

(C) Pandemic and Epidemic Annex

C.1 Purpose and Applicability

Provide guidelines and procedures to effectively deal with operations, restoration and communications circumstances presented by a widespread pandemic event and to generally prepare JEC for the possibility of a pandemic.

C.2 Administration / Initial Tasks

Develop / Implement a Pandemic EOP Annex (Pandemic and Epidemic Plan): JEC shall develop and maintain a Pandemic and Epidemic EOP Plan that shall provide the following:

- Education of employees about a possible pandemic and its possible impacts on JEC's business operations;
- Reasonable measures to mitigate the impact of a pandemic and/or epidemic on JEC and its employees;
- Information regarding the promotion of employee wellness and minimize opportunities for employees to be exposed to pathogens while at JEC.

C.3 Annual Review / Ongoing Maintenance

The Manager of Engineering shall conduct a review of the Pandemic Plan when changes are deemed necessary, but at a minimum annually.

The Pandemic Plan includes the following topical areas:

- Education of employees about a possible pandemic and its possible impacts on the Cooperative's business operations;
- Reasonable measures to mitigate the impact of a pandemic on the Cooperative and its employees;
- Specific procedures and policies for responding to a pandemic;
- Promotion of employee wellness and minimize opportunities or employees to be exposed to the disease while at the Cooperative.

The content below is the core of the JEC PP&P:

Definition: A pandemic event is an epidemic of infectious disease that has spread through human populations across a large region. Pandemics can create a situation that reduces the business work force by up to 50% for a significantly long duration.

Pre-Event Tasks

- In the period prior to a likely event, a checklist of items that should be considered when developing departmental business continuity plans for a pandemic.
- The Safety Coordinator will monitor information from the Health Department and the Centers for Disease Control for notification of pandemic activity. This should provide adequate lead time to prepare for arrival of the pandemic. Determining the existence of a pandemic condition will involve the federal, state and local health officials. Reports of verified infections, severity of symptoms, and location and percentage of population affected are statistics that will be readily available from health officials as the pandemic situation develops.

- JEC will go into a Pandemic Alert Condition based on evaluation of the situation from health officials and the progress of the disease across and throughout the population of the nation.
- A significant increase in the level of contagious disease activity would be reported to the Incident Commander, which would then be responsible for determining if specific action related to the activation of a pandemic response is required.

Response

- Work requests and system needs may be sacrificed to ensure safety to both employees and the public. The standard job functions of engineering, operations, dispatching, administration, information technology (IT), warehousing, and accounting have identified and prioritized key employees and back-ups for normal operations and their modified job responsibilities under a pandemic condition.
- Efforts will be made to educate employees about influenza (and other possible contagions), how these contagions spread and how the Cooperative is preparing for these types of potential situations. Education messages will include the following:
 - Employees will be encouraged to obtain flu shots
 - Do not report to work if sick
 - Do not return to work until all symptoms have cleared
 - Limit face-to-face meetings
 - Limit travel to affected areas
- JEC will communicate changes in policy and/or practices in a Pandemic event including the following potential temporary policy changes:
 - Suspend face-to-face meetings
 - Suspend non-critical business travel
 - Schedule opportunities for employees to obtain flu shots
 - Implement a “work from home” policy for certain employee categories
- JEC will brief cleaning crews on disinfecting techniques.

Supplies

- To maintain a sanitary environment the following supplies will be kept on hand and deployed, as necessary, including:
 - Hand sanitizer
 - Disinfectant spray
 - Rubber gloves
 - Masks
 - Alcohol-based hand sanitizer in all common areas (restrooms, break rooms, conference rooms, and at all meetings where food and drink are served).
 - Disinfectant spray (e.g. Lysol) in all restrooms.

- Facial tissues (e.g. Kleenex) in all meeting rooms and break rooms.
- Respiratory masks and rubber gloves for employees.

During Event Tasks

- Policies related to sick leave will be reviewed with possible impacts from a pandemic in mind.
- A possible relaxing of the definition of sick leave during a pandemic to allow leave to be taken to care for an employee's sick family members;
- The possibility of mandatory leave for employees with symptoms of illness;
- A set of return-to-work guidelines to prevent employees from returning while still contagious;
- Some guidance on the handling of missed time for employees that do not wish to come to work for fear of exposure.
- Work from home guidelines to allow employees the ability to work from home to minimize contact during a pandemic;
- A set of guidelines to minimize business travel and face-to-face contact during a pandemic.
- Work from home may be encouraged (with Supervisor approval).
- Relax definition of sick leave to allow leave to be taken to care for sick family members (specific details to be dealt with following the pandemic).

Business Continuity

- Department heads will be asked to re-examine their critical business process plans to determine if changes are necessary to cover a contagious disease pandemic. Specifically:
 - Are employees within the department and/or division cross-trained in job functions related to critical business processes?
 - Could the department continue to perform its critical business processes with a 40-50% employee absentee rate?
 - Which employees' job functions could be performed from home?
 - Which of those employees are equipped to work from home (home computer, Internet access, etc.)?
 - If the Cooperative, by nature of its critical service provider status, were to be provided with a limited number of doses of vaccine, who would they be given to?
 - The IT Division could develop steps to deploy wide-scale VPN access during a pandemic to support a large number of "Work from Home" employees.

Post Event Tasks

- JEC will conduct thorough post event critique within 2-weeks after a Pandemic incident.
- JEC will participate in any joint public agency review sessions following event to identify areas for improvement and share lessons learned

(D) Wildfire Annex

D.1 Purpose and Applicability

To provide the guidelines, procedures and best practices related to wildfire mitigation and document JEC's policies and practices related to fire prevention and pre-planning, threat mitigation, responses to fire incidents and post incident recovery.

D.2 Administration / Initial Tasks

Develop / Implement a Wildfire Mitigation Plan: JEC shall develop and maintain a Wildfire Mitigation Plan that shall address the wildfire prevention, policies, and procedures that JEC shall utilize in all types and levels of emergency event(s).

D.3 Annual Review / Ongoing Maintenance

The Wildfire Mitigation Plan shall be reviewed annually (or as needed) to ensure that the information is current. The Wildfire Mitigation Plan shall be maintained by the Manager of Engineering.

D.4 Key Information/Operational Policies and Procedures

A significant aspect of wildfire mitigation and risk management is JEC's annual vegetation management activities that focus on ROW for new services, line construction contractors, outages, and reports from members and or employees.

JEC also monitors all types of weather/severe weather conditions including droughts and Red-Flag Warnings issues by the National Weather Services (see section on Severe Weather Monitoring).

In periods of severe drought and Red-Flag Warning conditions, JEC may take certain precautions and measures to mitigate risks related to field-based construction and maintenance tasks.

During periods of drought and high fire danger JEC may take the following actions:

- Conduct outreach to members and first responders throughout its service territory to inform and educate them on electrical safety and share information regarding wildfire prevention and mitigation;
- Conduct electric safety training for first responders;
- May participate in annual joint exercises that include external partners from the first responder community and emergency management community to enhance preparedness and prevention efforts;
- Meet with local, state and federal agencies and jurisdictions to share fire prevention plans and develop strategies for the coming year or season.

Wildfire Mitigation Plan – Procedures and Tasks

- During periods of drought and high fire danger, JEC may reach out to members and first responders throughout its service territory to inform and educate them on electrical safety and share information regarding wildfire prevention and mitigation.
- During periods of drought and high fire danger, JEC may conduct electrical safety training for first responders including law enforcement agencies, fire departments, public works, and transportation agencies.
- JEC may participate in annual joint exercises that include external partners from the first responder

community and the emergency management community to enhance preparedness and prevention efforts.

- JEC may meet with local, state, and federal agencies and jurisdictions to share fire prevention plans and strategize for the coming year.
- JEC operates and maintains a Vegetation Management Program that is in accordance with JEC requirements and best practices. This practice includes:
 - Trimming trees away from power lines to eliminate the possibility of arcing which can start fires beneath the line.
 - Right-of-Way Assessment by internal and external Arborists.
 - Identification of Hazard Trees to be removed immediately.
 - JEC adheres to regulatory clearance requirements.
- Maintenance inspections of JEC distribution system include the following:
 - Ground line pole inspections
 - Document patrol and inspection activity
 - Circuit Health Monitoring System
 - Identify wildfire high threat zones
 - Repair and/or replacement of damaged facilities or equipment that can be a source of arcing which can start fires beneath the line.
- JEC monitors Severe Weather Information (see Severe Weather Monitoring section in the EOP). This includes monitoring days and periods of high fire danger, red flag warnings and other related weather information. This information is available from numerous entities.
- JEC monitors the status related to wildfire conditions including TFS fire index ratings of Extreme or Very High; US Forest Service Fire Danger Class Low to Extreme and the National Weather Service (NWS) Red Flag warnings and alerts. JEC also monitors the Texas A&M Forest Service wildfire risk assessment portal.
- JEC Manager of Engineering is responsible for the dissemination of this meteorological and fire threat information to employees and contractors within its service territory to ensure they are informed of critical conditions that may impact the operation of the JEC electrical delivery system.
- During periods of high fire risk, JEC shall perform a thorough review of current electric planning, operations, design, and construction practices to reduce and if needed, to eliminate certain risks.

Responses to Fire Events

- Coordinate with local entities, support firefighting efforts as requested.
- Provide requested personnel to work directly with fire suppression personnel to identify potential hazards.
- De-energize circuits in areas of active fire situations.

Post-Incident Recovery

- Conduct thorough post event critique within 2-weeks after a fire related incident and participate in joint public agency review sessions following event to identify areas for improvement and share

lessons learned.

- Review and modify response and operations plans based on after action findings. Additional clearing of hazardous, burned, or damaged vegetation in recovery zone. Identify, repair/replace damaged equipment. Cleaning of conductors and insulators for fire retardant and particulate matter.
- The following table provides links to various Wildfire Services resources:

Wildfire Services / Information Resources	
Texas Forest Service (Advisories)	https://tfsweb.tamu.edu/CurrentSituation/
Texas Forest Service (wildfire map)	https://public.tfswildfires.com/
NWS Fire Weather Outlook	https://www.spc.noaa.gov/products/fire_wx/
NOAA – Current Drought Conditions	https://www.drought.gov/

(E) Hurricane Annex

E.1 Purpose and Applicability

JEC's service is located in a Hurricane evacuation zone, and therefore JEC's EOP provides the guidelines, procedures and best practices related to the preparation for tropical storms and hurricanes, the measures JEC has in place to deal with the arrival of these storms, and the policies and procedures for the recovery and restoration of electric service.

E.2 Administration / Initial Tasks

Develop / Implement a Hurricane Plan: JEC shall develop and maintain a Hurricane Plan that shall address the policies, and procedures that JEC shall utilize to prepare for tropical storms and hurricanes, the measures JEC has in place to deal with the arrival of these storms, and the procedures for the recovery and restoration of electric service.

E.3 Annual Review / Ongoing Maintenance

The Hurricane Plan shall be reviewed annually (or as needed) to ensure that the information is current. The Hurricane Plan shall be maintained by the Manager of Engineering.

E.4 Evacuation Notices

If mandatory evacuation notices are given in a County or Counties served by JEC, the Cooperative will obtain hotel rooms or other appropriate accommodations for employees.

E.5 Tasks and Responsibilities at Various Storm Levels

Storm Level-1 | Emergency Level (P)

- When a cyclic storm forms in a normal storm development area. The Line Superintendent and the Engineering Manager will coordinate resources to ensure that JEC personnel will monitor a storm's path and e-mail daily information to all JEC department heads who shall start tracking the storm via the National Hurricane Center website.
 - All Managers: Monitor developments and ensure supervisors and staff have a general awareness of the potential development(s).
 - Warehouse Manager: Check inventory of key materials and supplies.
 - Member Services/Communications: Check social media apps; JEC website and Crisis Communication Plan and templates; Review scripts and procedures for call center personnel;

Storm Level-2 | Emergency Level (P)

- When a storm achieves tropical storm status and in the Gulf of Mexico or the Caribbean Sea. The General Manager (or General Manager's designee) will call a meeting of the supervisory staff to review the responsibilities of each department in the storm situation.
 - General Manager: Make initial contact with TEC, area Cooperatives, and STEC to determine and coordinate response plans.
 - All Managers: Monitor developments and ensure supervisors and staff are aware of the potential development(s).

- Engineering Manager: Check radio and other communications; Confirm availability of aerial survey service providers;
- Fleet Manager: Check vehicles and equipment; make all reasonable efforts to get all vehicles and equipment available;
- Line Superintendent: Check/confirm availability of contractors (line construction and tree trimming crews);
- CFO: Review FEMA claim procedures and obtain appropriate forms from FEMA website/other sources as needed; Review work order forms for compliance with FEMA/other requirements; Ensure JEC credit card limits are adjusted and obtain appropriate levels of cash for emergency purchases.

Storm Level-3 | Emergency Level (P)

- When a system reaches “named” storm status and there is some probability of landfall within the Texas/Northern Mexico coast, the Line Superintendent, Manager of Engineering, and General Manager (operating concurrently) will inform all department heads and operations staff. JEC management will continue to monitor storm advisories from ERCOT.
 - General Manager: Continue to communicate and coordinate with TEC and STEC; Oversee all monitoring and preparation tasks.
 - Warehouse Manager: Contact suppliers and assess logistics related to obtaining construction materials; Obtain a copy of a complete set of keys for all JEC locks and units; Supply all departments with storm preparation materials including duct and masking tape, plywood, rope, etc.
 - Member Services/Communications: Review press releases and pre-scripted social media posts; Contact radio stations and other local/regional media and confirm contact information/procedures; Distribute safety and other storm preparation news releases and social media posts; Establish communications with Public Safety CLAs and other key accounts.
 - Engineering Manager: Secure any nonsecure equipment at substations.
 - Line Superintendent: Continue communication with contractors and determine likelihood of availability (post event); Contact tree-trimming contractors to start travel arrangements; Schedule inspection, patrol, and/or construction coordination services for use after storm passage; Arrange for clean-up of oil filled equipment spills.
 - IT Systems Manager: Confirm back-up of JEC IT network; Set up appropriate internet and other communications in Board Room (Operations/Restoration Center).
 - CFO: Confirm line-of-credit and procedures with financial associates.
 - Executive Assistant: Obtain food supply for cooperative (minimum 2-day supply); Contact TEC to coordinate preparation including lodging, food, etc. for contractors and outside crews; Obtain MRE supply; Ensure the phone system recordings are prepared.
 - Fleet Manager: Contact fuel supplier(s); Make sure all generators have been tested and are ready for service; Obtain additional diesel storage tanks for generators; Test generators

Level-4 | Emergency Level (P)

- When it is determined that there is a high probability that a “named” storm will make landfall on the Texas/Northern Mexico coast and have a significant impact on JEC’s service area within 36 hours. The General Manager shall be responsible for communicating the change in event status to department heads. If the emergency event level changes occur during the weekend, then department heads and key personnel will be contacted by telephone. Department heads will, in turn, contact remaining staff. Under such conditions all cooperative staff will be available for telephone notification.
 - General Manager: Continue to communicate and coordinate with TEC and STEC; Oversee all monitoring and preparation tasks; assess needs and assign staff as required. At the General Manager’s discretion, vacation time will be cancelled for employees involved in the restoration processes; Anyone not assigned to emergency restoration should plan on returning to work at their regular time on the next normal workday after storm passage; arrange for JEC trucks to stay at other coops.
 - All Managers and Supervisors: Each department head will be responsible for permitting personnel to make final preparations to secure their properties. The amount of time allowed depends on the predicted arrival of storm conditions and each person’s responsibilities. All personnel involved in emergency restoration shall be at their assigned station prior to the start of high winds.
 - All Employees: Expected to contribute immediately with emergency restoration efforts.
 - Warehouse Manager: Secure any loose material around warehouse; Ensure JEC headquarters building(s) and facilities are prepared for high-winds; will ensure that pea gravel will be available for backfilling poles after storm passage; If flooding is expected, coordinate moving materials that may be damaged; Arrange for dumpsters to be emptied; Schedule delivery of pea gravel and secure supply; Secure dumpsters and storage containers; Secure all loose materials; Secure doors and windows of warehouse.
 - Member Services/Communications: Contact area governmental agencies and TDEM representative(s); Update social media sites and JEC website with emergency information/instructions and safety messages.
 - Engineering Manager: Call a meeting with all department heads to assess the situation and discuss any additional preparations needed; Contact STEC Chief System Operator to obtain the latest weather service predictions pertaining to wind speed and rainfall forecasts; Monitor the likelihood of flooding and all relevant weather conditions and advise staff of status.
 - Line Superintendent: Secure any loose material in yard/buildings; Fuel all vehicles and equipment; Check vehicles for adequate supply of materials including First aid and snake bite kits, Operating condition of radio unit, Protective gear, Flashlights and batteries, System maps, Water cooler; Final check of Operations / Restoration Center functionality / setup.
 - IT Systems Manager: Ensure that at least two phone lines are available, as well as computer network connection and internet access; Communication links to STEC shall be tested and secured; Coordinate staff efforts to relocate equipment to the Operations/Restoration Center to perform necessary functions.

- CFO: Ensure JEC credit card limits are adjusted and obtain appropriate levels of cash for emergency purchases.
- Executive Assistant: Coordinate the purchase of food and water supplies for Co-op personnel; A minimum 2-day supply will be stocked; The requirement may be increased to a 4-day supply if extended emergency conditions are forecasted; Complete arrangements with food service contractors for meals after storm passage; Contract for lodging, food and laundry services for contractors and outside crews.
- Fleet Manager: Ensure generators are ready for service; Secure fuel for units and equipment; Make final inspections of cooperative vehicles; Make sure shop area and equipment (including overhead doors) are secure.
- Safety Coordinator: Ensure safety guidelines policies and procedures are followed.

Storm Level-5 | Emergency Level (E-1 – E-3 Depending on amount of damage)

- As the storm winds move inland into/near the JEC service area, all duty personnel shall be at their predetermined stations or at home (based on instructions from General Manager/Supervisors). Immediately upon the lessening of storm winds, patrol personnel shall begin visual inspection of downed service lines.
 - General Manager: Coordinate assistance with TEC and STEC; Monitor conditions and issue advisories to staff; Oversee arrangements for security for office and other facilities.
 - All Managers and Supervisors: All Managers and Supervisors will be available for telephone notification.
 - All Employees: All Cooperative staff will be available for telephone notification.
 - Line Superintendent: Make assignments to assess damage done to lines. Direct initial restoration efforts in close communication and coordination with General Manager and Engineering Manager.

Storm Level-6 | Emergency Level (E-1 – E-3 Depending on amount of damage)

- When there are no longer any storm winds impacting JEC facilities, the Operations Manager will declare an Alert Level-6 in which is the restoration phase.
 - General Guidance:
 - JEC personnel will maximize their efforts by first restoring Critical Load/Priority Accounts.
 - The Restoration Control Center shall assess damages as ground patrols complete inspections and report in.
 - As damage is found, it shall be immediately conveyed to the Line Superintendent, so that the operational impacts can be determined.
 - The Restoration Control Center shall keep the Warehouse Coordinator informed of all confirmed damages so that necessary materials orders can be made. service to the Priority Accounts has been restored, a secondary priority will be assigned to each damaged line section in order to concentrate available repair crews on damages that impact electrical services to the most people.

- Decisions on priority are to be made by the General Manager, Line Superintendent, Safety and Inspection Coordinator, Line Foreman, Crew Foreman Supervisor and Service Lineman Supervisor.
 - These decisions will be subject to change as the system is restored.
- General Manager: Coordinate with the STEC General Manager for services to support JEC restoration efforts; Determine what staff is available to help the restoration effort and assign appropriate personnel.
- Line Superintendent: Direct all restoration efforts; Coordinate clearances through STEC Systems Operations; Schedule aerial patrol(s); Assign employees with capabilities to coordinate and inspect contract construction crews (employee must be capable of requesting, receiving, and implementing switching orders from STEC)
- Employees Assigned to Construction Crews: These personnel must be equipped with a radio and shall perform the following:
 - Keep the Restoration Control Center informed of progress
 - Predict completion times
 - Coordinate for food and beverage for the crews under their charge
 - Coordinate material checkout with warehouse and the contractor
 - Enforce the 16-hour on the job limit
 - Keep a log of activities, materials used, daily starting and quitting times, work locations, structure numbers, contractor equipment, GPS, truck logs and contract personnel.
 - Take pictures of structures (with GPS coordinates), before and after restoration.
- IT Systems Manager: Restore backbone communications first if there is extensive damage to the system.
- Executive Assistant: Continue efforts to provide food and beverages for cooperative staff and outside crews. Maintain laundry services for outside crews.
- CFO: Electronic transactions (such as payroll deposits, drafts, and bank wires) to be maintained. As a part of normal business procedures, the cooperative will maintain the ability to process credit card transactions for the member. The system for processing transactions and equipment operation is maintained By Meridian. To continue operations during a crisis, cooperative personnel will have the use of credit cards to make purchases. Maintain the company credit cards, such as issuing new cards and adjusting the credit limits as needed

(F) Cyber Security Annex

F.1 Purpose and Applicability

To provide the guidelines, procedures and best practices related to cyber security for the JEC electric distribution system.

F.2 Administration / Initial Tasks

Develop / Implement a Cyber Security EOP Annex (Cyber Security Plan): JEC shall develop and maintain a Cyber Security Plan that shall address the prevention, policies, and procedures that JEC shall utilize to protect the JEC distribution system and respond to emergency events and situations.

F.3 Annual Review / Ongoing Maintenance

The Cyber Security Plan shall be reviewed annually (or as needed) to ensure that the information is current. The Cyber Security Plan shall be maintained by the Manager of IT and/or Manager of Engineering.

F.4 Cyber Security Policies and Procedures

F. 4.1 Overview/Purpose

JEC Electric Cooperative Inc. (JEC) recognizes the need to protect JEC, our members, and both cooperative and member data, and systems, from growing information and cybersecurity threats. This policy establishes an Information & Cyber Security Program within JEC to ensure adequate measures are taken and controls are in place to mitigate threats and protect those company resources.

The purpose of this policy is to ensure that JEC technology assets are protected against all internal, external, deliberate, and accidental threats. Information, in all its forms, written, spoken, recorded electronically, or printed, will be protected from accidental or intentional unauthorized modification, or destruction throughout its life cycle. Policies and Procedures are established and shall be administered to protect cooperative technology systems and data, member financial and protected information, and cooperative data acquisition and control systems across the enterprise.

F.4.2 Scope

All employees, contractors, consultants, temporary and other workers at JEC and its subsidiaries must adhere to all policies and procedures authorized and approved under this program. This applies to cooperative data sets and technology equipment that is owned, operated, or leased by JEC. The Information & Cyber Security Policies describe the technology and information assets that must be protected and identifies many of the threats to those assets. The equipment, software, and storage medium used to process, store, and transmit information will be protected by appropriate controls.

Cyber threats are a potential source of emergency conditions at JEC (and the utility sector in general). To ensure that JEC operational, business and member data as well as technology assets are secured to reduce the risk and potential negative impacts on operations or member data security from a cyberattack.

F.4.3 Policy

The policies and procedures will ensure that:

- The EOP Administrator will ensure that JEC's Cyber Security Plan incorporates policies and procedures related to Emergency Operations. JEC will develop and maintain Cyber Security Program in order to reduce the probability of a cyber-attack that impacts JEC's operations, JEC member's information or any other aspect of JEC's overall security JEC will have a plan to adequately protect Information Technology assets, sensitive data, and member data. The EOP Administrator will coordinate with the Manager of Information Technology and/or Manager of Engineering to ensure the technology and controls are in place to maintain the security of its systems and data.
 - Use of company policies about the usage of computers, Internet and offsite CDs and computer disk.
 - Maintain the readiness of onsite Firewalls and protected IP addressing
 - Maintaining the security of the password system and controlling the access of the network administration.
 - Performing daily backups of computer data, both network server and consumer information system
 - Maintaining a set of current back-ups offsite in a secured location. These are updated daily.
 - Maintaining current anti-virus software and checks.
 - Including cybersecurity in the procurement process.

F.4.4 Plan Sections

- Information and Cyber Security Policy
- IT Risk Management
- Third Party Access
- Outsourced Information Processing
- Accountability of Assets
- Personnel Security
- Documentation Procedures
- System Patching
- Incident Management / Incident Response
- System Logging and Monitoring
- System Acceptance and Configuration
- Malware Prevention
- Backup and Recovery
- Network Management
- User Account Management
- Password Policy
- Remote Access
- Wireless Access
- Business Continuity and Disaster Recover
- Compliance Requirements
- Encryption
- Acceptable Use
- Email Use

- Internet Access

F.4.5 Cyber Security Tools

Cyber Program Provider	Product	Function
Vmware	Vmware Carbon Black	Virus protection
Cisco	Cisco Umbrella	Network Scan
Vmware	Vmware Carbon Black	Incident Detection and Response

(G) Physical Security Incident Annex

G.1 Purpose and Applicability

To provide the guidelines, procedures and best practices related to physical security for the JEC electric distribution system.

G.2 Administration / Initial Tasks

Develop / Implement a Physical Security EOP Annex (Physical Security Plan): JEC shall develop and maintain a Physical Security Plan that shall address the prevention, policies, and procedures that JEC shall utilize to protect the JEC office complex, system facilities and respond to emergency events and situations. To provide guidelines and procedures for gaining appropriate access to secured office buildings and to enhance personal safety for all Cooperative personnel, contractors, visitors, and members who work or conduct business on a Cooperative campus.

G.3 Annual Review / Ongoing Maintenance

The Physical Security Plan shall be reviewed annually (or as needed) to ensure that the information is current. The Physical Security Plan shall be maintained by the Manager of Engineering.

G.4 Physical Security Guidelines

- Guidelines / Content:
 - All secured office buildings will be equipped with electronic access control systems on each outside door and each gate.
 - All Cooperative personnel and approved contractors will be provided with an electronic access card to be utilized to gain access to secured office buildings, substations, in conjunction with their job duties.
 - All other visitors to the cooperative will enter through the designated main office entrance.
- Policies and Procedures:
 - Secured access to buildings and substations
 - All secured entrances doors and secured gates will be kept secure so that access is only available by electronic card key.
 - Any entrances not secured properly will be reported immediately.
 - Cooperative personnel and approved contractors
 - All Cooperative personnel and approved contractors will be supplied with an identification lanyard and card equipped with electronic access capabilities for all outside doors, gates and may enter secured office buildings and secure areas in conjunction with their job duties.
 - Identification lanyards or retractable clips must always be worn in a visible manner while working on a cooperative campus.
 - Visitors:
 - Visitors or contractors without approved access should be directed to the designated

main entrance of the appropriate building.

- Visitors to area offices will be directed to the main lobby entrance.
 - Visitors requiring access to secured areas must sign in and complete a visitation log.
 - A staff member must meet their visitor in the main lobby to ensure the visitor receives an Identification lanyard and card.
 - A staff member must escort their visitor out of the building and ensure the identification lanyard is returned to main lobby.
- Surveillance System
 - JEC has surveillance systems at the offices in Bay City and Ganado.

APPENDIX 7

JEC Hurricane Beryl AAR

August 12, 2024

Attendees:

Austin	Bourland	James	Hamor
Paul	Bourland	Ray	Hicks
Colee	Callaway	Anthony	Landry
James	Coleman	Missie	Landry
Damien	Coleman	Mike	Myers
Brian	Cunningham	Kim	Peters
Frank	Diggs	Bo	Raz
Eric	Gardner	Veronica	Webernick

Electric:

- Major issues with AT&T being completely down affected cellular service, radio system and phone system and affected all departments within the Cooperative.
 - Look to Starlink or another mobile communication unit
- Lodging –
 - Bunkhouse at the Edna facility along with availability at the campground and local motels were sufficient to house crews we had.
 - Bay City did not have adequate lodging
 - Loosing time due to travel by sleeping in Edna and working in Bay City
 - To be more self-reliant, it was suggested to add RV facilities, sleeping quarters and showers at the Flag City property.
 - Using crews from Group 7 worked well
- OMS system -
- Documentation was being done, however due to no communications, it wasn't coming through to the engineering department.
 - Further training on the app is to come
- Once communications came up, members were getting a busy signal because phone lines going in and out of CRC were overwhelmed
- Update EOP -
 - include time frame for interaction with membership with pre-determined scripts
 - procedure for opening doors to the membership – this storm, we opened them to soon.
 - have a designated TDEM person for reporting purposes
 - add drone inspection-Allow for a drone and service crew to access damage and determine materials needed for restoration.

APPENDIX 7

- There is a need to educate employees further on how to help members report outages through CRC
- It would be helpful if from the field, restored outages were reported to the office. This could assist in clearing tickets and prevent multiple trips to the same location.
 - **Takeaway:**
 - Next storm system that comes through the system- all dispatching will be done through the Edna office.
 - Bay City territory – look at potential of adding RV spaces, opportunities for a bunkhouse with additional shower facility or placement of a morgan building at the old building yard
 - Visit with NISC for a full demo of products offered

Vegetation Management:

- Debris on the roadway delayed crews reaching designated areas to clean up ROW.
- Lack of cell and radio communications made it difficult to communicate with Command Officer areas that were completed and areas that needed immediate attention.
- Lodging – contractors were staying in hotels 100 miles from affected areas.

Procurement:

- Techline mobile trailer worked well having material in a designated area. This avoided multiple trips to and from the warehouse.

Internet:

- After hours call center sending multiple tickets for the same location
- Backbone, MST and nap cuts – we need to figure out a way for lineman to identify our equipment to avoid unnecessary cuts
 - **Takeaway:**
 - JEC suggested not sending a bill to customers that are still without service and possibility of additional credits
 - Work within departments to get broadband staff and contractors into affected areas sooner
 - Develop a system that does not allow a second outage ticket until the first one clears

Propane:

- Prior to the storm customers were calling in with more than 60% requesting fills.
 - **Takeaway:**
 - Push for the installation of tank monitors to all accounts
 - Communicate the established procedure for tank fills to customers using social media.

APPENDIX 7

Generac Generators:

- Lack of cellular service was a major problem. It was difficult to know who needed assistance and coordinating the needs with the technician.
- Will have more parts on hand as to not deplete inventory

The following files are not convertible:

Appendix 8.1 - JEC Staff 1-23 Data on
Customer Feedback.xlsx

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

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



**HURRICANE BERYL
OUTAGE UPDATE...**

Tue Jul 9, 5:49am

28.8K 860
165 166



**HURRICANE BERYL
OUTAGE UPDATE...**

Wed Jul 10, 7:37am

21.9K 734
148 109



**We love it when
members send us...**

Thu Jul 11, 2:45pm

21.6K 746
114 20



**HURRICANE BERYL
OUTAGE UPDATE...**

Mon Jul 8, 3:46pm

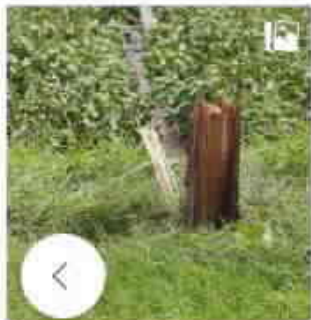
20.8K 464
68 115



*****UPDATE
10:30am*** Power...**

Wed Jul 17, 6:34am

15.2K 120
15 7



HURRICANE BERYL
OUTAGE UPDATE...

Mon Jul 8, 3:45pm

20.8K 464
68 115



***UPDATE
10:30am*** Power...

Wed Jul 17, 6:34am

15.2K 120
15 7



HURRICANE BERYL
OUTAGE UPDATE...

Sun Jul 14, 5:17am

13.7K 671
133 68



HURRICANE BERYL
OUTAGE UPDATE...

Mon Jul 8, 10:59am

13.2K 172
41 98



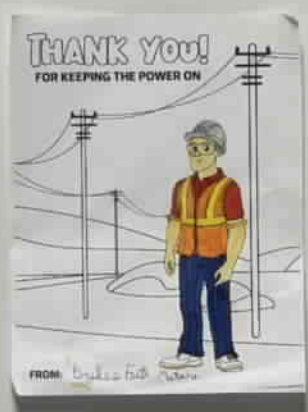
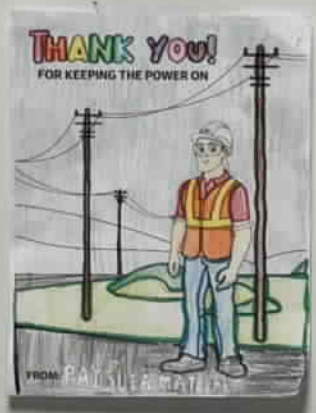
HURRICANE BERYL
OUTAGE UPDATE...

Thu Jul 11, 5:40am

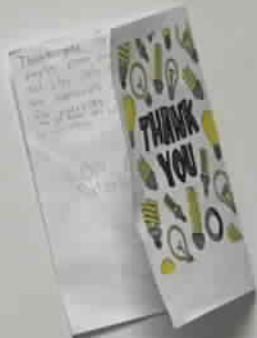
11.9K 306
57 40

Thank you for your service and dedication to the community. We are grateful for the power you provide every day. Please contact us if you have any questions or concerns.

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Thank you for all the hard work you do every day to keep the lights on. We appreciate your dedication and service.



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Thank you for all your tireless days and nights to get our power on and running. We appreciate you. Tony & Janet Chavez

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Thank you very much! You are appreciated. Sally Sault

Thank you for all your tireless days and nights to get our power on and running. We appreciate you. Tony & Janet Chavez

