetation. JEC's in-house VM Specialist/Arborist also works closely with JEC's Staking/Line Designers. In cases where a Member is looking to get new services or a service extension but there is problematic vegetation inside or outside of the desired path of delivery, the VM Specialist/Arborist will meet with those members personally to work out arrangements on how JEC would be able to help get those problem areas/vegetation cleared. While there is not a formal name for this "program or initiative", JEC is a Member-Owned Cooperative and we always try to work with our Members to achieve a beneficial outcome for all involved. SPONSOR: Jim Hamor, VM Specialist/Arborist, Jackson Electric Cooperative, Inc.
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**.	The number of JEC staff involved directly with the functioning of this process – 4. The number of JEC staff involved indirectly with the functioning of the process – 85 The number of JEC Contractor Staff involved with the functioning of this process – 16. SPONSOR: Jim Hamor, VM Specialist/Arborist, Jackson Electric Cooperative, Inc.
Section 7: Staffing and Mutual Assistance		
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**; c. Please **provide a list of members or participants for each mutual assistance program you are a member or participant in**.	a) JEC has since 2022 participated in the latest version of the Texas Electric Cooperative (TEC) Mutual Aid Program. b) Appendix #3, TEC Mutual Aid Agreement c) Appendix #4 List Texas Electric Cooperative in TEC Mutual Aid Program SPONSOR: Missie Landry, Executive Assistant, Jackson Electric Cooperative, Inc.
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.	Prior to, during, and in the aftermath of Hurricane Beryl, JEC worked to follow it's process described in the EOP, (Appendix 6, Pages 4, 21-22, 43-47). Additionally, with the lack of communication issues faced during the first three days, mutual assistance crews worked more closely with JEC's Line Superintendent and in-house crews to maintain safety while working to re-energize lines as quickly as possible. When possible, communication was handled through passing messages via runners and material hot-shots and also HAM radio operators. SPONSOR: Damien Coleman, Manager of Engineering/Assistant GM, Jackson Electric Cooperative, Inc.
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.	JEC's Line Superintendent coordinated re-energization and restoration efforts between STEC's SYSOP substation controllers and JEC's Line Crew Foremen and other JEC Staff that were directing the mutual assistance crews Foremen. Communication between the various crews and staff were

		strained for the first three days due to the impact on JEC's radio links and the entire lack of a cellular network from AT&T/FirstNet. SPONSOR: Damien Coleman, Manager of Engineering/Assistant GM, Jackson Electric Cooperative, Inc.
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.	Initial conversation regarding mutual aid assistance with TEC was held on July 5th. Formal request for mutual aid was requested July 7th 11a. Crews began arriving evening July 7th. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
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?	Initial request on 7/7/24 for mutual aid included request for 6 fully equipped construction crews and 2 service crews. Additional crews and specialized equipment came in on July 9th making total of 118 with 52 JEC lineman, 50 Aiding Cooperative Linemen, JEC full-time construction contractor, and 16-person Forestry Contractor. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
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 191(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.	a) JEC has since 2022 participated in the latest version of the Texas Electric Cooperative (TEC) Mutual Aid Program. b) Initial request on 7/7/24 for mutual aid included request for 6 fully equipped construction crews and 2 service crews. Additional crews and specialized equipment came in on July 9th making total of 118 with 52 JEC lineman, 50 Aiding Cooperative Linemen, JEC full-time construction contractor, and 16-person Forestry Contractor. c) Appendix 5, Email Document regarding request for mutual assistance. d) Initial conversation regarding mutual aid assistance with TEC was held on July 5th. Formal request for mutual aid was requested July 7th 11a. Crews began arriving evening July 7th. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
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?	Responses to requests from mutual aid member cooperatives offering help can be accepted or declined as needed. It is not required that all assistance be accepted. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
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?**	Reimbursement costs from participating systems in the TEC Mutual Aid Plan are already identified and were not a consideration. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
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).	Arriving mutual aid crews were staged beginning 7/7/24 at the JEC Office at Edna, TX. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
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.	Jackson Electric Cooperative only uses the TEC Mutual Aid Plan. The deployment for Hurricane Beryl was similar in workforce and equipment requirements to the deployment using the same mutual aid plan during Hurricane Harvey in 2017. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.

1-96	Please describe **what Specific actions you took to begin staging internal staff and any responsive mutual assistance crews or resources.**	Internal staff were staged in the Edna, TX office complex, and at the Bay City office complex.
		SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1-97	Did you have to **train or on-board any personnel that were 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.	No SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
Section 8: Mobile Generation		**Response**
1-98	Please **provide details regarding the lease or procurement of each mobile generation facility in the Transmission and Distribution Utility's (TDU) control,** including: a. **Details regarding the competitive bidding process** used or the justification for not using a competitive bidding process; b. **The size of each mobile generation facility** in megawatts (MW); c. **The initial lease or procurement date** of each facility; d. The **lease term, in months**, of each mobile generation facility; e. The **expiration date** of each facility's lease; f. The **to-date costs** associated with each mobile generation facility, including operating, leasing costs, or other capital expense; g. The **expected costs associated** with each lease, including operation and leasing costs; and h. The **expected return on investment** associated with each lease or procurement.	JEC has not leased or procured any mobile generation facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1-99	Please provide **details regarding mobile generation or temporary emergency electric energy facilities** (TEEEF) a. The **control number of the TDU' s most recently approved mobile generation or TEEEF cost recovery;** b. Details regarding **whether the mobile generation or TEEEF cost recovery was processed as part of a larger Distribution Cost Recovery Factor proceeding** or in a separate contested case; c. The **revenue requirement associated with the TDU' s mobile generation or TEEEF expenses**, broken out by rate class; and d. The **in-force tariffs associated with the TDU' s mobile generation or TEEEF rider,** broken out by rate class.	JEC has not leased or procured any mobile generation facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1-100	Provide the following **information concerning your customer base**: a. **Total number of customers served by rate class:** **b. Average demand by rate class;** **c. Peak demand by rate class; and** **d. Net peak demand by rate class.**	JEC has not leased or procured any mobile generation facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1-101	Please **provide information on the average customer density by circuit mile for the feeders in the Impacted Area.**	JEC has not leased or procured any mobile generation facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1-102	Please p**rovide an explanation of any alternatives to mobile generation facilities** considered by the TDU before entering a lease for or procuring mobile generation facilities.	JEC has not leased or procured any mobile generation facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.

1-103	Please describe the **Specific use cases contemplated by the TDU before executing a contract for the lease or procurement of mobile generation facilities**.	JEC has not leased or procured any mobile generation facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1-104	Please provide the following **information concerning mobile generation facilities** in your possession: a. The **total capacity**, in MWs, of mobile generation facilities leased or procured before July 8,2024; b. The **rationale for leasing or procuring** that capacity; and c. And **how mobility and capacity were prioritized** when leasing or procuring mobile generation facilities.	JEC has not leased or procured any mobile generation facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1-105	Provide the following **information for mobile generation facilities** already under lease or procured before July 8,2024: a. The **size, in MWs,** of each deployed mobile generation facility; b. The **length of time needed to move each deployed mobile generation** facility from storage to its designated staging area; c. the **length of time needed to move each mobile generation** facility from staging to its deployment location; d. An **explanation for how and where the mobile generation facility was used**; and e. If a **mobile generation facility was not used, an explanation as to why**.	JEC has not leased or procured any mobile generation facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1-106	Please d**escribe all situations in which the TDU's leased or procured mobile generation facilities were deployed before Hurricane Beryl**. If applicable, please describe how those previous deployment situations differed from the use cases initially contemplated by the TDU.	JEC has not leased or procured any mobile generation facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1-107	Please **provide the following information on power restoration plans or procedures regarding critical infrastructure** facilities. a. D**id the TDU develop a list of critical infrastructure facilities** within the TDU's service territory? b. **Did the TDU develop emergency preparedness plans in collaboration with critical infrastructure** facilities in its service territory? c. Did the **TDU develop a list of routes for use in reaching critical infrastructure** facilities during an emergency or significant power outage? d. Did the **TDU identify the Specific steps it would take to energize critical infrastructure facilities** in its service territory with mobile generation facilities? e. Did the **TDU pre-position mobile generation facilities at critical infrastructure facilities** in its service territory to respond to significant power outages in a timely manner?	JEC has not leased or procured any mobile generation facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1-108	Please **provide the following information regarding drills, procedures, and plans to use mobile generation** facilities. a. Did the **TDU develop operating plans or procedures for the deployment of mobile generation? I**f so, please describe the TDUs strategy for deploying its mobile generation. b. Did the TDU **assign Specific personnel to manage, either directly or indirectly, the operation and deployment of its mobile generation facilities**? c. Did the TDU **conduct personnel trainings or preparedness drills for the operation of its mobile generation facilities**? d. Please describe any **plans or procedures developed in coordination with other TDUs or mutual assistance groups for the operation or deployment of mobile generation**.	JEC has not leased or procured any mobile generation facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.

1-109	Please provide the following **information regarding each mobile generation facility borrowed during Hurricane Beryl** as part of a mutual assistance program or agreement. a. How the original request for mobile generation facilities through mutual assistance was made; b. The size, in MW, of each borrowed mobile generation facility;	JEC has not leased or procured any mobile generation facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
	c. The date the mutual assistance program or agreement was entered; d. The date the borrowed mobile generation facility was deployed; e. The duration, in hours, of the borrowing agreement. Describe whether this duration was for a fixed number of hours or a Specific number of operating hours; f. The identity of the original owner or lessor of the mobile generation facility subject to the mutual assistance program or agreement; and g. Whether obtained mobile generation facilities were used during, or in power restoration efforts following, Hurricane Beryl. i. If the mobile generation facility was not deployed, provide an explanation as to why the mobile generation facility was not deployed; and ii. If the mobile generation facility was deployed, provide an explanation of how it was used.	
1-110	**When mobile generation facilities are offered to other TDUs during significant power outages, what information does the loaning TDU require from the borrowing TDU related to the probable operation of the mobile generation?**	JEC has not leased or procured any mobile generation facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1-111	**Please describe if any mobile generation facilities in the TDU' s control were deployed in the service territories of municipally owned utilities or electric cooperatives during Hurricane Beryl.**	JEC has not leased or procured any mobile generation facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1-112	**Please describe how the determination was made regarding when and where to deploy or redeploy each mobile generation facility during, or in response to, Hurricane Beryl.**	JEC has not leased or procured any mobile generation facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1-113	**Please describe the number of distribution customers that had power restored by each mobile generation facility leased or procured by the TDU during, or in response to, Hurricane Beryl.**	JEC has not leased or procured any mobile generation facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1-114	**Please describe the number of distribution customers that had power restored by each mobile generation facility obtained through mutual assistance during, or in response to, Hurricane Beryl.**	JEC has not leased or procured any mobile generation facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1-115	**Please describe the number of transmission customers that had power restored by a mobile generation facility leased or procured by the TDU during, or in response to, Hurricane Beryl.**	JEC has not leased or procured any mobile generation facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1-116	**Please describe the number of transmission customers that had power restored by a mobile generation facility obtained through mutual assistance during, or in response to, Hurricane Beryl.**	S JEC has not leased or procured any mobile generation facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1-117	**If applicable, please note if any fueling problems arose with deployed mobile generation facilities during, or in response to, Hurricane Beryl. If so, please describe the fueling problems in detail and any action that the TDU took in response.**	JEC has not leased or procured any mobile generation facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1-118	**Please describe all costs incurred by the TDU that were associated with the deployment of mobile generation facilities during, or in response to, Hurricane Beryl.**	JEC has not leased or procured any mobile generation facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.

1-119	**Please describe any obstacles that limited the deployment of mobile generation facilities during, or in response to, Hurricane Beryl.**	JEC has not leased or procured any mobile generation facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.
1-120	**Please describe any procedural improvements that the TDU intends to make prior to the next deployment of mobile generation facilities. If available, please reference Specific sections of any after action report or lessons learned document the TDU has created.**	JEC has not leased or procured any mobile generation facilities or equipment. SPONSOR: James Coleman, General Manager, Jackson Electric Cooperative, Inc.

Missie Landry

From: Wendy Ohrt <wohrt@stec.org>
Sent: Friday, April 5, 2024 8:41 AM
To: drillnotice@puc.texas.gov
Cc: Cory Allen; Clif Lange; William Webel; Wendy Ohrt; Roger Kurtz; Brenda Svetlik
Subject: STEC's EOP Drill

Good Morning-

STEC will conduct a round table Hurricane Drill on May 7th at 10:30 AM. Please feel free to contact me with any questions.

Wendy Ohrt
South Texas Electric Cooperative, Inc.
Manager of Corporate & Member Services
2849 FM 447, P.O. Box 119
Nursery, TX 77976
(361) 485-6172 | wohrt@stec.org | **C: (361) 649-0526**

Missie Landry

From: Missie Landry
Sent: Tuesday, May 7, 2024 12:22 PM
To: Brenda Svetlik
Subject: RE: STEC Hurricane Preparedness
Attachments: STEC Hurricane Preparedness Meeting Attendance Sheet.pdf

Attached is our meeting attendance sheet.
Let me know if there is anything additional that you need.
Thanks,

Appendix 1 - STEC Hurricane Preparedness Meeting
Page 3

Missie Landry
Executive Assistant
Jackson Electric Cooperative, Inc.
PO Box 1189
Edna, Texas 77957
361.771.4400 – Main
361.771.4425 – Direct
361.771.4406 – Fax
Email: mlandry@myjec.coop

From: Brenda Svetlik <bsvetlik@stec.org>
Sent: Monday, May 6, 2024 9:52 AM
To: Wendy Ohrt <wohrt@stec.org>; Laddy Brown <lbrown@victoriaelectric.coop>; Blaine Warzecha <bwarzecha@victoriaelectric.coop>; James Coleman <jcoleman@myjec.coop>; Damien Coleman <dcoleman@myjec.coop>; Eric Gardner <egardner@myjec.coop>; Kim Ellen Peters <kpeters@myjec.coop>; Kari Ervin <kervin@myjec.coop>; Paul Bourland <pbourland@myjec.coop>; Missie Landry <mlandry@myjec.coop>; David Nerada <dnerada@victoriaelectric.coop>; Brian Acosta <bacosta@magicvalley.coop>; wwlange@mywcec.coop; Gary Raybon <raybon@mywcec.coop>; lrahmes@nueceselectric.org; Varzarvand Irani <varzavand@nueceselectric.org>; agaitan@sanpatricioelectric.org; Ron Hughes <rhughes@sanpatricioelectric.org>; Keith Calle <keithc@medinaec.org>; Bobby Waid <bobbyw@medinaec.org>; Patrick Janysek <pjanysek@karnesec.org>; treyg@medinaec.org; ehalfmann@karnesec.org; Mike Ables <mables@sbec.org>; James Jouett <jjouett@sbec.org>
Cc: Matthew Thiele <mthiele@victoriaelectric.coop>; Zachary Lyle <zacharyl@medinaec.org>
Subject: RE: STEC Hurricane Preparedness

Good Morning,

STEC would appreciate if you would email us an attendance record for the meeting tomorrow for everyone that is joining us via the Lifesize meeting.

Please feel free to reply to this email with everyone that joins, specifically if multiple people are watching in a board room.

Thank you,

Brenda Svetlik
Compliance Coordinator
Office: 361-485-6457 | Cell: 361-648-4941

-----Original Appointment-----
From: Wendy Ohrt <wohrt@stec.org>
Sent: Thursday, April 11, 2024 11:43 AM
To: Wendy Ohrt; Laddy Brown; Blaine Warzecha; Jim Coleman; Damien Coleman; Eric Gardner; kpeters@myjec.coop; kervin@myjec.coop; Paul Bourland; mlandry@myjec.coop; David Nerada; Brian Acosta; wwlange@mywcec.coop; Gary Raybon; lrahmes@nueceselectric.org; Varzarvand Irani; Albert Gaitan; Ron Hughes; Keith Calle; Bobby Waid; Patrick Janysek; treyg@medinaec.org; ehalfmann@karnesec.org; Mike Ables; James Jouett
Cc: Brenda Svetlik; Matthew Thiele; Zachary Lyle
Subject: STEC Hurricane Preparedness
When: Tuesday, May 7, 2024 10:30 AM-11:00 AM (UTC-06:00) Central Time (US & Canada).
Where: Lifesize Meeting

Good Morning,

Attached is the Hurricane Preparedness Plan for review and use during the meeting tomorrow.

Below is the access for the Lifesize meeting if you need it:

You are invited to call STEC Events on Lifesize.

Join the meeting: https://call.lifesizecloud.com/9091166

Click to call from Mobile (audio only)
United States: +1 (312) 584-2401,, 9091166#

Call in by Phone (audio only)
United States: +1 (312) 584-2401
Meeting extension: 9091166#

Additional phone numbers: https://call.lifesize.com/numbers

Calling from a Lifesize conference room system? Just dial 9091166 with the keypad.

Other ways to call: https://call.lifesize.com/otherways/9091166

Please let me know if you have any questions.

STEC will conduct the Hurricane Preparedness drill on May 7th at 10:30 AM in the Board Room. Dial-in information will be provided later for those at remote locations.

Please mark your calendars and let Brenda or me know if we are missing anyone that needs to be included.

Agenda: Starting at 10:30 AM

1) Introductions

2) Purpose

3) Communications and contact methods

4) Review of STEC Hurricane Preparedness Plan/Drill

5) Open discussion

Jackson Electric Cooperative, Inc.

STEC Hurricane Preparedness Meeting
May 7, 2024

ATTENDEEES:

1. _____
2. Paul Bourland
3. James Coleman
4. Kari Ewin
5. Damien Coleman
6. Austin Bourland
7. Missie Landry
8. _____
9. _____
10. _____

Appendix 1 - STEC Hurricane Preparedness Meeting
Page 23

Hurricane Tabletop Drill

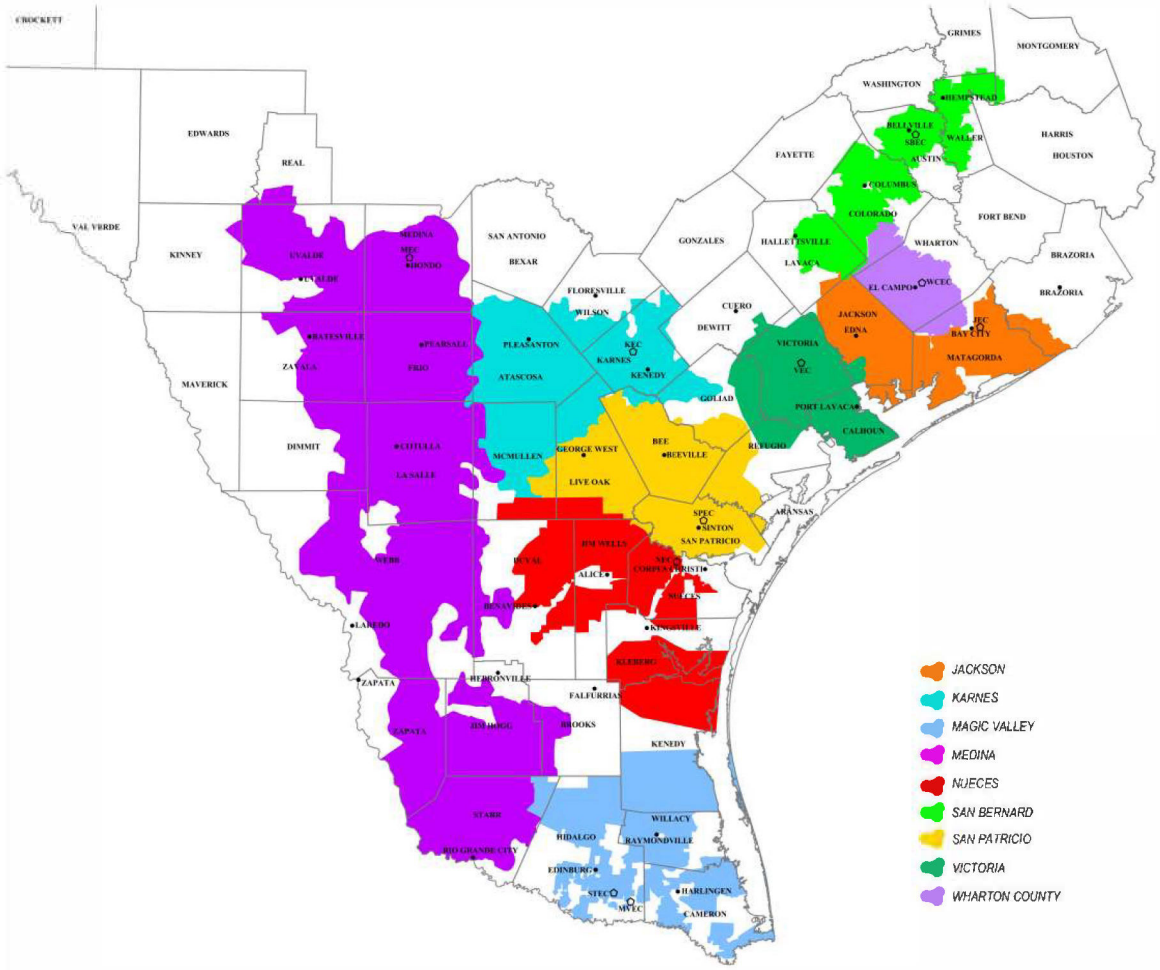
May 7, 2024

Agenda

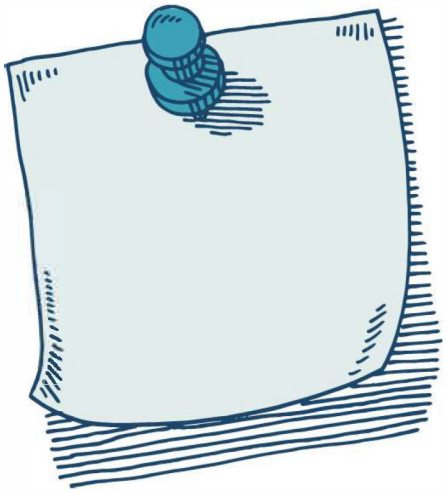
- Introduction and roll call
- Purpose of review and drill
- Communications and contact methods
- Hurricane Preparedness Plan
- Hurricane Ashley Drill
- Open discussion

Introduction and Roll Call

Appendix 1 - STEC Hurricane Preparedness Meeting
Page 8



Purpose of Review and Drill



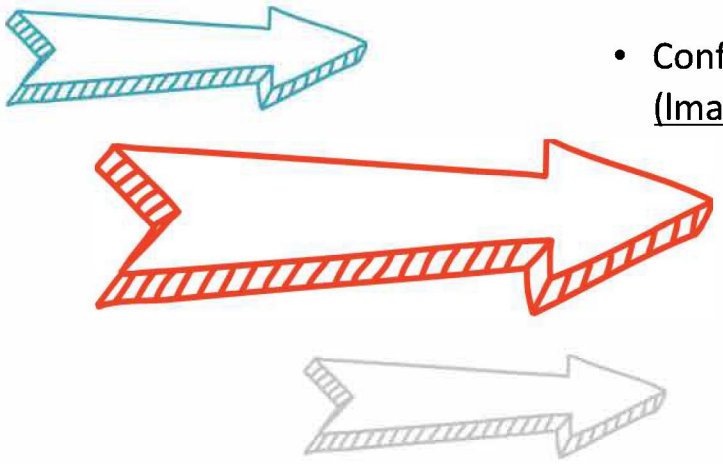
- To revisit responsibilities of personnel in hurricane preparations
- To ensure that evaluation of existing materials and services is completed in time for decisions to be made before threatened by a storm.
- PUC Substantive Rule §25.53 requires at least one drill of the Emergency Operations Plans (EOP) annual, one of which must be for hurricane preparedness if located in an evacuation zone.

Communications and Contact Methods

- Request Member contact lists to reflect employee or position changes. This information may differ from the coordination of on-call personnel that is periodically updated with System Operations. Send directly to sysop@stec.org

- System Operations to forward contact information to IT with a request that corrections be made to the hurricanepreparedness@stec.org email exploder list.

- Confirm that satellite phones work. Contact Lee Martinez (lmart@stec.org) with any issues.



  - Anticipate coordination meetings between STEC and Members before, during and after a storm.
  - Will frequently leverage Teams, Lifesize or other applications for planned and unplanned video conferencing.

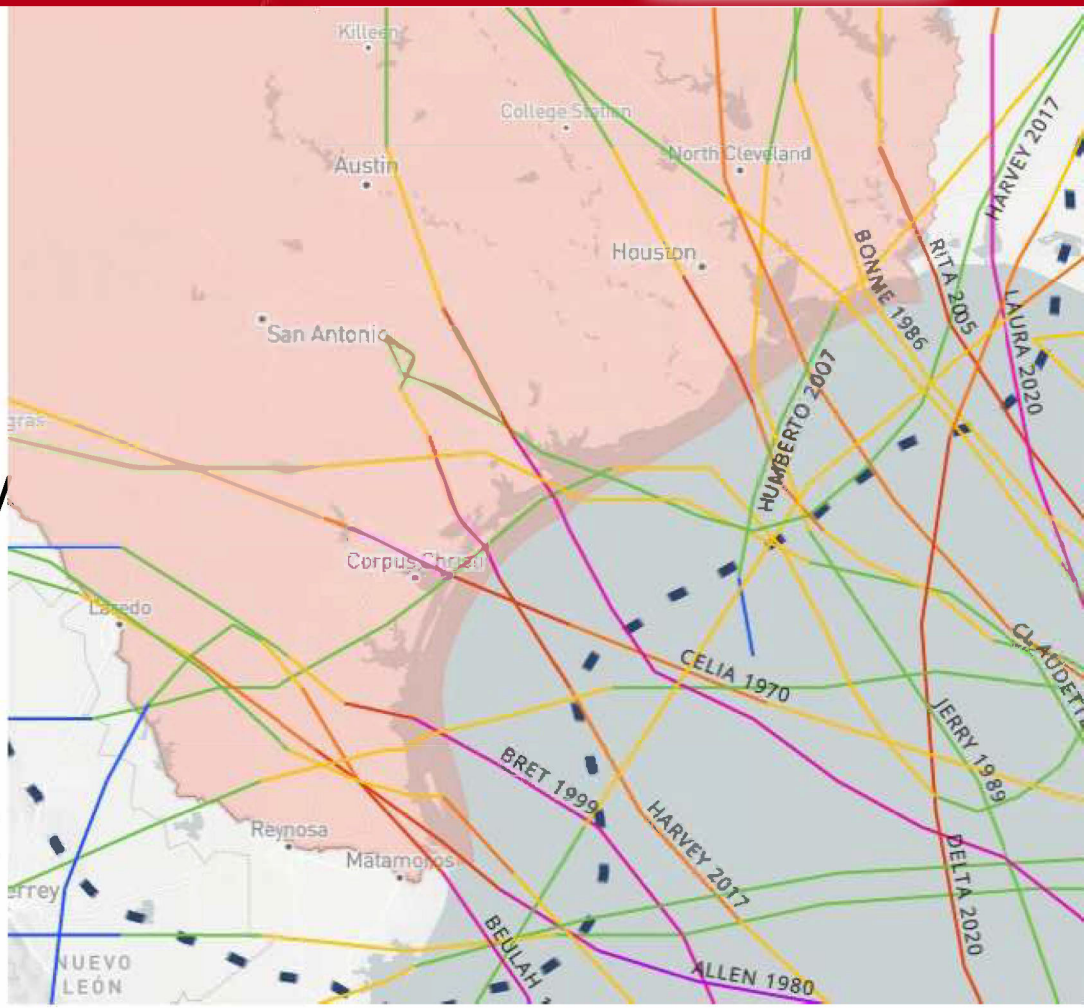
Experience

15 – Hurricanes have impacted Member footprint since 1960

23 – Tropical storms during the same time period

Recent Storms

Brett 1999:	Cat 4, Kenedy County
Claudette 2003:	Cat 1, Palacios
Dolly 2008:	Cat 1, Arroyo City
Harvey 2017:	Cat 4, Port Aransas
Hanna 2020:	Cat 1, Port Mansfield
Nicholas 2021:	Cat 1, Sargent



Pre – Hurricane Season

Assess readiness prior to June 1

- Availability of materials, spare equipment and tools
- Work necessary to be able to quickly secure equipment from high winds
- PPE and first aid stores
- Transmission line design documents
- Contact contractors for rates, equipment lists, and availability for storm restoration
- Report recommendations resulting from the assessment to the General Manager

General Responsibilities

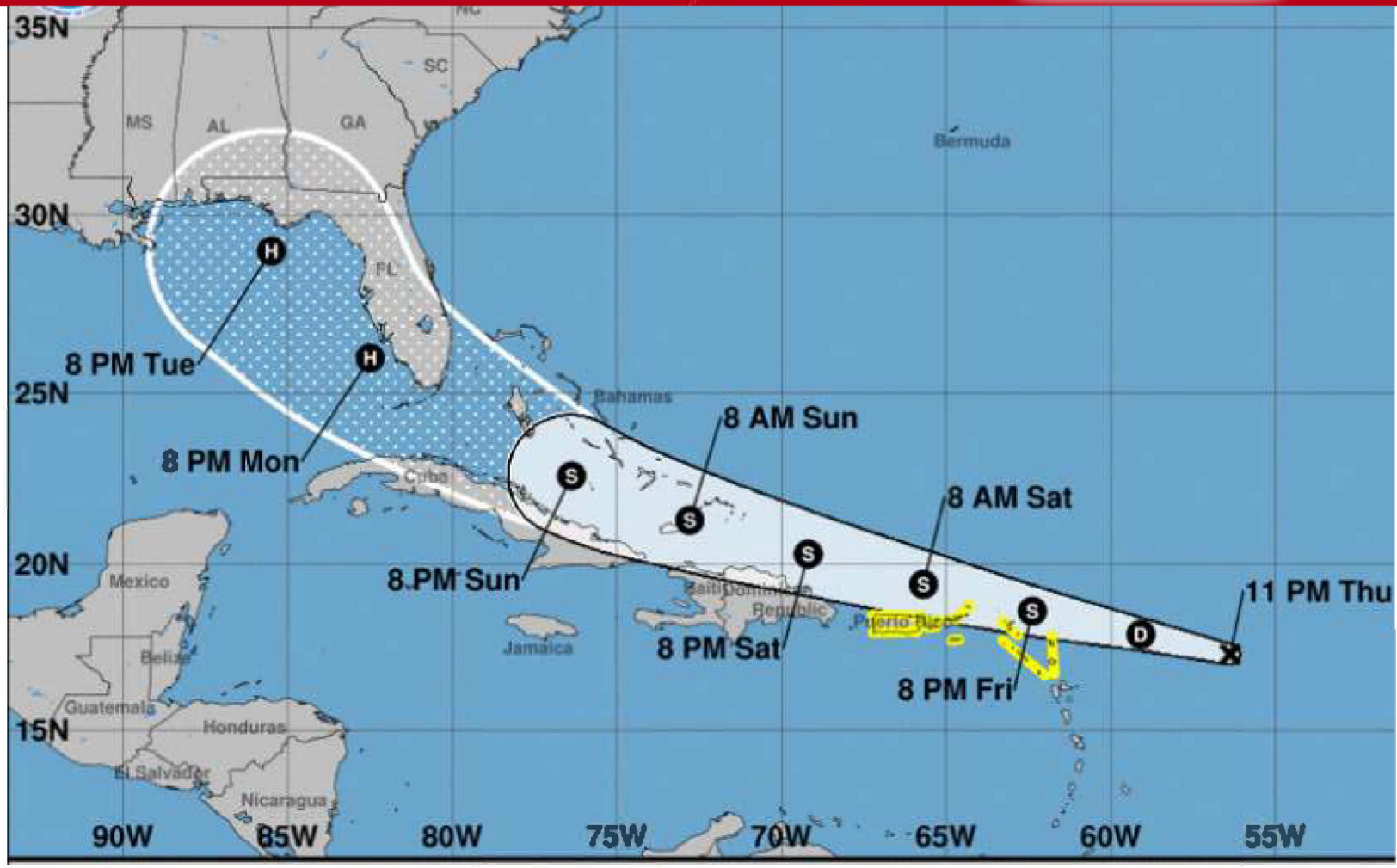
- General Manager assigns personnel to the Emergency Control Center
- Scheduled time off is subject to cancellation when a storm threatens
- System Operations distributes available storm information to personnel and Members

Hurricane Ashley – September 1, 2024

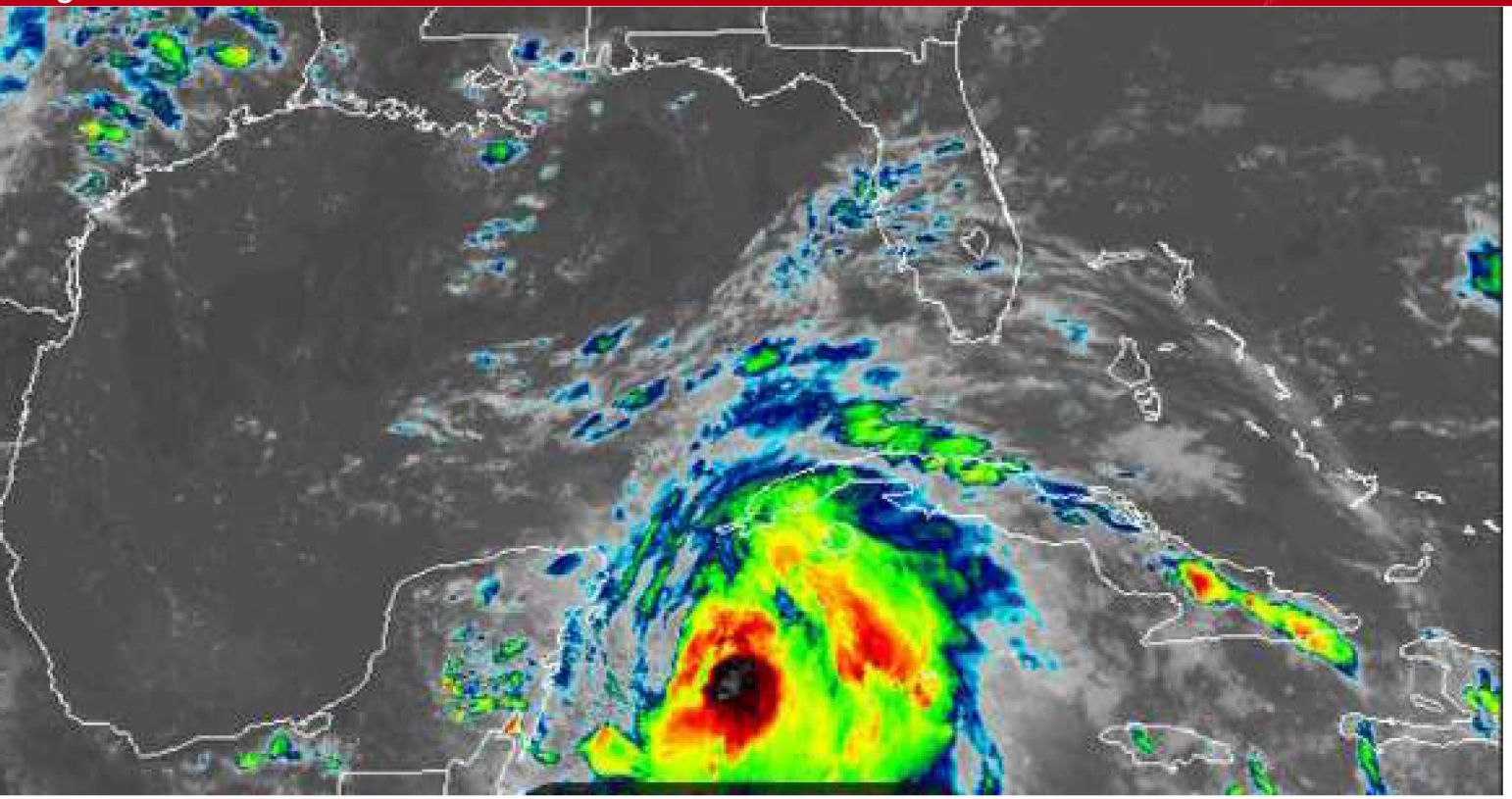
Hurricane Ashley is a cyclic storm that is approaching 60 degrees West longitude

Discuss actions according to Hurricane Preparedness Plan.

Call Alert Level I



September 4, 2024, Category 3 Hurricane



The leading edge of Ashley is just crossing over the 80 degrees West longitude

Moving at a 15 MPH ground speed with a path forecasted to make landfall over Freeport

Considerations

Call Alert Level II

The time between Alert Level II and Alert Level IV may be very short if a storm has a high ground speed.

It is important to estimate when the next alert level may be declared.

Key efforts initiated include:

- Planning staged personnel assignments
- Hotel room acquisition
- Special duty rosters
- Solicit laundry and mobile food services

Hurricane Ashley has entered the Gulf of Mexico traveling 15 MPH

Forecast calls for landfall at Bay City as a Category 3 storm with 120 MPH winds

Tropical storm winds extend 50 miles from the center

Landfall is expected within 60 hours

The path after landfall is forecast to be northwest

Possible Actions

Call Alert Level III

- Schedule Member conferences with senior staff and designated department managers
- Consider Family Evacuation Assistance
- Decide employee assignment stations
- Determine schedule for releasing employees to prepare personal properties.

Alert Level III Continued

- Determine employee release schedule and communicate
- Estimated date and time for return of employees that are not assigned stations during the storm.
- Book lodging at alternative locations
- Select food service and laundry service help
- Finalize contractor and equipment engagements
- Secure materials and equipment from high winds
- Schedule installation of protective boarding at Sam Rayburn

Hurricane Ashley maintained the groundspeed of 15 MPH

500 miles offshore at 7 am

Forecasted path shifted south to make landfall near Palacios in less than 36 hours

Preparations should be nearly complete.

Personnel assigned to out of town locations shall be given ample time to travel to ensure room availability.

Key Considerations

Call Alert Level IV

- Refine contractor and equipment arrival time
- Refine employee assigned locations.
- Consider temporary release of restoration personnel
- Inspect material and equipment securement
- Member discussion to determine availability of ATVs and patrol personnel from areas not impacted.

September 7, 2024 Landfall at 11 PM

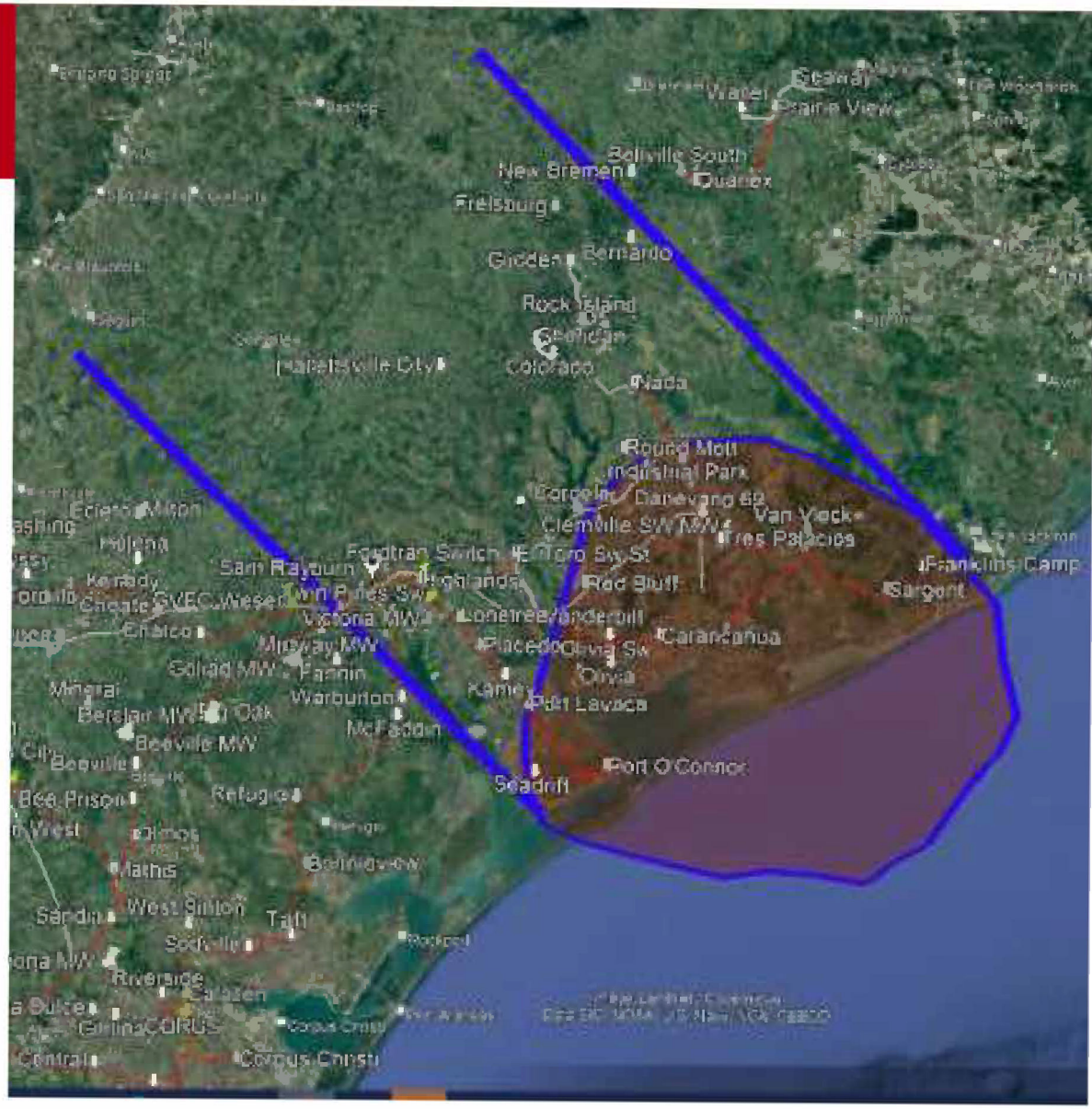
Ashley makes landfall at Palacios

Call Alert Level V

System Operations begins reporting transmission and distribution breaker operations.

The Emergency Control Center (ECC) is engaged and provided with outage information from the System Operators.

Personnel are dispatched to switch when winds are safe.



September 8, 2024
8 AM

Storm winds are subsiding after Ashley passed over Blessing, Edna, and between Hallettsville and Sheridan.

Call Alert Level VI

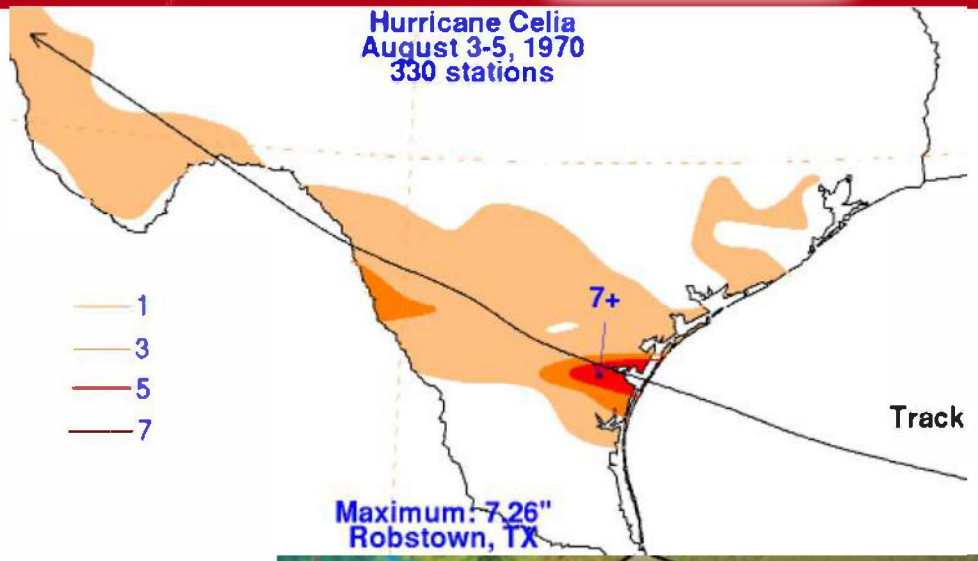
- Assign line patrol priorities to as many employee pairs with ATVs as are available. The first priority is to determine the damage. This may take all of the first day's remaining daylight hours, and restoration work may not begin until the following day.
- Assign substation patrols
- Assign communications site patrols
- Assign contractor destinations and employee coordinators
- Adjust accommodation bookings
- Initiate food and laundry services

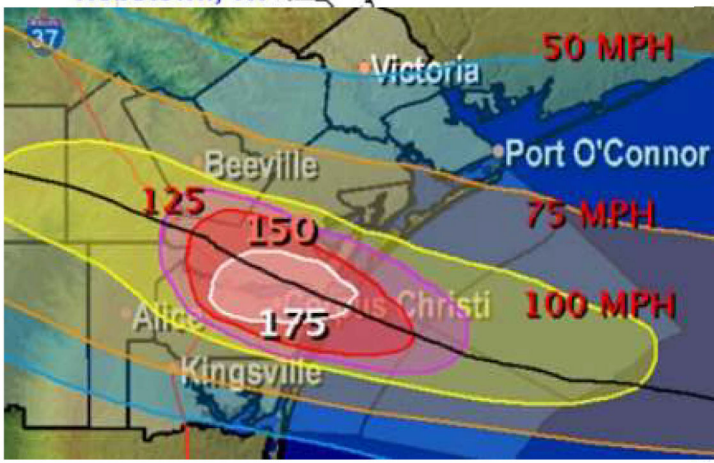
Prioritize restoration efforts to return service to the largest number of Member loads with consideration given to critical loads, transmission needed for blackstart plans to function and lines needed for system stability.

Similar Storm: Hurricane Celia

Hurricane Celia 1970, Category 3 with 125 MPH winds landed between Corpus Christi and Port Aransas

- Retained tropical storm strength until it reached Del Rio
- Tornados caused damage near Port O'Connor, Sandia, Refugio, Yoakum, Dilley, Alvin and Katy
- 75 MPH winds experienced 48 miles out to impact Seadrift, Refugio and Beeville on the north side and 32 miles out to Kingsville and nearly to Alice on the south.





Conclusion

There are many variables that are not easily predicted and pre-planned in an actual storm, including:

- How much damage is experienced
- How many contractor crews and dozers are needed
- The extent of communications interruptions: SCADA, cell service, mobile radio system, internet, landline services
- Where adequate accommodations are available for employees and contractors

Appropriate plans will be made and our experience and resources, and those of our Members, will be leveraged to make adjustments to restoration efforts during and after a storm.

Austin, Texas
July 29, 2024

APPENDIX 2 - SENATE SPECIAL COMMITTEE ON HURRICANE AND TROPICAL STORM PREPAREDNESS, RECOVERY, AND ELECTRICITY

1. Thank you, Chairman Schwertner, Vice Chair King, distinguished members of the committee. I am James Coleman, General Manager of Jackson Electric Cooperative. Thank you for the invitation. Also, good morning, Senator Huffman. We are your constituent in Senate District 17.

2. Jackson Electric Cooperative is a 501(c)(12) not-for-profit, and is member owned and governed. The cooperative was founded in 1939 under the Rural Electrification Act bringing electricity and a better quality of life to rural America. Jackson Electric has two subsidiaries: JEC Propane and MyJEC.Coop Rural Broadband. JEC is also a Certified Generac Generator retailer.

3. As a member-owned rural electric cooperative we live alongside the members of our community and our sole purpose is to support and provide reliable and affordable services to our members. Transparent and consistent communications is embedded in our culture. We are directly accountable to the membership that elects the directors who hire the General Manager, direct policy, and oversee the cooperative business for the members.

4. Jackson Electric Cooperative has 2,503 miles of distribution line serving 17,467 active meters averaging only 7 meters per mile, primarily in Jackson and Matagorda Counties, but also serves parts of Brazoria, Calhoun, Lavaca, and Victoria Counties. Jackson Electric is one of 10 member-owners of South Texas Electric Cooperative (STEC), providing generation and transmission services in the ERCOT market to its members. STEC has 14 substations in the JEC service area connecting the 37 JEC owned and maintained distribution circuits. JEC has 91 total employees of which 52 are line personnel.

5. The cooperative business and cultural model is strong and committed to responsible service to the membership. While we may be small individually, we are a powerful state and national network, operating in an ecosystem that provides support, resiliency, and economic benefit to the members and community at large, especially during events such as that which just occurred with Hurricane Beryl. When a cooperative is hit with a storm or other catastrophic event, the cooperative network is activated providing additional manpower, material resources, and equipment to expedite recovery. We all live where we work, and we are driven to affect the fastest and safest restoration possible.

6. Severe weather is not a new challenge for us, having experienced 3 hurricanes, 2 tropical storms and 1 ice storm in the past 7 years. We subscribe to and monitor multiple tropical weather services and had been watching Beryl from the time it was forming. We practice

our Emergency Response Plan and have scripts and timelines for preparation when weather systems reach defined points in the Atlantic basin.

7. Regarding Hurricane Beryl: South Texas Electric and the 10 Distribution systems began having daily TEAM meetings on July 2nd as it appeared the storm was to make landfall near the US/MX border. Our early discussions were about the state of readiness, and the threat level of our various response plans corresponding with the expected landfall.

8. For Jackson Electric Cooperative: On Friday July 5th as the storm track continued to move west, we opened a dialog with Texas Electric Cooperative who administers the Mutual Assistance Plan for all Texas Cooperatives. On the morning of July 7th, I requested for TEC to stage six construction and two service crews. Texas Electric Cooperative put out the request and we soon had the South Texas Group 7 coop crews prepared and ready to go. The JEC crews staged at the Edna and Bay City offices to wait out the hurricane. We had more coops offering help than we could even take or coordinate recovery.

9. July 8th hurricane Beryl made a direct hit on the Jackson Electric Service area. We lost our first distribution circuit at 12:38am and over the next 4 hours we lost 27 more. All but 2 of the STEC/JEC substations were hit by the storm. By 4:30am we had 6 substations offline and 6 others with circuits out so approximately 14,698 meters out, or 84% of the total system was dark.

10. At 8:30a July 8th JEC had crews from the Edna office on the west side of the Colorado River and away from higher winds began doing line patrols. STEC also had patrols looking at the transmission lines to the 6 substations offline. By 1p the eye had passed, and the line patrols began from Bay City on the east side of the Colorado. Construction crews began repairing line and setting poles by 2p.

11. At 9:25p South Texas Electric Coop (STEC) had made sufficient repairs and redirected power flows to restored transmission service to 5 of the 6 outaged substations. At the end of day one we had restored 3,625 member meters.

12. July 9th our workforce had increased to 118 in the field comprised of 52 JEC linemen, 50 Aiding Coop linemen, and JEC's full time Contractor. We also had our forestry contractor with 16 workers. Operations, Engineering, and Office staff took the total to approximately 135.

APPENDIX 2 - SENATE SPECIAL COMMITTEE ON HURRICANE AND TROPICAL STORM PREPAREDNESS, RECOVERY, AND ELECTRICITY

13. Damage assessment, engineering, and Photographic/GPS documentation began in earnest. At this time there were still areas that were inaccessible along the coast where the storm made landfall due to flooding and debris. Line repair, pole replacement west of the Colorado was in full swing. At 5:30p STEC restored transmission service to the last substation that was out of service. At the end of the day on July 9th we had restored service to 5250 members who had lost power, leaving 5941 still out.

14. On July 11th the west side was 100% whereby all resources were shifted to the east side as we had gained access to the flooded areas. So, at this time essentially the village of Sargent in Matagorda County, and villages South of Churchill to Rivers End in Brazoria County was our sole outage footprint. At days end on the 11th, we had restored another 1,457 meters bringing restoration to about 91.5%.

15. We continued restoration efforts, and on Day 6- Saturday July 13th we had restored power availability in Matagorda County to 100%. This left only Rivers End and 283 meters to restore in Brazoria County.

16. At Rivers End Hurricane Beryl had laid over 135 poles or approximately 7.2 miles of 3-phase line, damaging equipment, crossarms, and breaking off 50 poles in the marshland. The entire line was in mosquito infested standing marsh water 1-4 feet deep. Due to the wire damage and difficulty of trying to stand up an entire pole line in a swamp, it was determined that the most expedient path was to build a new line. Our engineering staff came on site Saturday the 13th and staked the entire line. On Saturday and Sunday truckloads of poles, gravel, wire, and materials were stake dropped by our material suppliers. On Monday the 15th between 5a and 10p, 118 linemen set a goal, and were determined to light the line that night and get power to the fire department and rural subdivisions. The crews waded into the marsh, framed, set, strung wire, tied in, and energized 70 spans, or about 3.5 miles of new higher strength conductor and poles, thereby restoring service to 192 meters, leaving the 91 member meters still out. Tuesday the 16th they returned and finished the last 3.5 miles restoring the 91 meters by 5p. The JEC system then had 100% availability to all who could take service.

17. Since the storm there have been occasional outages, and this will no doubt continue for the weakened areas of the system that will need our attention over the next few months. We will replace and harden these areas as we go.

APPENDIX 2 - SENATE SPECIAL COMMITTEE ON HURRICANE AND TROPICAL STORM PREPAREDNESS, RECOVERY, AND ELECTRICITY

18. Throughout the event we made daily outage updates to the Public Utility Commission, the Matagorda County Association Actions Center and Judge Sieferman, who kept me in the loop, and helped us resolve some serious communications issues, and the Texas Electric Cooperative Association that efficiently coordinated our mutual aid and represented us in the State EOC here in Austin. We are pleased to also report no accidents or injuries during our recovery.

19. I want to express my deepest gratitude to the aid provided by the South Texas Electric Distribution Cooperatives, including STEC who sent service crews for the last few days push. I want to thank the employees and Board of Directors of Jackson Electric who prepared meals, communicated with the membership, coordinated lodging, and support services to the line crews in the field. Finally, I want to thank the members of Jackson Electric who alone or through many churches graciously delivered a vast supply of meals and other foods.

20. We have already been working on after action discussions and how we can do an even better job the next time we either need help or are called upon by TEC to aid another cooperative in need. We are working to harden our plant, our communications infrastructure, and deploy one of the most advanced smart metering systems available.

21. Over the past 90 years the cooperative model has proven time and time again that when you live, work and go to church with the members-owners you serve, there will always be an urgency in restoring service and therefore the quality of life to the members we serve.

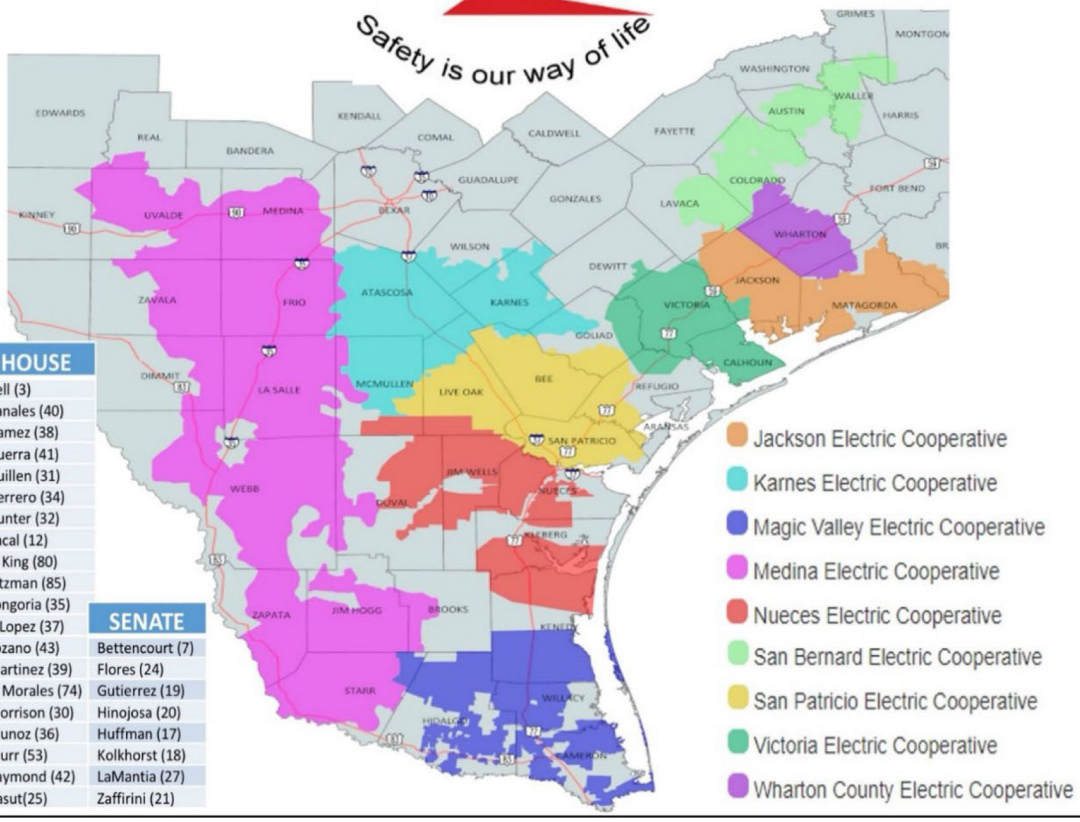
    Thank you for your time and I'm happy to answer your questions.

Austin, Texas
July 29, 2024

APPENDIX 2 - SENATE SPECIAL COMMITTEE ON HURRICANE AND TROPICAL STORM PREPAREDNESS, RECOVERY, AND ELECTRICITY

STEC MEMBER SERVICE TERRITORIES & LEGISLATIVE DELEGATION

STEC
Safety is our way of life



HOUSE
Bell (3)
Canales (40)
Gamez (38)
Guerra (41)
Guillen (31)
Herrero (34)
Hunter (32)
Kacal (12)
T. King (80)
Kitzman (85)
Longoria (35)
J. Lopez (37)
Lozano (43)
Martinez (39)
E. Morales (74)
Morrison (30)
Munoz (36)
Murr (53)
Raymond (42)
Vasut(25)

SENATE
Bettencourt (7)
Flores (24)
Gutierrez (19)
Hinojosa (20)
Huffman (17)
Kolkhorst (18)
LaMantia (27)
Zaffirini (21)

MUTUAL AID AGREEMENT

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

1. Request for aid. The Requesting Signatory agrees to make its request in writing to the Aiding Signatory within a reasonable time after aid is needed and with reasonable specificity. The Requesting Signatory agrees to compensate the Aiding Signatory as specified in this Agreement and in other agreements that may be in effect between the Requesting and Aiding Signatories.

2. Discretionary rendering of aid. Rendering of aid is entirely at the discretion of the Aiding signatory. The agreement to render aid is expressly not contingent upon a declaration of a major disaster or emergency by the federal government or upon receiving federal funds.

3. Invoice to the Requesting Signatory. Within 90 days of the return to the home work station of all labor and equipment of the Aiding Signatory, the Aiding Signatory shall submit to the Requesting Signatory an invoice of all charges related to the aid provided pursuant to this Agreement. The invoice shall contain only charges related to the aid provided pursuant to this Agreement.

4. Charges to the Requesting Signatory. Charges to the Requesting Signatory from the Aiding Signatory shall be as follows:

   a) Labor force. Charges for labor force shall be in accordance with the Aiding Signatory's standard practices.

   b) Equipment. Charges for equipment, such as bucket trucks, digger derricks, and other special equipment used by the aiding Signatory, shall be at the reasonable and customary rates for such equipment in the Aiding Signatory's locations.

   c) Transportation. The Aiding Signatory shall transport needed personnel and equipment by reasonable and customary means and shall charge reasonable and customary rates for such transportation.

   d) Meals, lodging and other related expenses. Charges for meals, lodging and other expenses related to the provision of aid pursuant to this Agreement shall be the reasonable and actual costs incurred by the Aiding Signatory.

5. Counterparts. The Signatories may execute this Mutual Aid Agreement in one or more counterparts, with each counterpart being deemed an original Agreement, but with all counterparts being considered one Agreement.

6. Execution. Each party hereto has read, agreed to and executed this Mutual Aid Agreement on the date indicated.

Date 04/06/2022

Entity Jackson Electric Cooperative

By James E Coleman

Title General Manager

Appendix 4 - Participating Mutual Aid Emergency Contacts

Cooperative	Contact	Daytime
Bailey County ECA	Black, Kim	(806) 272-4504
Bandera EC	BEC Control Center	(830) 796-6062
		(830) 796-6001
Bartlett EC	Sanders, Daniel	(254) 527-3551
Big Country EC	Duniven, Will	(325) 776-3826
Bluebonnet EC	Ellis, Rachel	(512) 332-7929
Bowie-Cass EC	Boyd, Mark	(903) 748-2338
Brazos EPC	Brazos System Operations Center	(254) 750-6260
Bryan Texas Utilities	BTU System Operator	(979) 821-5835
Central Texas EC	Hinojosa, Atanacio "Tachi"	(830) 997-2126
Cherokee County ECA	Bauer, Bart	(903) 683-2248
Coleman County EC	Mendoza, Benny	(325) 625-2128
Comanche EC	Lesley, Alan	(254) 842-8036
Concho Valley EC	Watson, David	(325) 655-6957
CoServ Electric	Hassell, Shea	(940) 321-7874
Deaf Smith EC	Beltran, Johnny IV	(806) 584-1128
Deep East Texas EC	Wood, Bryan	(936) 229-4000
East Texas EC	Goff, A.J.	(936) 560-9532
Fannin County EC	Shinpaugh, John Ed	(903) 583-2117
Farmers EC, NM	Bass, Barry	(575) 799-1382
Farmers EC, TX	Green, Brian	(903) 453-0547
Fayette EC	Nietsche, Gary Don	(979) 249-6593
Fort Belknap EC	Harvey, Jeff	(940) 564-3526
Golden Spread EC	Hollandsworth, Kari	(806) 379-7766
Grayson-Collin EC	McGinnis, David	(903) 815-7308
Greenbelt EC	Bond, Ricky	(806) 216-0638
Guadalupe Valley EC	Land, Zach	(210) 705-3332
Hamilton County ECA	Lasater, Cody	(254) 386-3123
Harmon EA	Worthen, Monty	(580) 688-3342
Heart of Texas EC	Johnson, Neil	(254) 840-5103
HILCO EC	Cheek, Thomas	1-800-338-6425
		ext. 1196
Houston County EC	Lane, Mike	(936) 852-7261
J-A-C EC	Wiley, Shane	(940) 895-3311
Jackson EC	Coleman, Jim	(361) 771-4400
Jasper-Newton EC	Crawford, Aaron	(409) 981-1926
Karnes EC	Halfmann, Eric	(830) 631-8012
Lamar EC	Story, Bryan	(903) 495-2714
Lamb County EC	Moore, Blake	(806) 385-5191
Lea County EC	Ferris, Bobby	(575) 396-3631
Lighthouse EC	Nixon, Dan	(806) 983-2814
LCRA	Hibbs, Mitch	(512) 730-6556

	Moore-Guajardo, Stacy	(512) 730-6557
Lyntegar EC	May, Slate	(806) 561-4588
Magic Valley EC	Macias, Vince	(956) 903-3030
Medina EC	Geyer, Leonard	(210) 260-7127
MidSouth EC	Williams, David "Bo"	(979) 220-5898
Navarro County EC	Lawrence, Mike	(903) 874-7411 ext. 112
Navasota Valley EC	Huggins, Warren	(979) 828-6426
North Plains EC	Roberts, Jennifer	(806) 435-5482
		(806) 228-5665
Nueces EC	Irani, Varzavand	(361) 767-7380
Panola-Harrison EC	White, Sam	(903) 935-1540 ext. 217
Pedernales EC	Perez, Jesus "Tony"	(830) 992-1363
PenTex Energy	Hesse, Neil	(940) 759-5120
Rayburn Country EC	Rayburn System Operator	(469) 402-2050
Rio Grande EC	Quiroz, Theresa	(830) 563-2444
Rita Blanca EC	Howell, Tracy	(806) 249-4506
Rusk County EC	Dispatch	(903) 657-4571
Sam Houston EC	Turk, Doug	(936) 328-1212
San Bernard EC	Jouett, James	(979) 865-3171
San Miguel EC	Courter, Craig	(830) 784-3411 ext. 202
San Patricio EC	Hughes, Ron	(361) 364-2220 ext. 117
South Plains EC	Bailey, Randal	(806) 787-9099
South Texas EC	Lange, Clif	(361) 575-6491
SW Arkansas EC	Fenton, Bobby	(870) 772-2743
SW Rural EA	Jeff Simpson	1-800-256-7973
SW Texas EC	Whitten, William "Buff"	(325) 853-2544
Swisher EC	Cruz, Henry	(806) 995-3567
Taylor EC	Bartlett, Ryan	(325) 793-8500
Tri-County EC, TX	Rehberg, Janet	(817) 444-3201
Tri-County EC, OK	Perkins, Zac	(580) 652-3855
Trinity Valley EC	Watson, Tony	(469) 376-2252
United Co-op Services	Howard, Quentin	(254) 918-6127
Upshur Rural ECC	Walker, Robert A. Jr.	(903) 680-0299
Victoria EC	Warzecha, Blaine B.	(361) 652-3437
Western Farmers EC	System Operators	(405) 247-4570
Wharton County EC	Raybon, Gary L.	(979) 543-6271
Wise EC	Cantwell, Rayce	1-888-627-9326
Wood County EC	Steward, Ramon	(903) 638-1100

Nighttime	Email
(806) 946-6574	kblack@bcecoop.com
(830) 796-6062	dispatcher@banderaelectric.com
(830) 796-6001	
(512) 202-6854	dsanders@bartlettec.coop
(325) 721-6026	wduniven@bigcountry.coop
(979) 219-1689	rachel.ellis@bluebonnet.coop
(903) 748-2338	markb@bcec.com
(254) 750-6260	sysop@brazoselectric.com
(979) 821-5835	gmiller@btutilities.com
(830) 307-2997	ahinojosa@ctec.coop
(903) 625-0514	bartb@cceca.net
(325) 214-0141	benny@colemanelectric.org
(254) 842-8036	alesley@ceca.coop
(325) 277-0482	dwatson@cvec.coop
(940) 395-4665	shassell@coserv.com
(806) 344-6167	jbeltran@deafsmith.coop
(936) 596-9617	bryanw@deepeast.com
(936) 569-4030	ajg@gtpower.com
(903) 583-2117	jshinpaugh@fanninec.coop
(575) 799-1382	barry@fecnm.org
(903) 450-5513	bgreen@farmerselectric.coop
(979) 249-6593	garyn@fayette.coop
(940) 564-2343	harv109@brazosnet.com
(806) 418-3249	khollandsworth@gsec.coop
(903) 815-7308	david.mcginnis@grayson-collin.coop
(806) 216-0638	ricklbond@hotmail.com
(210) 705-3332	zland@gvec.org
(254) 386-7845	cody.lasater@hamiltonelectric.coop
(580) 688-3342	mworthen@harmonelectric.com
(254) 644-3352	neil@hotec.coop
(254) 337-0363	tcheek@hilco.coop
(936) 545-5410	mlane@houstoncountyelec.com
(940) 636-9236	swiley@jacelectric.com
(979) 479-9039	jcoleman@myjec.coop
(409) 382-3043	aaron@jnec.com
(325) 669-0577	ehalfmann@karnesec.org
(903) 495-2714	bryan@lamarelectric.coop
(806) 759-1594	bmoore@lcec.coop
(575) 361-6277	bferris@lcecnet.com
(806) 983-2203	dannyn@lighthouse.coop
1-866-527-2267	oem@lcra.org

(512) 730-6322	oem@lcra.org
(806) 470-8628	smay@lyntegar.coop
(956) 463-5571	vmacias@magicvalley.coop
(210) 260-7127	leonardg@medinaec.org
(936) 349-0855	dwilliams@midsouthsynergy.com
(903) 654-8144	mlawrence@navarroec.com
(903) 268-7878	whuggins@navasotavalley.com
(806) 228-5665	jroberts@npec.org
(361) 533-2862	varzavand@nueceselectric.org
(903) 926-4694	swhite@phec.us
(830) 992-1363	jesus.perez@peci.com
(940) 736-4764	neil.hesse@pentex.com
(469) 402-2050	sysops@rayburnelectric.com
(830) 563-7456	tquiroz@rgec.coop
(806) 282-6636	thowell@rbec.coop
(903) 657-4571	zach@rcelectric.org
(936) 425-1907	dturk@samhouston.net
(979) 877-9905	jjouett@sbec.org
(830) 560-0300	ccourter@smeci.net
(361) 362-4843	rhughes@sanpatricio
(361) 319-4043	electric.org
(806) 787-9099	rbailey@spec.coop
(361) 575-6491	clif@stec.org
(903) 826-1076	bfenton@swrea.com
(580) 591-1446	jsimpson@swre.com
(325) 206-0118	wwhitten@swtec.com
(325) 853-1901	
(806) 869-5131	hcruz@swisherec.org
(325) 793-8500	ryan.bartlett@taylorelectric.coop
(918) 361-8777	cco_office@tcectexas.com
(580) 461-9055	zperkins@tcec.coop
(903) 681-9110	watsont@tvec.coop
(817) 253-5406	quentin@ucs.net
(903) 841-8127	rwalker@urecc.coop
(361) 652-3437	bwarzecha@victoriaelectric.coop
(405) 247-4570	transops@wfec.com
(979) 332-2264	raybon@mywcec.coop
(940) 393-2245	rcantwell@wiseec.com
(903) 638-1100	ramons@wcec.org

Thursday, July 25, 2024 at 14:56:16 Central Daylight Time

Subject: Call for Assistance 7/7/24
Date: Sunday, July 7, 2024 at 11:02:47 AM Central Daylight Time
From: James Coleman
To: Martin Bevins (martinb@texas-ec.org), Paul Bourland, Missie Landry, Damien Coleman

Martin,

For the start of this recovery, we would ask to have 6 construction crews on standby. We would like to have them arriving at Edna office Monday afternoon/evening.

We are arranging accommodations and would ask that if possible they could bring some bedding. We have sleeping facilities at the Edna to house several, and are arranging for cabins at nearby LNRA.

I have copied Paul Bourland.

James E Coleman
General Manager
Jackson Electric Cooperative
PO Box 1189 Edna, TX 77957,
Or 100 Cooperative Way
Bay City, TX 77414
jcoleman@myjec.coop
O: 361-771-4400
C: 979-479-9039

Thursday, July 25, 2024 at 14:57:01 Central Daylight Time

Subject: Re: Mutual aid assistance
Date: Sunday, July 7, 2024 at 9:52:45 PM Central Daylight Time
From: James Coleman
To: Martin Bevins
CC: Varzavand Irani, bwarzecha@victoriaelectric.coop, Gary Raybon, rhughes@sanpatricioelectric.org, Mike Ables

Thank you Martin.
Sent from my iPhone

On Jul 7, 2024, at 9:37PM, Martin Bevins <martinb@texas-ec.org> wrote:

Caution: This is an external email and may be malicious. Please take care when clicking links or opening attachments.

Got it.
The word is out.
A few are checking in the morning.
I'll keep you posted.
Sent from my iPhone

On Jul 7, 2024, at 9:20PM, James Coleman <jcoleman@myjec.coop> wrote:

Thanks Avan,

Martin, I would still like to have six coop construction crews available not including NEC.

Thx

James E Coleman ∴
General Manager
Jackson Electric Cooperative
PO Box 1189 Edna, TX 77957,
Or 100 Cooperative Way
Bay City, TX 77414
jcoleman@myjec.coop
O: 361-771-4400
C: 979-479-9039

From: Varzavand Irani <varzavand@nueceselectric.org>
Date: Sunday, July 7, 2024 at 8:29 PM
To: Martin Bevins <martinb@texas-ec.org>, bwarzecha@victoriaelectric.coop <bwarzecha@victoriaelectric.coop>, Gary Raybon <raybon@mywcec.coop>, rhughes@sanpatricioelectric.org <rhughes@sanpatricioelectric.org>, Mike Ables <mables@sbec.org>, James Coleman <jcoleman@myjec.coop>
Subject: Re: Mutual aid assistance

> **Caution:** This is an external email and may be malicious. Please take care when clicking links or opening attachments.

Martin,
NEC is in the clear at this point. We plan on sending some crews to Jackson.

One construction crew and one Two Man Service Bucket.

Thank you

Varzavand 'Avan' Irani PE| Chief Executive Officer |Nueces Electric Cooperative, Inc. |🖻 14353 Cooperative Avenue, Corpus Christi, TX 78380|✆ 800.632.9288 (800. NEC. WATT) |✆ 361.387.2581 (x 220) |✆ Direct: 361.767.7380

From: Martin Bevins <martinb@texas-ec.org>
Sent: Sunday, July 7, 2024 7:39:29 PM
To: bwarzecha@victoriaelectric.coop <bwarzecha@victoriaelectric.coop>; Gary Raybon <raybon@mywcec.coop>; rhughes@sanpatricioelectric.org <rhughes@sanpatricioelectric.org>; Varzavand Irani <varzavand@nueceselectric.org>; Mike Ables <mables@sbec.org>
Subject: Mutual aid assistance

Gentlemen,

It looks like some of you may be in the path of Hurricane Beryl. I'm checking in to ask if any of you need me to put out a call to the membership for mutual aid assistance. Let me know if you do and I'll alert the membership.
You can reach me by email mbevins@texas-ec.org or text 512-584-7758.
I'm here to assist if you need it.
Mb

<image001.jpg>

Martin Bevins
VP Communications & Member Services, Texas Electric Cooperatives
1122 Colorado Street-24th Floor, Austin, TX 78701
office: 512.486.6249 cell: 512.584.7758 fax: 512.763.3387

Proud Publisher of *Texas Co-op Power*

<image001.jpg>

§25.53 Emergency Operations Plan

Table of Contents

Definitions

- **Annex**: A section of an emergency operations plan that addresses how an entity plans to respond in an emergency involving a specified type of hazard or threat.
- **Drill:** An operations-based exercise that is a coordinated, supervised activity employed to test an entity's EOP or a portion of an entity's EOP. A drill may be used to develop or test new policies or procedures or to practice and maintain current skills.
- **Emergency**: A situation in which the known, potential consequences of a hazard or threat are sufficiently imminent and severe that an entity should take prompt action to prepare for and reduce the impact of harm that may result from the hazard or threat. The term includes an emergency declared by local, state, or federal government, or ERCOT or another reliability coordinator designated by the North American Electric Reliability Corporation and that is applicable to the entity.
- **Entity**: An electric utility, transmission, and distribution utility, PGC, municipally owned utility, electric cooperative, REP, or ERCOT.
- **Hazard**: A natural, technological, or human-caused condition that is potentially dangerous or harmful to life, information, operations, the environment, or property, including a condition that is potentially harmful to the continuity of electric service.
- **Threat**: The intention and capability of an individual or organization to harm life, information, operations, the environment, or property, including harm to the continuity of electric service.
- **Public Utility Commission of Texas (Commission) (PUCT)**: The Public Utility Commission of Texas regulates the state's electric, telecommunication, and water and sewer utilities, implements respective legislation, and offers customer assistance in resolving consumer complaints.
- **Office of the Public Utility Commission (OPUC)**: The Office of Public Utility Counsel (OPUC) was created by the Texas Legislature in 1983 to represent the interests of residential and small commercial consumers, as a class, in utility proceedings in Texas. Pursuant to its current statutory mission, OPUC represents residential and small commercial consumers, as a class, in the electric, water, wastewater, and telecommunications utility industries in Texas. OPUC primarily represents these consumers before the Public Utility Commission of Texas (PUCT), State Office of Administrative Hearings (SOAH), state courts and Electric Reliability Council of Texas (ERCOT).
- **Texas Department of Emergency Management (TDEM)**: The Texas Division of Emergency Management (TDEM) coordinates the state emergency management program, which is intended to ensure the state and its local governments respond to and recover from emergencies and disasters and implement plans and programs to help prevent or lessen the impact of emergencies and disasters. TDEM implements programs to increase public awareness about threats and hazards, coordinates emergency planning, provides an extensive array of specialized training for emergency responders and local officials, and administers disaster recovery and hazard mitigation programs in the State of Texas.

***Note:* Other relevant terms are defined in EOP Sections and Annexes.**

Safety

The JEC Safety Program / Safety Manual always remains in effect. During any type or level of emergency the policies, procedures, and information contained in the Safety Manual is to be adhered to by all JEC personnel, with no exceptions.

In a major event, JEC may augment JEC safety personnel with TEC safety coordinators. TEC provides this service which includes:

- Assigning TEC Safety Coordinator to each contractor that is assisting with restoration.
- Ensuring all crews follow safety procedures and policies.
- Ensuring focus and ongoing communications regarding safety rules, procedures, and strategies, during all phases of restoration efforts.

Mutual Aid

JEC shall work with Texas Electric Cooperative (TEC), South Texas Electric Cooperative (STEC) and individual Cooperatives, regional utilities, and qualified contractors to provide appropriate resources in an event of a scale that requires outside resources, equipment, and personnel.

- If JEC determines the need for outside assistance, the JEC General Manager (or General Manager's Designee) shall coordinate with them to make any formal requests of outside assistance.
- JEC is a member of the Texas Electric Cooperatives (TEC) statewide association and shall coordinate and communicate with TEC if an emergency event or situation requires TEC assistance.
- The general procedure for securing emergency assistance / outside restoration resources is as follows:
  - Survey the extent of damage and determine as soon as possible to assess the outside resources requirement in terms of personnel and equipment.
  - Consult this manual for information on other Cooperatives, utility systems, and contractors to determine available manpower, equipment, tools, and overall ability to provide resources.
  - Arrange and coordinate directly with resources identified above and alert the statewide TEC office (512) 454-0311.
  - Prepare and execute Major Outage Restoration Contracts. Get Certificate of Insurance from Contractors.

Employee Family Assistance

Many kinds of emergencies (hurricanes, floods, tornadoes, etc.) can affect the families of JEC employees just like they affect the members of JEC. To the extent practical, JEC will assist employees who need to secure the safety and welfare of their families during an emergency.

Guidance:

1. JEC employees who need to secure the safety and welfare of their immediate family during an emergency should contact their supervisor as soon as possible. In the case of a hurricane, this should be done as soon as an Alert Level-4 is declared.
2. Supervisors will evaluate the individual employee's situation and develop a workable plan for JEC and the employee. The supervisor will then forward the plan to the General Manager for review and approval.
3. JEC employees should make every effort to complete the approved plan before an Alert Level-5 is declared.

Jackson Electric Cooperative, Inc.

Your Touchstone Energy® Partner

§25.53 Emergency Operations Plan Sections

(Section-1) Approval and Implementation Section

1.0 Plan Revisions / Approval(s)

This version of the JEC Emergency Operations Plan (EOP) was developed to comply with the updated §25.53. Electric Service Emergency Operations Plan Rule, that was approved by the Texas Public Utility Commission on February 25, 2022. The updated §25.53 made several significant changes to the existing rule based on issues identified after the Winter Storm Uri / ERCOT Load Shed Emergency during February-2021.

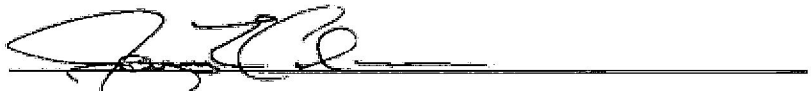
The EOP is intended to provide JEC with a clear set of guidelines, policies, and procedures intended to guide the Cooperative's preparations, responses, and actions related to all phases and types of electric system emergencies.

This Plan is a living document and shall be reviewed and updated on a regular basis. The General Manager and the Manager of Engineering are responsible for coordinating these systematic updates.

* Note – Each approved / active version of the Plan remains in effect until replaced / superseded by an updated and approved version.

PLAN APPROVAL / VERSION

Date	Version
April 14, 2022	01.00
March 15, 2023	01.01
January 30, 2024	01.02



01/31/2024

James Coleman
General Manager
Jackson Electric Cooperative, Inc.

Date

Individual(s) Responsible for Plan Administration

The individual(s) listed in the table below are responsible for maintaining and implementing the Plan and have authority to change the Plan:

Name	Title	Responsibility	Authority to Change
James Coleman	General Manager	Must review and approve all changes to the EOP.	Yes
Damien Coleman	Manager of Engineering	Plan Administrator. Must review and approve all changes to the EOP.	Yes

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Change History:

Description	Date
Document inception - EOP Pursuant to 16 TAC §25.53	April 14, 2022
Annual review – no material changes identified.	March 14, 2023
Annual review – no material changes identified. Added backup Plan Administrator.	January 29, 2024

National Incident Management System (NIMS) training:

NIMS Version	Name	Title	Training Date
IS-100, IS-200, IS-700, IS-800	Paul Bourland	Operations Manager	April 14, 2022

1.1 Introduction and Applicability

1.1.1 Message from the General Manager

Operating safely and effectively during emergency situations is extremely important to our members and our organization. In times of emergency events, our members depend on us to restore service, the public depends on us for accurate and timely information, and our personnel deserve well-conceived policies and procedures to guide and direct our actions during difficult and oftentimes very fluid situations.

Our Emergency Operations Plan is a guide and resource that we developed to provide the structure and the integrated policies and procedures to direct our Emergency Coordinators, Directors, Managers, Supervisors, and frontline employees during all types of system emergency conditions and situations.

This plan is only as good as we make it. That is why we ask all JEC personnel to work with your supervisor, your team, and your fellow employees to understand the plan, ask questions, and strive to fully comprehend the information contained in this planning document. Every department and every JEC employee has a part to play in this effort.

I know that we can count on each of you to perform at the highest level when the weather is extreme, when our members are out of power, and when adverse conditions occur. Thank you for your attention to the information in our Emergency Operations Plan and your commitment to serving our members.

Sincerely,

James E. Coleman
General Manager
Jackson Electric Cooperative, Inc.

1.1.2 Purpose / Goals

The purpose of the Emergency Operations Plan is to provide Jackson Electric Cooperative (JEC) with the information, policies, and procedures needed to prepare for and effectively manage a system emergency event or situation.

This document satisfies the requirements of the Public Utility Commission of Texas (PUC) Emergency Operations Plan (Substantive Rule 25, §25.53) and is intended to guide the organization in the preparation for system emergencies and to provide a framework for important tasks and actions required during a system emergency.

JEC maintains an Emergency Operations Plan in anticipation of a natural disaster or situation involving curtailment or major interruptions in electrical service. The plan sets forth organizational and personnel assignments, describes emergency communications procedures, and includes emergency contacts. Overall, the primary goals for the plan include:

- **Provide the structure, policies, and procedures to guide the organization** during all types of emergency conditions and situations.
- **Enable JEC, other utility and governmental entities, members, and stakeholders to coordinate and communicate effectively** during emergency situations and events.
- **Establish procedures for the restoration of electrical service in a systematic and efficient manner** by effectively utilizing JEC's human and physical resources and if necessary, by securing and utilizing outside resources.
- **Ensure that JEC maintains compliance with the regulatory requirements** related to emergency operations and emergency response.

The plan is organized into the following sections:

Section

- (Section-1) Approval and Implementation Section
- (Section-2) Communications Plan
- (Section-3) Pre-Identified Supplies for Emergency Response Plan
- (Section-4) Staffing During Emergency Response Plan
- (Section-5) Weather-Related Hazards Identification Plan and EOP Activation Procedure

Annexes

- Weather Emergency Annex
- Load Shed Annex
- Pandemic and Epidemic Annex
- Wildfire Annex
- Hurricane Annex
- Cyber Security Annex
- Physical Security Incident Annex

1.1.3 Applicability

The policies, procedure, and tasks contained in the Emergency Operations Plan (EOP), apply to all types of emergency events and situations that impact the JEC electric system, including the system facilities and operations.

The EOP is the document that guides the organization in the preparation phase, during system emergency events, and in the restoration and recovery phase of an event.

The Plan Administrator will ensure that each area of the Cooperative has input to the development of the EOP and has the required training and exposure to the EOP and has overall responsibility for the implementation of the plan.

1.1.4 Internal Training / Annual Drill

JEC is committed to EOP training for JEC personnel. Training shall be conducted on a regular basis and include the appropriate materials for various departments and areas of the organization.

- Training:
  - JEC shall review the EOP with all employees on an annual basis.
  - Each spring JEC prepares for the upcoming hurricane season (see Hurricane Plan Section). There are several meetings where the EOP is discussed in detail with the employees who will implement the plan.
  - Each fall JEC reviews the EOP in preparation for winter. There is at least one meeting where the EOP is reviewed.
- Exercises:
  - Each spring STEC conducts a tabletop emergency exercise in preparation for the upcoming hurricane season. JEC participates in this exercise to demonstrate that the JEC EOP will work with the STEC Emergency Operations Plan.
  - Each spring the county governments in the JEC service area conduct emergency exercises in preparation for the upcoming hurricane season. When possible, JEC will participate in these exercises and coordinate with area governmental agencies on planning for emergency events.
  - The training / review sessions for Operations personnel shall include a "table-top" exercise and a review of the current plan. The session shall likely be conducted in conjunction with a monthly safety meeting.
  - Following the annual training, JEC shall assess the effectiveness of the drill and modify its EOP as needed.
- The Manager of Engineering shall coordinate with all JEC managers and supervisors to determine the most effective manner to conduct a review with other JEC departments.
- Regional governmental agencies / entities in the JEC service area conduct emergency exercises on a regular (annual) basis. When possible, JEC shall participate in these exercises and coordinate with area entities on planning for emergency events.
- JEC shall conduct a "debriefing" after each operational use of the EOP. These sessions include a review of the event and identify the successful aspects of the EOP as well as areas that may be improved or added.

1.2 Plan Maintenance and Plan Responsibilities

The Manager of Engineering is the EOP Administrator for the JEC EOP. The EOP Administrator is central to the administration and implementation of the JEC EOP.

The responsibilities of this role / position include the following administrative duties and actions:

- EOP Administrator is responsible for making changes and updates to the EOP. Any changes and updates will require approval of General Manager and the development of an updated version of the plan.
- Coordinate the systematic updates to the EOP as regulations change and evolve, as best practices and "lessons learned" from actual events and other utilities become available and as personnel and organizational changes occur at JEC.
- Prepare a letter for personnel to present to authorities to return to JEC service for storm restoration efforts and provide a copy of the JEC employee list to government agencies, Texas Department of Public Safety, county sheriff agencies, and city police departments.
- Ensure the tasks identified in the EOP are completed and tracked.

The EOP Plan Administrator has multiple responsibilities related to maintenance, accuracy, training, and overall effectiveness of the plan. Plan administration responsibilities are provided in this section.

- Ensure that the Emergency Operations Plan meets all requirements of PUC Substantive Rule 25.53(h).
- Coordinate annual submittals to the PUC, ERCOT and other agencies.
- Track changes to the EOP and determine if the changes are significant and warrant the filing of a new version of the Plan with PUC, no later than 30-days after the change takes effect.
- Conduct a formal review of the EOP each year. This review shall occur prior to the annual table-top exercise, or as needed.
- Ensure that the emergency contact information is maintained and reported to the PUC as required. Any change(s) to the emergency contact information shall be updated at the PUC within 30-days of the change.
- Maintain a copy of the current EOP and make this available to PUC staff upon request.

(Section-2) Communications Plan

2.0 Purpose and Applicability

To provide the communication guidelines, policies, procedures, and pre-developed content that JEC shall utilize in all types and levels of emergency events.

2.1 Administration / Initial Tasks

Develop / Implement Emergency Operations Communications Plan (EOCP): JEC shall develop and maintain a communications plan to guide JEC during emergency events, including significant service outages.

The EOCP contemplates all types of system emergencies and provides the guidelines, policies, procedures, and pre-developed content that JEC shall utilize to communicate with all external audiences, members, and stakeholders. Additionally, the EOCP shall address JEC's telephone system and member complaint handling procedures during an emergency event. The EOCP is summarized in this section of the EOP.

2.2 Annual Review / Ongoing Maintenance

The EOCP shall be reviewed annually (or as needed) by the EOP Administrator and Member Services/Communications to ensure that the information is current. The EOCP shall be maintained by Member Services/Communications.

2.3 Content of JEC Communications Plan

The Emergency Communications Plan includes an overview of JEC's approach to communicating in an emergency event or situation; a listing of the types of communications materials JEC has available; procedures for JEC staff related to emergency communications and operational policies related to EOP communications. Specific information is organized by the stage of emergency:

- For a predicted storm emergency, JEC begins storm readiness information upon notice of that storm. Messages to the media may include appeals for voluntary load reduction, warnings of possible electric service outages, and/or explanations of conditions during electric service outages.
- During any declared emergency, the Communications Manager (or designee) will be responsible for communicating JEC's efforts in varying degrees to the media, members, and employees.
- The JEC General Manager, Line Superintendent, and Engineering Manager will provide updates to the Communications Manager regarding the status of any system outages, curtailments, and restoration, along with any other relevant information related to the emergency and/or the status of the JEC system. This policy is intended to ensure the most accurate information is provided to the media and/or other state and local agencies and to ensure that JEC's operational staff are not burdened with this responsibility
- Designation of JEC personnel that are to communicate with media: The General Manager (or designee) and the Communications Manager are the only JEC personnel authorized to communicate with the media and other agencies regarding the status of JEC's emergency response, outage/restoration status and other status information

The JEC Communications Plan includes the following information regarding the strategies, policies, and procedures during a system emergency, including:

2.3.1 Emergency Event Communication Strategies

Key strategic elements of the plan are based on industry best practices along with lessons learned from recent emergency events. Key Emergency Event Communication strategies are listed below:

- **Readiness and Activation:** JEC EOP Administrator, Managers, Supervisors, and key staff will monitor potential emergency situations and conditions and activate appropriate levels of internal and external communication procedures.
- **Open and Timely Communication:** JEC EOP Administrator, Managers, Supervisors, and key staff will share all relevant information regarding the preparation, operations, restorations and other relevant information with internal and external audiences and stakeholders in a timely manner.
- **Engagement and Communication with Relevant Agencies and Entities:** JEC EOP Administrator will work closely and coordinate with local, regional, and State agencies and entities to ensure effective communications regarding outage and restoration conditions, status, and plans.
- **Ongoing and Effective Training:** JEC has developed and shall implement a comprehensive Emergency Operations Plan training program for all JEC personnel. This training can be customized to the various JEC departments to ensure key EOP information is conveyed to the respective groups.
- **Emergency Operations Center (EOC) and Channels:** JEC will establish in-person and/or virtual EOC to ensure event status and operational communications across all relevant JEC departments and teams. JEC will utilize virtual meeting software to establish a virtual EOC with regular briefings and meetings to share operational, logistical, communications, and coordination status with other entities and agencies.

2.3.2 Emergency Event Communication Policies

- **Development and Maintenance of Emergency Operations Communication Plan:** JEC shall develop and maintain a plan that contains communication guidelines, policies, procedures, and pre-developed content that JEC shall utilize in all types and levels of emergency events.
- **Tracking and Coordination of External Communications:** During any declared emergency, the Member Services/Communications will be responsible for the coordination and tracking of all JEC external communications. Member Services/Communications will coordinate closely with JEC General Manager and General Manager's Assistant to ensure all external press/media releases, interviews and associated communications contain accurate and updated information.
- **Primary Spokesperson(s):** The JEC General Manager and /or the Manager of Engineering will direct and serve as the primary spokesperson(s) for the cooperative. The General Manager and /or the Manager of Engineering may delegate / designate other senior JEC to prepare communications and / or make statements to JEC's members, the public, the media (including social media).
- **JEC Employee Communications with Media / External Communications:** Any JEC employee contacted by the media should refer the contact to the Member Services/Communications. Unless a JEC employee has been given specific authority to disclose information to the media, and/or present the company's official position, comment should not be provided. Any JEC employee pressed by the media for information should be polite, but firm in their referral to the Member Services/Communications.

- **Pre-Developed Communications Pre-Scripted Content and Templates:** JEC Member Services/Communications shall develop pre-scripted templates for news releases, social media posts and other media communications.

2.3.3 Handling Member Complaints and Contacts:

The procedures for addressing complaints, concerns, and inquiries from JEC's members is as follows:

- JEC communications team shall make every effort to receive / answer all calls from members including members registering complaints, concerns, and asking questions regarding the emergency event and related information and updates regarding JEC's restoration efforts and status.

2.3.4 Communicating with the Public:

- JEC communications team will coordinate with the Manager of Engineering to provide official updates on JEC's power restoration process and post this information on the JEC website. These official status reports / updates will be posted daily or as restoration status changes.

2.3.5 Communicating with the Media:

- Member Services/Communications may notify local media and membership of preparations taken by JEC to prepare for the event.
- In the period prior to a likely event, the Member Services/Communications will assemble and review materials and brief staff / managers regarding basic procedures and the types of messaging that could be provided during a pending event via standard and / or social media platforms.
- Member Services/Communications will maintain media contact list for local and regional media.
- Periodic updates will be provided to local and major media outlets in and around the JEC service areas throughout the event. All local media outlets will be notified of new developments in their areas as they occur.
- Major media outlets will be provided daily updates on JEC's power restoration process.
- Newspapers and radio: Send updates often, promote use of outage hotline, outage map etc.
- JEC communications team will coordinate with the Manager of Engineering to provide official updates on JEC's power restoration process and post this information on the JEC website. These official status reports / updates will be posted as restoration status changes.

2.3.6 Communicating with Members:

- JEC Communications Team shall designate personnel that are responsible for member communications (that will be synchronized with any/all media communications).
- JEC Communications Team will coordinate with the Manager of Engineering to provide official updates on JEC's power restoration process and post this information on the JEC website. These official status reports / updates will be posted daily or as restoration status changes.
- The JEC Outage Map will be maintained in real-time based on the system's configuration and capabilities. JEC communications team will provide additional status information in the same section of the JEC website to inform members (and media) of any additional restoration information.

2.3.7 Communicating with the PUCT:

- Upon request by PUCT staff during an activation of the State Operations Center (SOC) by the Texas Department of Emergency Management (TDEM), the Cooperative will provide updates on the status of operations, outages, and restoration efforts. Updates shall continue until all event-related outages are restored or unless otherwise notified by PUCT staff.
- JEC communications team will coordinate with the Manager of Engineering to provide official updates on JEC's power restoration process and post this information on the JEC website. These official status reports / updates will be posted daily or more frequently if possible. JEC will inform the PUCT of this information source if requested.
- JEC has provided PUCT with JEC's contact information and will respond directly to any communications and requests from PUCT and / or OPUC.

2.3.8 Communicating with the Office of Public Utility Counsel (OPUC):

- Upon request by OPUC during an activation of the SOC by the TDEM, the Cooperative will provide updates on the status of operations, outages, and restoration efforts. Updates shall continue until all event-related outages are restored or unless otherwise notified by OPUC.
- JEC will maintain open channels of communication with PUCT and OPUC.
- JEC has provided PUCT with JEC's contact information and will respond directly to any communications and requests from PUCT and / or OPUC.

2.3.9 Communicating with Local and State Governmental Entities, Officials, and (County) Emergency Operations Centers:

- JEC General Manager (or designee) will work closely and coordinate with local, regional, and State agencies and entities to ensure effective communications regarding outage and restoration conditions, status, and plans.
- JEC General Manager, Manager of Engineering, or designees will actively participate and coordinate with the following entities and groups:
  - Regional / County Emergency Managers;
  - State and local government agencies, including Texas Department of Emergency Management (TDEP), the Texas Public Utility Commission (PUCT), South Texas Electric Cooperative (STEC); and regional utilities.
- As appropriate, coordinated communications will be developed and distributed in conjunction with these entities.
- As directed by JEC General Manager, Manager of Engineering, or designees, JEC will communicate and coordinate with regional emergency coordinators by conducting regular calls and attending meetings (in-person and/or virtual).

2.3.10 ERCOT:

- JEC will maintain open channels of communication with JEC's ERCOT Designated Transmission Operator, STEC, which is the entity that will communicate with ERCOT regarding any Firm Load Shed status.
- JEC has provided ERCOT and STEC with JEC's contact information and will respond to any and all communications and requests from ERCOT and / or STEC.

2.3.11 Critical Load Customers:

- Member Services/Communications will call, text or email Critical Load Members to provide relevant information.

2.3.12 Internal Communications:

- The Member Services/Communications will keep JEC personnel informed of media communications.
- Coordinate internal communications with Manager of Engineering and General Manager during the entire period of any / all emergency restoration situations.

(Section-3) Pre-Identified Supplies for Emergency Response Plan

3.0 Purpose and Applicability

To provide guidelines for the management of materials, supplies and resources that JEC may need during emergency events.

3.1 Administration / Initial Tasks

Develop / Implement a Pre-Arranged Supply Plan: JEC shall develop and maintain a Pre-Arranged Supply plan that provides JEC personnel (and contractors) with sufficient supplies to support emergency operations during all types and levels of emergency event(s).

3.2 Annual Review / Ongoing Maintenance

The Pre-Arranged Supplies Plan shall be reviewed annually (or as needed) to ensure that the information is current. The Pre-Arranged Supplies Plan shall be maintained by the Warehouse Manager.

3.2.1 Annual inventory: JEC Warehouse Manager shall conduct inventory each June (prior to start of Hurricane/Tropical Storm season) and prepare material/supplies order to expand inventories of key distribution supplies and materials and provide status reports to General Manager and other JEC personnel.

3.2.2 Pre-Hurricane Season Inventory Assessment: JEC Warehouse Manager at a JEC Management Team meeting shall review the levels of key inventory items and discuss (based on experience) what levels of various items are prudent entering the annual hurricane and severe weather season.

3.3 Supplies and Resources Preparation

3.3.1 Suppliers: JEC procures materials and supplies from multiple vendors including the TEC Materials and Supply Division. In the period prior to a likely event, emergency supplies shall be checked and supplemented (if needed).

3.3.2 Advance Preparations Related to a Specific Approaching Event: Preparations for a known approaching storm or system event are made. Examples would be major storms, rising water, tornados, and more serious events such as public health pandemic events.

3.3.3 Location of Emergency Supplies: JEC maintains inventories of distribution materials in the warehouses at the main office locations in Bay City and Ganado. The individual storekeepers are responsible for maintaining inventories.

3.3.4 Fuel Supply: JEC has "call-upon" agreements in place with local bulk distributors of gasoline and diesel fuel. Bulk distributors, in turn agree to reserve fuel on behalf of JEC, during Major (E-2) and/or Catastrophic (E-3) events.

3.3.5 Lodging/Food and Laundry: The JEC Executive Assistant (or designee) is responsible for locating / arranging lodging, meals, and laundry service for JEC personnel incapable of returning home during Major (E-2) and/or Catastrophic (E-3) events and for contract support crews called upon to help in the restoration efforts.

3.4 Actions in a Major or Catastrophic Event

- The pre-arranged supplies shall be accessed and utilized as needed.
- Depending on the level of event the Warehouse Manager and/or the Line Superintendent shall

manage the distribution of supplies to the appropriate operations personnel and contact material suppliers to coordinate the potential need for additional materials and supplies.

- In a large-scale outage with significant damage to overhead distribution facilities where additional materials and supplies are required, JEC Warehouse Manager and/or the Line Superintendent, shall manage and coordinate the procurement, delivery location and management of all materials and supplies.

3.5 Distribution System Material/Inventory

JEC maintains an adequate inventory to support on-going construction and operation of the JEC electrical system, and some additional inventory to be used in the event of a natural disaster or disruptions of electrical service to members. In a large-scale severe weather emergency that impacts the JEC system, JEC would likely need to obtain materials from other sources including TEC, contractors/suppliers and other regional Cooperatives.

- JEC's Line Superintendent and Warehouse Manager monitor JEC's distribution materials inventory including the array of poles, wire, transformers, and associated facility/construction material components required to maintain the Cooperative's distribution electrical infrastructure.
- Extra distribution materials will be in inventory prior to Hurricane season:
- Poles, cross arms, and associated hardware
- Grounding equipment
- Hand screw anchors

3.5.1 JEC Offices/Other Supplies

JEC's offices are equipped with hurricane shutters / hurricane glass. JEC also maintains a supply of items that may not be readily available during an emergency event. These items include:

- Flashlights
- Batteries
- Bottled Water
- Non-perishable food and snacks
- Spare cell phones
- Extension Cords
- Water and gas cans
- Rain suits
- Life Jackets
- Plywood and tape (Masking and Duct)
- First Aid Kits
- Insect repellant
- Rubber boots
- Chain saws with associated equipment

(Section-4) Staffing During Emergency Response Plan

4.0 Purpose and Applicability

To provide the roles and assignments for JEC personnel during severe weather events and other types of potential emergency situations. The roles listed below can be assigned and delegated by the General Manager and/or the General Manager's designee.

4.1 Administration / Initial Tasks

Develop / Implement an Emergency Staffing Plan: JEC shall develop and maintain an emergency staffing plan based on JEC's standard organizational structure. Based on the type and level of emergency event, JEC personnel will be assigned roles and responsibilities based on functional requirements.

4.2 Annual Review / Ongoing Maintenance

The Emergency Staffing Plan shall be reviewed annually (or as needed) to ensure that the information is current. The EOP Administrator shall review the emergency event roles and responsibilities.

4.3 Emergency Staffing Plan

JEC will maintain a plan for staffing the Cooperative's key roles during emergency events. The plan contains information regarding the operational policies, approach and responsibilities related to staffing, roles and responsibilities of key personnel and departmental areas during emergency/severe weather events.

The Emergency Staffing Plan is designed to provide JEC with clear roles and responsibilities during significant weather events that cause or have a high probability of causing significant system outages.

Staffing During Severe Weather Events – Key Information/Operational Policies and Procedures

1. The Cooperative's General Manager (or designee) will determine to what extent the standard organization structure (SOS) is utilized or modifications are made to roles and assignments. Some JEC personnel may be asked to suspend normal job responsibilities and take on additional responsibilities and tasks. These assigned roles and duties will be made by the General Manager or the General Manager's Designee.
2. JEC Dispatchers work shifts will be coordinated by the Line Superintendent and/or Manager of Engineering.
3. Work Schedules
   - Outage(s) - Less Than 24 Hours
     - Depending on the time of the day a storm/emergency occurs, service may be restored in less than 24 hours utilizing JEC's personnel. The key to determining restoration time is the use of experienced personnel to perform assessment of the affected areas. Based on this information, the JEC Line Superintendent will determine an approximate restoration time. If it is determined that work can be completed without working employees over 24 continuous hours (including regular shifts), JEC's Line Superintendent and/or General Manager may choose to proceed accordingly.
   - Outage(s) - Excess of 24 Hours
     - For outage situations projected to be in excess of 24 hours, JEC will utilize a schedule of 5:00

AM to 9 PM (not more than 16 hours).

- The Cooperative will not maintain an around-the-clock schedule. Members will be instructed (via phone recording and other media) to utilize the 911 system in emergencies. In some cases, JEC may staff the Bay City and Ganado offices with dispatchers or other personnel based on the situation and conditions.

(Section-5) Weather-Related Hazards Identification Plan and EOP Activation Procedure

5.0 Purpose and Applicability

To maintain real-time awareness of the prevailing weather and of developing weather events, including tornadoes, hurricanes, extreme cold weather, extreme hot weather, drought, and flooding, that may have an impact on JEC's normal operations, and the policies and procedures related to declaring an emergency and activating the EOP.

5.1. Administration / Initial Tasks

Develop / Implement a Severe Weather Identification and Monitoring (SWID&M) Plan: JEC shall develop and maintain connection to mission-critical weather resources, to include National Weather Service (NWS), National Oceanic and Atmospheric Administration (NOAA) and other national, regional, and local media sources to monitor weather forecasts and current information.

SWID&M Process: The Manager of Engineering shall develop a process to monitor, and track developing weather events and provide information to the proper contacts within the organization.

5.2 Annual Review / Ongoing Maintenance

The Severe Weather Monitoring Plan shall be reviewed annually (or as needed) to ensure that the information is current and that the process is operating effectively. The Severe Weather Monitoring Plan shall be maintained by the Manager of Engineering.

5.3 Weather Monitoring

- JEC maintains screens and monitors weather information in the JEC Operations / Dispatch work areas as well as in key offices and meeting rooms in each JEC facility.
- JEC monitors and reports weather / fire dangers information to JEC Operations personnel. Reporting shall be done via electronic communications (primary communications channel via email to management and supervisor group). Other communications may include text messages and / or video conference calls / meetings as appropriate.
- JEC uses various internet/web-based sources to access weather information. Multiple JEC management and staff monitor available weather websites and other sources. The weather sites provide data on storm movement, strength, and possible severe weather, tornado, or winter storm / ice scenarios.
- Storm and relevant weather information is shared via email(s) to JEC managers and supervisors and if there is limited lead time, JEC Manager of Engineering (or designee) shall make calls and send texts to management, supervisors, and operations personnel as needed.
- JEC has the capability to "overlay" weather radar on the territory map. This allows JEC to correlate storm / weather conditions to active outage data.

5.4 Pre-Event Tasks

The weather information is monitored by JEC's Operations personnel and is made available to field operations personnel as needed. JEC routinely monitors weather, including any severe weather, as part of its ongoing operation and maintenance practice. Depending on the severity of the weather forecast, JEC may

preemptively enact various emergency plans and pre-position staff at various locations.

Dispatch has a weather radio. This radio is dual powered, working on both batteries and/or the building's electrical service. This radio will be activated by the National Weather Service.

JEC has the following weather forecasting and alert services and tools in place:

- JEC receives severe weather forecast summaries for large scale storm outbreaks (e.g., tornadoes, severe thunderstorms, wind, ice, etc.) from the National Weather Service;
- JEC has a subscription with Weather Decision Tech (WDT). WTD provides JEC with lightning detection across the JEC service area.
- STEC provides a weather/storm forecasting service called Storm Geo;
- JEC has a Davis weather system located on JEC's two main offices.
- JEC utilizes other commercially available weather sources (Weather Channel; etc.)

5.5 Severe Weather Monitoring – Procedures and Tasks

- Ongoing weather monitoring: The Line Superintendent will communicate with JEC General Manager and develop a group of JEC personnel to monitor severe weather during regular business hours and during non-regular business hours. The JEC personnel will typically include the General Manager; Engineering Manager; Line Superintendent; Dispatcher and other personnel as deemed necessary.
- The selected personnel will ensure that all critical JEC personnel are aware of severe weather forecasts and reports of actual severe weather and associated damage reports.

5.6 Notes / Resources

- National Weather Service (NWS), once known as the Weather Bureau, is a part of the National Oceanic and Atmospheric Administration (NOAA) of the United States government. NWS is tasked with providing forecasts, public warnings, and other products to organizations and the public for the purposes of protection, safety, and general information. This is done through a collection of national and regional centers, and 122 local weather forecast offices (WFOs). As the NWS is a government agency, most of its products are in the public domain and available free of charge.
- National Oceanic and Atmospheric Administration (NOAA) is a scientific agency within the United States Department of Commerce focused on the conditions of the oceans and the atmosphere. NOAA warns of dangerous weather, charts seas and skies, guides the use and protection of ocean and coastal resources, and conducts research to improve understanding and stewardship of the environment.
- The following table provides links to various weather services resources:

Weather Service / Information Resources	
ERCOT – Meteorologist Report	http://www.ercot.com/about/weather
NWS – 5-day Rain Forecast	http://www.wpc.ncep.noaa.gov/qpf/day1-5.shtml
NWS – National Weather Service	https://www.weather.gov
NWS – Current Radar	https://radar.weather.gov

NOAA – Storm Prediction (Tornadoes)	http://www.spc.noaa.gov
NOAA – Storm Prediction (Hurricane & Tropical Storms)	http://www.nhc.noaa.gov

5.7 Emergency Levels Policy / Procedures

This section provides structure, procedures, and tasks related to JEC's response to all types of possible emergency events and incidents and gives the JEC General Manager or the General Manager's Designee, the responsibility and discretion to declare a situation, event, or incident as an "Emergency".

- When a situation, event, or incident is deemed to be an emergency, Engineering Manager (or Designee) is responsible for completing an "Emergency Declaration and Tracking Form" (EDT-Form) to track the progression of the emergency situation or event. This form shall document the time, scope, and expected duration along with other key documentation of the event. If an emergency event changes state (e.g. from a "P" to an "E-1"; or from an "E-2" to an "E-3"), this form shall reflect these and other changes in status and relevant information regarding the emergency response.
- The designation of an emergency event or incident shall generally fall into the following types and levels of emergencies:

- **Pre-Emergency Preparation (P)**
  - JEC conducts normal business while individuals responsible for emergency preparation tasks initiate these preparatory tasks.
  - Typically lasts up to 24 hours and may escalate if forecasts or actual events unfold or if corrective measures are not timely and effective.
- **Significant Event(s) (E-1)**
  - The emergency event is significant in a limited area. The loss or curtailment of service affects a limited area of the system and should be corrected within 24 hours (for example, a disruption of electric service in one or more districts, with power being restored to all areas within 24 hours).
- **Major Event(s) (E-2)**
  - A segment of the organization has experienced a power interruption or other significant business disruption in excess of 24 hours, or where the need for power restoration requires the suspension of normal field work.
  - Major events are severe but not yet catastrophic. This type of emergency needs to be monitored closely to determine if, in fact, it will escalate to a catastrophic condition.
  - Major events are expensive and can include problems like loss of critical components of the electric infrastructure such as substations, transmission assets (owned by STEC), and large amounts of JEC's distribution system. Could include loss of JEC's ability to conduct business.
- **Catastrophic Event(s) (E-3)**
  - A Catastrophic Event can occur when a significant portion of the electric system is lost due to a natural or man-made disaster; or the computer center is lost due to system failure for an extended period.

- The organization must have systems in operation within 72 hours or experience significant economic loss.

- **Recovery (R)**
  - After an emergency event the organization shall require a period to return to normal operations.
  - The Manager of Engineering and JEC Managers will organize the recovery tasks, reporting tasks, and other related operational and business actions required for the full recovery of the system and operations.

§25.53 Emergency Operations Plan
Annexes

(A) Weather Emergency Annex

A.1 Purpose and Applicability

To provide the procedures for JEC personnel to respond to cold or hot weather emergency situations by developing a checklist for JEC personnel to use during cold or hot weather emergency response to ensure necessary supplies and personnel are available through the weather emergency.

A.2 Administration / Initial Tasks

Develop / Implement a Hot and Cold Weather Emergency EOP Annex (Weather Emergency Plan): JEC shall develop and maintain a Weather Emergency Plan that provides the procedures for JEC personnel to implement to prepare for an imminent cold or hot weather event that has a probability of resulting in a system emergency event.

A.3 Annual Review / Ongoing Maintenance

The Manager of Engineering shall conduct a review of the Weather Emergency Plan each year. The Weather Emergency Plan shall be maintained by the Manager of Engineering.

A.4 Weather Emergency Procedures

A.4.1 Cold Weather Event Preparation Procedures (Winter Storm Preparedness)

- Starting 72-hours prior to the forecasted arrival of severe cold weather conditions (freezing rain, snow, ice, winds, and extreme cold temperatures); JEC Operation personnel shall:
- Review engineer load study on the system (if needed)
- Field Crew Preparation – ensure all crews / trucks are supplied; including:
    - Fuses
    - Long Sticks
    - Handlines
    - Check heaters in warehouse
    - Chainsaw, gas, bar oil, and chains
    - De-icer for trucks
- Contractors on standby
    - Overhead
    - Underground
- Communication
    - Internal
    - External
- Material
- Fuel delivery
- List of personnel to conduct field assessments
- Realtime account notification
- Critical Load Account notification
- Push latest map update

- ROW Contractor
    - Number of Crews
    - Point of contact for crews

A.4.1 Hot Weather Event Preparation Procedures

- Starting 72-hours prior to the forecasted arrival of extreme hot weather conditions (temperatures significantly above seasonal norms); JEC Operation personnel shall:
- Review engineer load study on the system (if needed)
- Field Crew Preparation – ensure all crews / trucks are supplied; including:
    - Fuses
    - Long Sticks
    - Handlines
    - Chainsaw, gas, bar oil, and chains
    - Check ice machines
- Contractors on standby
    - Overhead
    - Underground
- Communication
    - Internal
    - External
- Material
- Fuel delivery
- List of personnel to conduct field assessments
- Realtime account notification
- Critical Load Account notification
- Push latest map update
- ROW Contractor
    - Number of Crews
    - Point of contact for crews
- Activate staffing plan to ensure Operations personnel are prepared and available for service during the anticipated timeframe of the hot weather event.

(B) Load Shed Annex

B.1 Load Shed (Firm Load Shed)

B.1.1 Purpose and Applicability

To provide the curtailment priorities, procedures for shedding load, managing rotating outages, and managing planned interruptions. JEC shall participate in the reduction of load during periods of generation capacity shortages and other calls for curtailments.

B.1.2 Administration / Initial Tasks

Develop / Implement a Load Shed EOP Annex (Load Shed Plan): JEC shall develop and maintain a Load Shed EOP Plan in conjunction with the ERCOT Guidelines and Protocols and the South Texas Electric Cooperative (STEC) Load Shed and UFLS Programs. STEC is the ERCOT designated Transmission Operator (TO) and NERC Transmission Operator for JEC.

B.1.3 Annual Review / Ongoing Maintenance

The Engineering Manager shall conduct a review of the EOP Load-Shedding / Curtailment Plan each year. The EOP Load-Shedding / Curtailment Plan shall be maintained by the Engineering Manager and be filed in designated network directory.

B.1.4 Firm Load Shed Program Preparation and Testing

- The Engineering Manager shall be responsible for coordinating activities with STEC.
- The Engineering Manager shall coordinate with JEC Engineering, Operations, and Dispatch personnel to make them aware of possible tasks and issues related to load shedding events.
- The Member Services/Communications shall engage the elements of the Emergency Communications Plan which shall provide information to JEC members and the public.
- The Member Services/Communications shall communicate information regarding all levels of EEA to JEC members according to the JEC Emergency Event Communications Plan. This includes guidelines and procedures for informing the members / accounts listed in the JEC Critical Loads Registry (maintained in the JEC CIS system).

B.1.5 Firm Load Shed (ERCOT EEA Level-3):

- STEC, as an ERCOT TO is Responsible for Firm Load Shed in the STEC member cooperative region. STEC has obligations and responsibilities to ERCOT based on the load of STEC's member cooperatives (including JEC).
- STEC operates a 24x7 control center and is responsible for curtailing load on selected feeders; owned by STEC member cooperatives, including JEC.
- STEC publishes a list that shows which JEC distribution feeders shall be curtailed and in an ERCOT Energy Emergency Alert (EEA) Level-3 load shed event.
- STEC conducts several tests each year to confirm the load levels on the feeders that are enlisted in the EEA program
- The Manager of Engineering is responsible for maintaining the JEC feeders which are on the curtailment list. As part of the Annual Critical Loads Review, the Manager of Engineering shall

also review the Curtailment List to be sure that there are no natural gas facilities, Industrial Critical Load accounts, and hospitals being fed from the designated distribution feeders.

- The Manager of Engineering is the custodian of the Curtailment List and shall work with STEC to update and maintain the list, which is typically in the spring of each year.

B.1.6 Load Shed Program – Event Information

- In an ERCOT EEA event, JEC Manager of Engineering is responsible for monitoring information and communications from ERCOT and STEC.
- As EEA levels move from EEA Level-1 to EEA Level-2, JEC shall take appropriate actions to prepare for the possible EEA Level-3, which is the level where ERCOT calls for Transmission Operators to initiate firm load shed, also referred to as "rolling blackouts".
- JEC's Dispatch / SCADA operators shall observe the "trip / close" operations of these feeders and track the outage information in the Outage Management / Tracking system.
- JEC field operations shall remain on stand-by, should STEC lose SCADA control and request assistance to manually open or reclose circuit breakers at the substation location. These field operations tasks can occur only with explicit instructions from STEC.

B.1.7 During Event Tasks

- ERCOT Energy Emergency Alert (EEA) Events and JEC Responsibilities
    - JEC shall:
        - Coordinate with STEC during load shed events;
        - Maintain documentation to support audit requests; and
        - Coordinate communications with end-users as necessary.
    - STEC shall:
        - Administer and implement the EEA for both STEC and JEC as required, to include conducting a minimum of five (5) EEA drills per year;
        - Ensure that JEC's load share is properly accounted for, coordinated with ERCOT, and updates are reflected in the ERCOT Load Shed Table;
        - Communicate and coordinate with ERCOT and JEC during EEA events; and
        - Prepare revisions to the EEA as necessary to ensure compliance with ERCOT requirements.
    - The Engineering Manager is responsible for coordinating all aspects of JEC's participation and involvement in the EEA program and maintaining the list of JEC feeders on the EEA load shed list.

B.1.8 Load Shed Program – Post Event Information

- After an event, Manager of Engineering shall review logs and communications records and provide such records to STEC and/or ERCOT as requested.
- JEC considers load curtailments not directed / initiated by ERCOT / STEC to be an internal JEC operation that is managed as a normal business procedure. JEC does not intentionally curtail

member load for a local emergency, other than during and/or after major storms to eliminate unsafe conditions.

B.1.9 ERCOT Under-Frequency Load Shed (UFLS) Events and JEC Responsibilities

- Underfrequency tripping allows system load to be tripped at pre-determined setpoints in response to electric system conditions, such as the sudden loss of major generating resources. Shedding load at various underfrequency levels is required to arrest further electric system deterioration.
- STEC Customers must meet their obligation on ERCOT requirements for under-frequency load shedding (UFLS). The ERCOT Operating Guides require at least 25 percent of the ERCOT System Load have automatic underfrequency load shedding.
- JEC is a participant in the UFLS program. The UFLS relays are owned and operated by STEC. As a UFLS participant – JEC shall:
    (1) Provide STEC System Planning with feeder level load information for all UFLS installations as requested;
    (2) If requested by STEC, identify specific feeders for new UFLS sites.
    (3) Coordinate with STEC System Planning and Protection on interfacing STEC under-frequency relays to Owner feeder panels as necessary;
    (4) Seek approval from STEC Control Center prior to resetting and/or dispatching the reset of UFLS relays; Should temporary construction, maintenance, or emergency load switching be required by JEC, JEC shall:
    (5) Ensure load switching that includes load connected to UFLS relays remains on UFLS relays by the same or larger amount.
- STEC will provide to ERCOT data obtained during the Annual May UFLS survey using the ERCOT supplied data forms.
- UFLS participation shall be reviewed semiannually by STEC; once after the completion of the current year ERCOT UFLS survey and then once again after the STEC program survey.
- STEC will distribute the upcoming year UFLS participation requirements to each of the STEC member Cooperatives before the May survey and again before the November survey.
- Lists of JEC feeders, anticipated load shed amounts and other relevant information is maintained by JEC Engineering Department.

B.2 Restoration Plan and Priorities

B.2.1 Purpose and Applicability

To provide the guidelines, policies, and procedures that JEC shall utilize in system restoration activities, including restoration following Firm Load Shed events

B.2.2 Administration / Initial Tasks

Develop / Implement a Restoration Priorities Plan as part of the EOP Load Shed Annex: JEC shall develop and maintain a Restoration Priorities Plan that includes restoration priorities and procedures

following Firm Load Shed events and significant system outages. The Manager of Engineering develops and maintains the Restoration Priorities Plan.

B.2.3 Annual Review / Ongoing Maintenance

Manager of Engineering shall conduct a review of the Restoration Priorities Plan each year. This review shall occur prior to the annual table-top exercise, or as needed. The Restoration Priorities Plan shall be reviewed as necessary or at a minimum, annually.

B.2.4 Restoration Priorities and Process

- Following Firm Load Shed events, STEC will restore service to feeders that were tripped in a EEA Level-3 Firm Load Shed.
- In the situation that feeders are not restored by STEC due to cold-load pickup or other factors, JEC operations and dispatch personnel will coordinate with STEC and may have to sectionalize the circuit in order to restore service.
- In major events with widespread outages across JEC's service area, JEC will utilize the following guidelines for restoration:
    - JEC will first conduct assessments of the outage situation to identify the condition of major facilities and system infrastructure. This assessment may require the use of drones, helicopters, or other types of aerial surveying.
    - Once JEC has information on status of the JEC distribution system, along with information from ERCOT and STEC regarding the ERCOT system and the regional transmission system, JEC will develop a restoration plan with the following goals and priorities:
        - JEC will target main infrastructure (system "backbone" feeders) that will allow the greatest number of facilities and accounts to be re-energized;
        - JEC will identify and strive to restore service to the public safety accounts and the largest groups of end-users (i.e. feeders, laterals, busses, and individual members); Rural Water Systems; Communications Infrastructure.
        - Special conditions arising from an emergency pertaining to service interruptions that have the potential for life-threatening or hazardous consequences will be given priority status if expedited restoration at the location is practical.
        - JEC's Warehouse Manager is responsible for determining whether existing supplies/inventories are sufficient for restoration.
    - Contract crews and mutual assistance crews may be used. These crews will be accompanied and coordinated by assigned JEC personnel when possible.
    - At the beginning of each work shift, the Line Superintendent will conduct a briefing for all supervisors and personnel with work assignments. The briefing will cover the work assignments, any outstanding issues and important safety issues. The briefings will include a daily safety briefing.
- JEC will utilize the standard "lock-out / tag-out" procedures contained in the JEC Safety Manual at all times.
- The priority of JEC in restoring service shall be to locations involving electric service to critical

loads, including to gas pipelines and infrastructure serving generation facilities along with hospitals, nursing homes, and other locations involving community health and safety.

- In addition to priorities concerning community health and safety, crews shall be assigned to defined areas. Generally, crews shall concentrate on a given feeder, working to the end or to a sectionalizing point, and then returning to restore service on single phase lines or taps off the feeder.
- Restorations shall be done systematically, avoiding pressure from individuals for special attention. However, one or more crews may be assigned to locations where special hazards exist or where especially critical loads require immediate attention. When not on special assignments, these crews may be used to repair individual services.
- No crew shall be sent to work in a county or area where a known biohazard or terrorist act has occurred until clearance has been granted by the county sheriff's department in the affected area.

B.2.5 Additional Information

- JEC Operations personnel shall categorize, prioritize and sequence loads and establish procedures for restoration of service.
- The plan incorporates the guidelines for coordinating emergency assistance with other cooperatives. The procedure for securing assistance is in accordance with the plan developed by the Texas Electric Cooperatives for TEC and mutual Cooperative assistance request process.
- JEC critical assets and facilities include all distribution facilities and equipment, substation facilities and equipment, the Headquarters office, District offices, and the JEC Dispatch / Operations Center.
- Once STEC has notified JEC that generation and transmission services have been restored, JEC shall systematically begin to energize its transmission and substations as conditions allow. JEC shall coordinate local pickup with STEC to ascertain system stability and adequate system resources.
- JEC can confirm the status of distribution breakers via its SCADA system and subsequently the restoration of service to its members via follow-up calls to selected members.
- Crews shall be assigned to distribution feeders, working to the end of the feeder or to a sectionalizing point, and then restoring service on single-phase lines or taps. One or more crews may be assigned to locations where special hazards exist or where especially critical loads require immediate attention.
- JEC Operations personnel shall coordinate with JEC Dispatch to identify Critical Loads that may be able to be prioritized during restoration efforts.
- JEC shall perform post-energization inspections of substations to verify asset status and condition.

B.3 Critical Load Registration

B.3.1 Purpose and Applicability

To provide guidelines to help determine, prioritize, and manage classes of members to whom

electric service is essential to life, health, public services, and safety and who shall be given priority, to the degree practicable, in restoration activities.

B.3.2 Initial Tasks

Develop / Implement a Critical Loads Plan as part of the EOP Load Shed Annex: JEC shall maintain an EOP Annex that describes and provides information on the Cooperative's Critical Load Registry. The EOP Critical Load Plan shall include information on several types / categories of critical load accounts proved information on the Critical Load Registry which is maintained and located in the JEC Customer Information System (CIS).

B.3.2 Annual Review / Ongoing Maintenance

The Critical Load Plan and Registry process shall be reviewed annually (or as needed) to ensure that the enrollment / registration process is effective and the information in the CIS system is accurate. The EOP Administrator and Member Services/Communications shall periodically review the reports from the CIS system and implement procedures to ensure the information is accurate and current.

B.3.3 Critical Loads Actions

- Registry Maintenance: The registry is updated in an ongoing manner, with an application section provided on the JEC website and forms available for members that request a hard-copy form.
- Training: JEC staff shall receive annual training on all aspects of communications, tracking and services to Critical Loads members.
- Registry Use: Prior to a planned outage or an anticipated event, JEC shall attempt to notify appropriate categories of registry members by text message or other means to provide information regarding the outage or event. If communication service is not available, JEC shall attempt to notify critical loads through other channels.
- Member Information: All JEC members shall be provided with information related to eligibility to be on the JEC Critical Load Registry, including the Critical Care Residential Member and Chronic Condition lists.
    - JEC shall notify each residential applicant for service of the right to apply for Critical Care Residential Member or Chronic Condition Residential Member designation. This notice to an applicant for residential service shall be included on the JEC website and provided in the new member information package.
    - JEC shall provide information about Critical Care Residential Member, Chronic Condition Residential Member, Critical Load Public Safety and Critical Load Industrial designations on the JEC website.
    - JEC shall provide a bill insert / letter to all members periodically (on a bi-annual basis) in accordance with Senate Bill-3 requirement.
    - Upon a Member's request, JEC shall provide to the Member the link to the application form for Critical Care Residential Member and Chronic Condition Residential Member designation on the JEC website or send a hard copy form to the member if requested. This application and description shall be included in the "Load Shed/Critical Care" section of the JEC website.

B.3.4 Definitions

- Critical Load Public Safety Member: A member for whom electric service is considered crucial for the protection or maintenance of public safety, including but not limited to hospitals, police stations, fire stations, and critical water and wastewater facilities.
- Critical Load Industrial Member: An industrial member, for whom an interruption or suspension of electric service shall create a dangerous or life-threatening condition on the retail Member's premises, is a "Critical Load Industrial Member." This category includes critical gas pipeline infrastructure accounts.
- Chronic Condition Residential Member: A residential member who has a person permanently residing in his or her home who has been diagnosed by a physician as having a serious medical condition that requires an electric-powered medical device or electric heating or cooling to prevent the impairment of a major life function through a significant deterioration or exacerbation of the person's medical condition. If that serious medical condition is diagnosed or re-diagnosed by a physician as a life-long condition, the designation is effective under this section for the one year or until such time as the person with the medical condition no longer resides in the home.
- Critical Care Residential Member: A residential member who has a person permanently residing in his or her home who has been diagnosed by a physician as being dependent upon an electric-powered medical device to sustain life. The designation or re-designation is effective for two years under this section.
- JEC maintains a Critical Load Registry in the CIS system. This registry informs JEC's Operations / Restoration team about certain accounts that are deemed "priority" in terms of restoration planning. Restoration Account / Load priorities include:
    - Gas pipeline facilities and loads (designated as critical loads)
    - Law Enforcement facilities
    - Hospitals and health care facilities
    - Life Support System Members / Consumers
    - Water / Wastewater Facilities
    - Designated Shelters / Schools
    - FAA Facilities
    - Industrial Member
- JEC will make every effort to communicate with Critical Load members via text, SMS messages, phone calls, and other appropriate communication methods in advance of planned outages and in advance of anticipated and predictable weather emergency or other anticipated system emergency events.
- JEC will coordinate with STEC regarding the types of Critical Load accounts that should be exempted from the STEC Firm Load Shed program, by excluding feeders with accounts that STEC deems as Critical Loads in the context of Firm Load Shed.