



## **Filing Receipt**

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**Control Number - 56822**

**Item Number - 138**

**PROJECT NO. 56822**

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

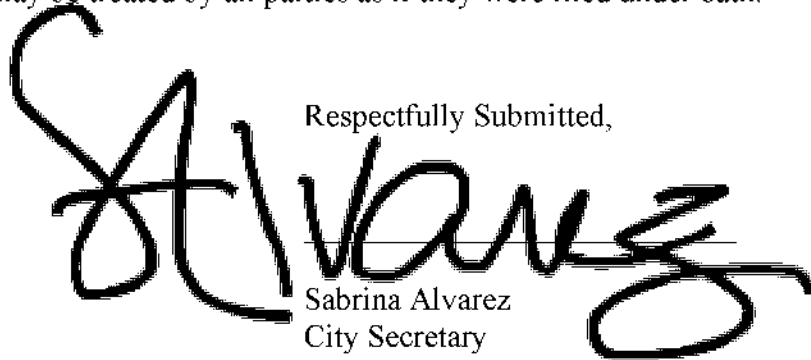
**CITY OF HEMPSTEAD'S RESPONSE TO COMMISSION STAFF'S FIRST REQUEST  
FOR INFORMATION TO TARGETED ELECTRIC MOUS  
QUESTION NOS. STAFF 1-1 THROUGH 1-120**

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

The ("City of Hempstead") files these responses to Commission Staff's First Request for Information to Targeted Electric MOUs, Question Nos. Staff 1-1 through 1-120 ("Staff's First RFI to MOUs"). Commission Staff directed that responses to Staff's First RFI to MOUs be filed by August 30, 2024, thus these responses are timely filed. Shawn Jackson, City Administrator stipulates that its responses may be treated by all parties as if they were filed under oath.

Dated: August 23, 2024

Respectfully Submitted,



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Section-1: Electric Utilities - Emergency Planning and Event Response		Response
1.1	<p>Provide the following information <b>concerning the last hurricane or major storm drill conducted in 2024:</b></p> <p>a. The <b>date the drill was conducted;</b></p> <p>b. The <b>category of hurricane drilled and any conditions</b> (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) <b>used in the drill;</b></p> <p>c. A <b>description as to how the drill conducted in 2024 differed materially from the previous annual drill;</b></p> <p>d. The <b>identity of all third-party vendors that assisted in either conducting or preparations for the 2024 hurricane drill;</b></p> <p>e. The identity of all <b>other electric, water, sewer, or telecommunication utilities that were invited to participate</b> in your 2024 hurricane drill and a <b>description of their participation;</b></p> <p>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;</p> <p>g. How performance during the 2024 hurricane drill was measured; and</p> <p>h. Any feed-back whether internally or externally from a third-party vendor or party invited to participate in the 2024 hurricane drill.</p>	<p>To date, the City of Hempstead has not conducted a hurricane or major storm drill in calendar year 2024.</p> <p>a. N/A b. N/A c. N/A d. N/A e. N/A f. N/A g. N/A h. N/A</p>
1.2	<p>Do you ever seek participation of your customers during a hurricane drill? If yes, please provide a description of their level of involvement.</p>	<p>No, the City of Hempstead does not seek customer participation of its customers during a hurricane drill.</p>
1.3	<p>Are actual events and conditions experienced during a previous hurricane or storm used in next year's hurricane or major storm drill? If yes:</p> <p>a. How long would an actual storm be used to set the conditions for future hurricane drills?</p> <p>b. What hurricanes and major storms were used to set the conditions for the 2024 hurricane drill?</p>	<p>Yes.</p> <p>a. Typically, previously experienced storm conditions would be utilized a minimum of one year. b. N/A. To date, the City of Hempstead has not conducted a drill in calendar year 2024.</p>
1.4	<p>Please identify any electric, water, sewer, or telecommunication utilities that invited you to participate in their 2024 hurricane or major storm drill.</p>	<p>The City of Hempstead electric department has not received any invitations from other utilities to participate in a 2024 hurricane or major storm drill.</p>
1.5	<p>Please identify all resources, internal or external, used for weather or storm tracking purposes before July 8,2024.</p>	<p>The City of Hempstead personnel use various types of weather resources, including but not limited to:</p> <ul style="list-style-type: none"> <li>▪ Texas Department of Emergency Management (TDEM)</li> <li>▪ National Weather Service (NWS)</li> <li>▪ National Oceanic and Atmospheric Administration (NOAA)</li> <li>▪ ERCOT / LCRA</li> <li>▪ Smartphone weather applications</li> </ul>
1.6	<p>How many days before projected landfall do you start tracking storms that could affect or disrupt operations within your service area?</p>	<p>On average, about five days.</p>
1.7	<p>How many days before projected landfall did you start tracking the storm eventually named Hurricane Beryl?</p>	<p>Approximately seven days.</p>

1.8	Do you check the functionality or performance of your outage tracker as part of your regular storm preparation procedures?	N/A, the City of Hempstead does not utilize an Outage Tracker system.
1.9	How far in advance of landfall did you initiate requests for mutual assistance?	N/A, the City of Hempstead did not request mutual assistance.
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, the City of Hempstead's standard approach is included in the City's EOP (filed at the PUCT). The City of Hempstead prioritizes restoration of any critical loads currently registered with the City, followed by restoration of main feeders, then each lateral line and finally individual cutout fuses. With the exception of the critical loads, this method provides the maximum amount of customers to be restored quickly.
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.	These procedures for communicating with various entities and stakeholders are in the City of Hempstead's EOP (filed at the PUCT). The City Secretary or Director of Public Works are the primary spokespersons during emergencies. Emergency notification updates will be posted daily or as soon as practical to the City website, social media accounts, and/or public radio if available. If requested by OPUC, TDEM, ERCOT, or local emergency responders, the City Secretary with the assistance of the Electric Superintendent will provide outage status updates to these agencies.
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.	<p>Yes, Emergency Levels 1 – 5.</p> <ol style="list-style-type: none"> <li>1) Pre-Emergency Preparation<sup>1, 2, 3</sup> – operations personnel are placed on notice to be available, conduct equipment checks, inventory material and restock (i.e., fuses, etc.).</li> <li>2) Significant Event<sup>3</sup> – outages occurred within a limited area within the City service territory.</li> <li>3) Major Event<sup>3</sup> – numerous widespread outages or an interruption of critical services (i.e., water, wastewater facilities) in excess of 24 hours.</li> <li>4) Catastrophic Event – significant (large) portion of the City service territory is outaged for an extended period and causing economic loss.</li> <li>5) Recovery<sup>1, 3</sup> – restoration complete, inventory equipment and material and resupply. Conduct a lessons learned and implement necessary changes.</li> </ol> <p><sup>1</sup>EOP section 1.2, Plan Maintenance and Plan Responsibilities  <sup>2</sup>EOP section 3, Pre-Identified Supplies for Emergency Response Plan  <sup>3</sup>EOP section 5.5, Weather-Related Hazards Identification Plan and EOP Activation Procedure</p>
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 City of Hempstead – City Secretary, Director of Public Works and/or Electric Superintendent serve as the coordinators during emergency operations. Depending on the severity of the event, mutual assistance is provided by other TPPA members, and our transmission service provider if needed. City staff may be designated as the logistics officer and tasked with procuring food and lodging for external personnel.
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.	<p><b>May 2024 Derecho</b></p> <p>Because the May 2024 Derecho developed so quickly, the City of Hempstead did not make advance preparations for the May 2024 Derecho, nor did we activate our Emergency Operations Plan.</p> <p><b>Hurricane Beryl</b></p>

		<p><sup>3</sup>Beginning July 2 – The City Secretary, Director of Public Works and Electric Superintendent became aware of Beryl’s development into a Category 4 hurricane. Internally, discussions ensued to begin tracking its progress.</p> <p><sup>1,2,3</sup>July 5 – Spaghetti models now indicate lower Texas coast landfall with heavy rainfall and high winds forecasted for the City service territory. Electric Superintendent held a meeting with electric operations personnel to begin preparation measures today before leaving for the weekend.</p> <p><sup>1</sup>July 6 &amp; 7 – The City Secretary, Director of Public Works and Electric Superintendent continue monitoring Beryl and communicate updated landfall projections indicate less severe rainfall amounts and lower wind speeds expected in the City service territory. Outage restoration continued over the weekend and were not related to Beryl.</p> <p><sup>4</sup>July 8 – The City Secretary, Director of Public Works and Electric Superintendent continued participating in electric system evaluation / outage restoration meetings and updates were provided to local agencies. Operations personnel outage restoration continued and most, but not all, were related to Beryl. Heavy amounts of rainfall and winds speeds have continue to impact the City service territory.</p> <p><sup>1</sup>EOP setion1.2, Plan Maintenance and Plan Responsibilities  <sup>2</sup>EOP section 3, Pre-Identified Supplies for Emergency Response Plan  <sup>3</sup>EOP section 5.5, Weather-Related Hazards Identification Plan and EOP Activation Procedure  <sup>4</sup>EOP Annex B.2.4, Restoration Priorities and Process</p>
1.15	Please provide a timeline of your Company’ s response to the May 2024 Derecho and Hurricane Beryl.	<p><b>May 2024 Derecho</b></p> <p>Because the May 2024 Derecho developed so quickly – The City of Hempstead was relegated to outage response once the storm had passed.</p> <p><b>Hurricane Beryl</b></p> <p>July 6 &amp; 7 – The City Secretary, Director of Public Works and Electric Superintendent continue monitoring Beryl and communicate updated landfall projections indicate less severe rainfall amounts and lower wind speeds expected in the City service territory. Outage restoration continued over the weekend and were not related to Beryl.</p> <p>July 8 – The City Secretary, Director of Public Works and Electric Superintendent continued participating in electric system evaluation / outage restoration meetings and updates were provided to local agencies. Operations personnel outage restoration continued and most, but not all, were related to Beryl. Heavy amounts of rainfall and winds speeds have continue to impact the City service territory.</p> <p>July 9 – Electric Superintendent and operations personnel continue restoration efforts.</p> <p>July 10 - Electric Superintendent and operations personnel continue restoration efforts.</p> <p>July 11 - Electric Superintendent and operations personnel continue restoration efforts.</p> <p>July 12 - Electric Superintendent and operations personnel continue restoration efforts.</p>

		July 13 – The Director of Public Works and Electric Superintendent and operations personnel participated in a post-event electric system response evaluation. No impact/effects of Beryl remain.
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.	<p><b>May 2024 Derecho:</b></p> <ul style="list-style-type: none"> <li>▪ Number of customer outages – unknown</li> <li>▪ Service Interruptions (hours/minutes): <ul style="list-style-type: none"> <li>○ Minimum – 1.5hrs</li> <li>○ Maximum – 12hrs</li> <li>○ Average – 4.5hrs</li> </ul> </li> <li>▪ Service restoration (hours/minutes): <ul style="list-style-type: none"> <li>○ Maximum – 12hrs</li> <li>○ Average – 4.5hrs</li> </ul> </li> </ul> <p><b>Hurricane Beryl:</b></p> <ul style="list-style-type: none"> <li>▪ Number of customer outages – unknown</li> <li>▪ Service Interruptions (hours/minutes): <ul style="list-style-type: none"> <li>○ Minimum – 2hrs</li> <li>○ Maximum – 37.5hrs</li> <li>○ Average – 8hrs</li> </ul> </li> <li>▪ Service restoration (hours/minutes): <ul style="list-style-type: none"> <li>○ Maximum – 37.5hrs</li> <li>○ Average – 8hrs</li> </ul> </li> </ul>
1.17	<p>Provide the following information concerning your service territory:</p> <p>a. Identify the geographic areas that experienced the highest number of outages and longest duration of outage due to the May 2024 Derecho. Your response should identify the neighborhood, city, zip code, and county if possible.</p> <p>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, city, zip code, and county if possible.</p> <p>c. Identify or describe the factors that contributed to the areas identified in response to subparts (a) and (b) as being particularly vulnerable.</p>	<p>a. The May 2024 Derecho outages were evenly dispersed throughout the City of Hempstead service territory. No individual neighborhoods were affected disproportionately.</p> <p>b. The Hurricane Beryl outages were evenly dispersed throughout the City of Hempstead service territory. No individual neighborhoods were affected disproportionately.</p> <p>c. N/A</p>
1.18	Describe any challenges in restoring operations your Company encountered due to the May 2024 Derecho or Hurricane Beryl.	None
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.	<p>Post May 2024 Derecho after-action discussions were had by Director of Public Works and Electric Superintendent and operations personnel. No material changes to the EOP were identified.</p> <p>Post Hurricane Beryl after-action discussions were had Director of Public Works and Electric Superintendent and operations personnel. No material changes to the EOP were identified.</p>
1.20	Please provide any additional information and describe any concerns that may be helpful to this investigation.	No additional information or concerns.
<b>Section-2: Electric Utilities Communication and Coordination</b>		

1-21	<p>Provide the following information concerning the communication strategy and policy in place before July 8, 2024:</p> <p>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?</p> <p>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.</p> <p>c. For transmission and distribution utilities, please describe how your company coordinates communication to end-use customers with retail electric providers.</p>	<p>a. After a major storm, the City of Hempstead electric operations personnel strategy is to communicate with area governmental entities, utilities, and other community organizations as needed.</p> <p>b. The City of Hempstead provides customers with 24x7 outage call service. City personnel can be asked to suspend normal job responsibilities and be added for additional customer call support.</p> <p>c. The City of Hempstead utilizes its website platform and social media outlets to effectively communicate with customers.</p>
1-22	<p>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.</p>	<p>Provided the City of Hempstead has advance knowledge, the City’s website platform and social media outlets are the main sources for customers to receive City communications.</p> <p>The May 2024 Derecho storm developed quickly and became severe with little time to update these communication sources.</p> <p>Based on the updated projected path of Hurricane Beryl, the City of Hempstead implemented standard pre-storm preparation communications to effectively communicate with customers.</p>
1-23	<p>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.</p>	<p>No customer feedback was provided relating to service restoration efforts in the aftermath of Hurricane Beryl.</p>
1-24	<p>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?</p>	<p>Ongoing review by the City of Hempstead City Secretary, Director of Public Works and Electric Superintendent continues to ensure accurate and timely communication is disseminated to outside area agencies and stakeholders.</p>
1-25	<p>What steps are being taken to improve coordination and communication with other electric, water, sewer, and telecommunication utilities for future significant weather events?</p>	<p>Ongoing review by the City of Hempstead City Secretary, Director of Public Works and Electric Superintendent continues to ensure accurate and timely communication is disseminated to internal water, wastewater and telecommunication utilities.</p>
1-26	<p>Provide the following information concerning call centers and help desks used by your company before July 8,2024:</p> <p>a. How many people work in call centers or help desks?</p> <p>b. Of these people, please provide the percentage of these employees that are full-time employees (FTE), contracted labor, or temporary/seasonal workers.</p> <p>c. What is the target wait time or response time for calls?</p> <p>d. What is the target resolution time for calls?</p> <p>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.</p> <p>f. What is the maximum call volume for the call centers or help desks that were available and in operation during or in the aftermath of Hurricane Beryl?</p>	<p>a. The City of Hempstead Utility Office utilizes full-time personnel responsible for taking calls.</p> <p>b. FTE 100%, temporary workers zero (0)</p> <p>c. Target response time is immediate.</p> <p>d. Target resolution time is based on the situation.</p> <p>e. City personnel take ongoing customer service training; attend conferences; and train during City staff meetings.</p>
1-27	<p>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.</p>	<p>No increase in call volume due to no impact of the May-2024 Derecho or Hurricane Beryl.</p>

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.	The City of Hempstead – City Secretary notified local agencies of ongoing restoration efforts. The City was not requested by local and state leaders for any additional restoration information.
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.	No, calls are not recorded.
1-30	If calls incoming to your priority call desks are not recorded, please indicate if incoming calls are logged or otherwise tracked. If tracked or logged, please provide a copy of all logged or otherwise tracked calls to the priority call desk during or in the aftermath of Hurricane Beryl.	The City of Hempstead call center utilizes a manual operator log to manually enter these calls. Once restoration is complete, and if time allows a return call to the customer is executed to confirm restoration of service.
1-31	Please provide an audio copy and transcript of any pre-recorded messages related to either the May 2024 Derecho or Hurricane Beryl used by your call centers or help desks and the date these messages were utilized.	None
1-32	Provide the following information concerning the outage tracker in use on July 8, 2024: a. The date the outage tracker was rolled out to customers. b. The last date the software underpinning the outage tracker was updated. c. whether the outage tracker was functioning during the May 2024 Derecho and Hurricane Beryl as intended or provide an explanation as to why not. d. Whether the outage tracker was mobile-friendly; e. the languages supported by the outage tracker; f. Whether the outage tracker captured circuit-specific or meter-specific information or both. g. Whether the outage tracker was cloud-based or operated through an on premise server? h. The maximum number of simultaneous users the outage tracker was designed to accommodate. i. Whether you had internal facing redundancies/contingencies for outage tracking, and if so if these redundancies/contingencies were utilized during your response to Hurricane Beryl. j. The date of the last stress or load test of the outage tracker.	N/A. The City of Hempstead does not have an Outage Management System (OMS). a. N/A b. N/A c. N/A d. N/A e. N/A f. N/A g. N/A h. N/A i. N/A j. N/A
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.	N/A, City of Hempstead does not provide service in the Houston area.
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.	The City of Hempstead does not have an Outage Tracking System.
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.	None
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.	None



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.	Total number of AMI meters is currently unavailable.
1-38	Provide the date and method (e.g., email, phone call, text message) you initially contacted local governments in the Impacted Area.	The City of Hempstead did not contact local governments.
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.	The City of Hempstead EOP <sup>4</sup> process is to attempt to notify eldercare or critical care facilities in advance of a hurricane or major storm. <sup>4</sup> EOP, Annex B, section 3.4(3)
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.	The City of Hempstead did not formally contact critical care facilities in advance of Hurricane Beryl, due to the forecast of limited impact to the City's service area.
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.	The City of Hempstead communicates with critical care and at-risk customers about service outages and restoration on an as-needed basis.
1-42	For ERCOT-located utilities, please describe any communication with interconnected power generation companies regarding their operational status during Hurricane Beryl.	N/A. The City of Hempstead does not have any interconnections with PGCs.
<b>Section-3: Electric Utilities - Customer Restoration Workflow</b>		
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.	The City of Hempstead EOP <sup>5</sup> process is to use a systematic approach regarding service restoration. The City's EOP has been filed with the PUC. <sup>5</sup> EOP, Annex B, section 2.5(9)
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.	The City of Hempstead restorations procedures are contained its EOP <sup>5</sup> which has been filed with the PUC. <sup>5</sup> EOP, Annex B, section 2.5(9)
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.	None
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.	The City of Hempstead Director of Public Works and Electric Superintendent conducted an initial storm damage assessment on July 8, 2024. Internal, six (6) City personnel were utilized for restoration efforts.
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.	N/A
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.	Calls received by the City of Hempstead were prioritized based on EOP restoration procedures, including; feeders, critical loads, public safety, etc.
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.	The City of Hempstead management coordinated with local agencies to apprise them ongoing restoration progress.

1-50	Excluding the need to clear significant volumes of vegetation, please identify and described any major challenges you experienced during the process of restoring service to your customers before, during, and after Hurricane Beryl and any solutions implemented to address those challenges.	The City of Hempstead did not incur any major challenges restoring service.
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.	The City of Hempstead did not have any lessons learned from Hurricane Beryl storm.
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.	Yes, provided an emergency event is severe enough to warrant implementation of NIMS. The City of Hempstead did not use NIMS during restoration efforts of Hurricane Beryl.
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.
<b>Section-4: Distribution Infrastructure</b>		
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.	<ul style="list-style-type: none"> <li>a. The City of Hempstead personnel daily, evaluate a portion of the City Electric system poles</li> <li>b. The City of Hempstead personnel daily, evaluate a portion of the City electric system poles utilizing “sounding” the poles, drilling to identify decay and excavating soil below groundline to confirm decayed wood.</li> <li>c. Pole replacement is on a case by case basis.</li> </ul>
1-55	Please provide your minimum required right-of-way (ROW) width for both 3-phase and single-phase distribution lines.	Minimum right-of-way width is twenty (20) feet for 3-phase and twenty (20) for single phase.
1-56	Identify all feeders on your distribution system affected by Hurricane Beryl or the May 2024 Derecho and provide the following for each identified feeder in MS Excel format: a. The quantity and percentage of each installed pole type (e.g., wood, composite, steel, concrete, other) on the feeder before Hurricane Beryl; b. The quantity and percentage of pole failures, by pole type, due to Hurricane Beryl; c. Identify the primary cause of failure for each pole type on the feeder (e.g., trees, branches, wind, or other); d. Identify the primary point of failure of the poles (e.g., crossarm failure, pole leaning, pole break, or other); e. NESC construction strength and overload factors the feeder is currently built to; f. Identify which feeders are in your plans to rebuild to a higher wind loading standard; and g. Provide an estimate for when identified rebuilds will commence.	Refer to the attachment titled: [PUCT RFI - Distribution Feeders – Hempstead, tab 1]
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 criterion; 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.	The City of Hempstead does not have any 60-foot poles on the City’s distribution system.

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.	Ten percent of the overall pole length, plus two feet are embedded in the ground. This has been the industry standard for over 10 years.
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.	Identify pole sizes and class in the City electric system. Provide standard pole size and class. 3-phase – 45', class 4 and single phase – 45', class 4.
1-60	Please explain the NESC construction strength and overload factors your distribution lines were built to in the past.	The City of Hempstead electric system was built in accordance with the applicable NESC Standards in affect at the time of construction.
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.	The City of Hempstead has not adopted any new construction strength and overload factors for its distribution lines in the last two years.
1-62	Please provide the following information regarding distribution feeders in the Impacted Area that did not lose power during Hurricane Beryl and the May 2024 Derecho: a. Provide the designed criteria for these lines; b. The type of poles installed; c. The ROW widths; d. Explain if these lines are designed to the latest NESC construction strength and overload factors; and e. Explain if any distribution line experienced damage but remained standing.	The City of Hempstead feeders that experienced no outages during Hurricane Beryl and May 2024 Derecho were: <b>Hurricane Beryl</b> a. Applicable NESC Standards in affect at the time of construction; b. Type of poles – wood c. ROW widths – 20' d. Yes e. Yes, some experienced damage remained standing. <b>May 2024 Derecho</b> a. Applicable NESC Standards in affect at the time of construction; b. Type of poles – wood c. ROW widths – 20' d. Yes e. Yes, some experienced damage remained standing.
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.	Roughly, the City of Hempstead does not have an inventory of how many distribution service poles in the service territory.
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.	The City of Hempstead had four (4) distribution pole failures during the May 2024 Derecho storm. Quantities include: ▪ 45' pole – four (4) The City of Hempstead experienced four (4) pole failures caused by high wind or structural loading from vegetation or debris.
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.	The City of Hempstead had zero (0) distribution pole failures during Hurricane Beryle. Quantities include: The City of Hempstead experienced zero (0) pole failures caused by high wind or structural loading from vegetation or debris.

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 City of Hempstead does not have records of previous pole inspections. The City of Hempstead did not have any distribution poles fail due to Hurricane Beryl.
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?	The City of Hempstead advocates the use of NESC construction standards.
<b>Transmission Infrastructure</b>		
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. The City of Hempstead does not own any transmission facilities or equipment.
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. The City of Hempstead does not own any transmission facilities or equipment.
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. The City of Hempstead does not own any transmission facilities or equipment.
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. The City of Hempstead does not own any transmission facilities or equipment.
1-72	For each transmission structure that failed due to the May 2024 Derecho or Hurricane Beryl, please provide the date of the last inspection and explain the planned frequency of those inspections. Additionally, please provide the most recent inspection report for each structure that failed.	N/A. The City of Hempstead does not own any transmission facilities or equipment.
<b>Vegetation Management</b>		
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.	The City of Hempstead electric operations personnel periodically perform vegetation management.  a. City of Hempstead six (6) FTEs and contractors zero (0) b. City of Hempstead six (6) FTEs and contractors zero (0) c. FTE vegetation management staffing levels have been determined based on system expansion (geographically) limitations. FTEs, along with periodic use of contractors enables the City to maintain and control vegetation in accordance with industry standards.

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.	The City of Hempstead attempts to clear the vegetation back to the 20' ROW for the minimum clearance standards for the City's distribution system which operates at 12.4kV.
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?	The City of Hempstead does not conduct inspection of high customer count circuit.
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.	The City of Hempstead does not keep inspection logs or field reports of preformed vegetation management service.
1-77	Does your company conduct proactive vegetation management on feeders located in hurricane prone areas? If so, how far in advance of hurricane season do you send out vegetation management crews?	The City of Hempstead is not located in a hurricane prone area.
1-78	Please provide a list of the circuits that experienced a vegetation-related outage during the May 2024 Derecho and Hurricane Beryl, and provide the following information pertaining to the circuits identified: a. The name of the circuit(s); b. The date, time, and duration of the outage; c. The voltage of the circuit(s); d. A description of the cause of the outage; and e. The NERC category (Grow-In, Fall-In, Blow-In) associated with the outage.	The City of Hempstead circuits that experienced vegetation-related outages are identified in the; [PUCT RFI - Distribution Feeders – Hempstead document (2 <sup>nd</sup> tab)]
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.	The City of Hempstead does not have aerial maps of City owned circuits that experienced a vegetation-related outage during the May 2024 Derecho and Hurricane Beryl.
1-80	For the May 2024 Derecho and Hurricane Beryl, please provide the percentage of forced interruptions that were related to vegetation issues.	90%
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?	The City of Hempstead has had no additional vegetation management measures being taken. Infrastructure review is ongoing.
1-82	When did you last substantively review, augment, or modify your vegetation management plan before July 8,2024?	The City of Hempstead does not have a vegetation management plan.
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.	The City of Hempstead estimates 90% of all outages were vegetation-related during the May 2024 Derecho event and 90% of all outages were vegetation-related during Hurricane Beryl.
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.	The City of Hempstead consults with each customer on a case-by-case basis to provide guidance on hazardous vegetation management issues.
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 City of Hempstead Electric Superintendent or his designee are the point-of-contact to address all vegetation management issues with customers.
<b>Staffing and Mutual Assistance</b>		
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:	Yes, the City of Hempstead participates in a mutual assistance program. a. Lower Colorado River Authority (LCRA) – Municipal Electric Service Association (MESA)

	<p>a. Please identify all mutual assistance programs you participated in or were a member of on that date;</p> <p>b. Please provide copies of any agreements entered as part of your membership or participation in those mutual assistance programs;</p> <p>c. Please provide a list of members or participants for each mutual assistance program you are a member or participant in.</p>	<p>b. No signed copies are available</p> <p>c. LCRA MESA booklet, pages 1 – 6</p>
1-87	<p>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.</p>	<p>N/A. The City of Hempstead did not request mutual assistance crews for the Hurricane Beryl event.</p>
1-88	<p>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.</p>	<p>N/A.</p>
1-89	<p>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.</p>	<p>N/A. The City of Hempstead did not request mutual assistance crews for the Hurricane Beryl event.</p>
1-90	<p>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?</p>	<p>N/A. The City of Hempstead did not request mutual assistance crews for the Hurricane Beryl event.</p>
1-91	<p>Provide the following information concerning mutual assistance received in response to either the May 2024 Derecho or Hurricane Beryl:</p> <p>a. Identify all mutual assistance programs from which you requested assistance;</p> <p>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</p> <p>c. Provide all documentation of requests made to mutual assistance programs and their responses to your requests.</p> <p>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.</p>	<p>N/A. The City of Hempstead did not request mutual assistance crews for the Hurricane Beryl event.</p>
1-92	<p>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?</p>	<p>The City of Hempstead may accept or decline mutual assistance being offered.</p>
1-93	<p>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?</p>	<p>N/A.</p>
1-94	<p>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).</p>	<p>N/A. The City of Hempstead does not utilize staging areas.</p>
1-95	<p>How did the rollout and deployment of mutual assistance during the events of Hurricane Beryl compared 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.</p>	<p>N/A. The City of Hempstead did not request mutual assistance crews for the Hurricane Beryl event.</p>

1-96	Please describe what specific actions you took to begin staging internal staff and any responsive mutual assistance crews or resources.	The City of Hempstead required electric operations personnel to be on standby and available over the weekend during Hurricane Beryl.
1-97	Did you have to train or on-board any personnel that was provided in response to your request(s) for mutual assistance during the events of Hurricane Beryl? If yes, please describe what kind of training or on-boarding you provided.	N/A.
<b>Mobile Generation</b>		
1-98	<p>Please provide details regarding the lease or procurement of each mobile generation facility in the Transmission and Distribution Utility's (TDU) control, including:</p> <ul style="list-style-type: none"> <li>a. Details regarding the competitive bidding process used or the justification for not using a competitive bidding process;</li> <li>b. The size of each mobile generation facility in megawatts (MW);</li> <li>c. The initial lease or procurement date of each facility;</li> <li>d. The lease term, in months, of each mobile generation facility;</li> <li>e. The expiration date of each facility's lease;</li> <li>f. The to-date costs associated with each mobile generation facility, including operating, leasing costs, or other capital expense;</li> <li>g. The expected costs associated with each lease, including operation and leasing costs; and</li> <li>h. The expected return on investment associated with each lease or procurement.</li> </ul>	N/A. The City of Hempstead has not leased or procured mobile generation facilities.
1-99	<p>Please provide details regarding mobile generation or temporary emergency electric energy facilities (TEEEF)</p> <ul style="list-style-type: none"> <li>a. The control number of the TDU's most recently approved mobile generation or TEEEF cost recovery;</li> <li>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;</li> <li>c. The revenue requirement associated with the TDU's mobile generation or TEEEF expenses, broken out by rate class; and</li> <li>d. The in-force tariffs associated with the TDU's mobile generation or TEEEF rider, broken out by rate class.</li> </ul>	N/A. The City of Hempstead has not leased or procured mobile generation facilities.
1-100	<p>Provide the following information concerning your customer base:</p> <ul style="list-style-type: none"> <li>a. Total number of customers served by rate class;</li> <li>b. Average demand by rate class;</li> <li>c. Peak demand by rate class; and</li> <li>d. Net peak demand by rate class.</li> </ul>	N/A. The City of Hempstead has not leased or procured mobile generation facilities.
1-101	Please provide information on the average customer density by circuit mile for the feeders in the Impacted Area.	N/A. The City of Hempstead has not leased or procured mobile generation facilities.
1-102	Please provide an explanation of any alternatives to mobile generation facilities considered by the TDU before entering a lease for or procuring mobile generation facilities.	N/A. The City of Hempstead has not leased or procured mobile generation facilities.
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.	N/A. The City of Hempstead has not leased or procured mobile generation facilities.
1-104	Please provide the following information concerning mobile generation facilities in your possession:	N/A. The City of Hempstead has not leased or procured mobile generation facilities.

	<p>a. The total capacity, in MWs, of mobile generation facilities leased or procured before July 8,2024;</p> <p>b. The rationale for leasing or procuring that capacity; and</p> <p>c. And how mobility and capacity were prioritized when leasing or procuring mobile generation facilities.</p>	
1-105	<p>Provide the following information for mobile generation facilities already under lease or procured before July 8,2024:</p> <p>a. The size, in MWs, of each deployed mobile generation facility;</p> <p>b. The length of time needed to move each deployed mobile generation facility from storage to its designated staging area;</p> <p>c. the length of time needed to move each mobile generation facility from staging to its deployment location;</p> <p>d. An explanation for how and where the mobile generation facility was used; and</p> <p>e. If a mobile generation facility was not used, an explanation as to why.</p>	N/A. The City of Hempstead has not leased or procured mobile generation facilities.
1-106	<p>Please describe 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.</p>	N/A. The City of Hempstead has not leased or procured mobile generation facilities.
1-107	<p>Please provide the following information on power restoration plans or procedures regarding critical infrastructure facilities.</p> <p>a. Did the TDU develop a list of critical infrastructure facilities within the TDU's service territory?</p> <p>b. Did the TDU develop emergency preparedness plans in collaboration with critical infrastructure facilities in its service territory?</p> <p>c. Did the TDU develop a list of routes for use in reaching critical infrastructure facilities during an emergency or significant power outage?</p> <p>d. Did the TDU identify the specific steps it would take to energize critical infrastructure facilities in its service territory with mobile generation facilities?</p> <p>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?</p>	N/A. The City of Hempstead has not leased or procured mobile generation facilities.
1-108	<p>Please provide the following information regarding drills, procedures, and plans to use mobile generation facilities.</p> <p>a. Did the TDU develop operating plans or procedures for the deployment of mobile generation? If so, please describe the TDUs strategy for deploying its mobile generation.</p> <p>b. Did the TDU assign specific personnel to manage, either directly or indirectly, the operation and deployment of its mobile generation facilities?</p> <p>c. Did the TDU conduct personnel trainings or preparedness drills for the operation of its mobile generation facilities?</p> <p>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.</p>	N/A. The City of Hempstead has not leased or procured mobile generation facilities.
1-109	<p>Please provide the following information regarding each mobile generation facility borrowed during Hurricane Beryl as part of a mutual assistance program or agreement.</p> <p>a. How the original request for mobile generation facilities through mutual assistance was made;</p> <p>b. The size, in MW, of each borrowed mobile generation facility;</p> <p>c. The date the mutual assistance program or agreement was entered;</p>	N/A. The City of Hempstead has not leased or procured mobile generation facilities.



	<p>d. The date the borrowed mobile generation facility was deployed;</p> <p>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;</p> <p>f. The identity of the original owner or lessor of the mobile generation facility subject to the mutual assistance program or agreement; and</p> <p>g. Whether obtained mobile generation facilities were used during, or in power restoration efforts following, Hurricane Beryl.</p> <p style="padding-left: 40px;">i. If the mobile generation facility was not deployed, provide an explanation as to why the mobile generation facility was not deployed; and</p> <p style="padding-left: 40px;">ii. If the mobile generation facility was deployed, provide an explanation of how it was used.</p>	
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?	N/A. The City of Hempstead has not leased or procured mobile generation facilities.
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.	N/A. The City of Hempstead has not leased or procured mobile generation facilities.
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.	N/A. The City of Hempstead has not leased or procured mobile generation facilities.
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.	N/A. The City of Hempstead has not leased or procured mobile generation facilities.
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.	N/A. The City of Hempstead has not leased or procured mobile generation facilities.
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.	N/A. The City of Hempstead has not leased or procured mobile generation facilities.
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.	N/A. The City of Hempstead has not leased or procured mobile generation facilities.
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.	N/A. The City of Hempstead has not leased or procured mobile generation facilities.
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.	N/A. The City of Hempstead has not leased or procured mobile generation facilities.
1-119	Please describe any obstacles that limited the deployment of mobile generation facilities during, or in response to, Hurricane Beryl.	N/A. The City of Hempstead has not leased or procured mobile generation facilities.
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.	N/A. The City of Hempstead has not leased or procured mobile generation facilities.



The following files are not convertible:

Feeders\_Hempstead.xlsx                                  PUCT RFI - Distribution

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

Contact [centralrecords@puc.texas.gov](mailto:centralrecords@puc.texas.gov) if you have any questions.

# MESA Directory 2023-2024

MUNICIPAL ELECTRIC SERVICE ASSOCIATION MUTUAL ASSISTANCE PROGRAM

Updated October 1, 2023

# CONTENTS

ACKNOWLEDGMENT .....	3
MESA BOARD OF DIRECTORS .....	4
LCRA ASSISTANCE .....	5
DISASTER RELIEF PROCEDURES FOR POWER RESTORATION .....	6
LCRA EQUIPMENT AVAILABLE.....	7
MUTUAL AID AGREEMENT TEMPLATE .....	8
CITY OF BARTLETT UTILITIES.....	9
CITY OF BASTROP UTILITIES.....	10
CITY OF BELLVILLE UTILITIES.....	11
CITY OF BOERNE UTILITIES .....	12
CITY OF BRADY UTILITIES .....	13
CITY OF BRENHAM UTILITIES .....	14
CITY OF BRIDGEPORT UTILITIES .....	15
CITY OF BURNET UTILITIES .....	16
CITY OF CASTROVILLE UTILITIES.....	17
CITY OF CUERO UTILITIES .....	18
CITY OF FLATONIA UTILITIES.....	19
CITY OF FREDERICKSBURG UTILITIES.....	20
CITY OF GEORGETOWN UTILITIES .....	21
CITY OF GIDDINGS UTILITIES .....	22
CITY OF GOLDTHWAITE UTILITIES .....	23
CITY OF GONZALES UTILITIES.....	24
CITY OF HALLETTSVILLE UTILITIES.....	25
CITY OF HEMPSTEAD UTILITIES .....	26
KERRVILLE PUBLIC UTILITY BOARD.....	27
CITY OF LA GRANGE UTILITIES .....	28
CITY OF LAMPASAS UTILITIES .....	29
CITY OF LEXINGTON UTILITIES .....	30
CITY OF LLANO UTILITIES.....	31
CITY OF LOCKHART UTILITIES.....	32

CITY OF LULING UTILITIES .....	33
CITY OF MASON UTILITIES.....	34
CITY OF MOULTON UTILITIES.....	35
NEW BRAUNFELS UTILITIES .....	36
CITY OF ROBSTOWN UTILITIES.....	37
SMTX UTILITIES.....	38
CITY OF SAN SABA UTILITIES.....	39
CITY OF SANGER UTILITIES .....	40
CITY OF SCHULENBURG UTILITIES .....	41
CITY OF SEGUIN UTILITIES .....	42
CITY OF SEYMOUR UTILITIES .....	43
CITY OF SHINER UTILITIES .....	44
CITY OF SMITHVILLE UTILITIES.....	45
CITY OF WAELDER UTILITIES .....	46
CITY OF WEIMAR UTILITIES .....	47
CITY OF WHITESBORO UTILITIES .....	48
CITY OF YOAKUM UTILITIES.....	49
LCRA TRANSMISSION SERVICES FIELD OPERATIONS MAINTENANCE CONTACT LIST.....	50
ADDITIONAL RESOURCES.....	51
Texas Division of Emergency Management.....	51
Texas Public Power Association.....	51
Texas Mutual Assistance Group .....	51

# ACKNOWLEDGMENT

The Mutual Assistance Program was developed in coordination with the LCRA's Municipal Electric Service Association (MESA) members and the LCRA Transmission Customer Relations Department as a strategic guide to support the restoration of electric power after a natural disaster. This program directory includes a staff listing and an inventory of resources each utility may have available to assist a neighboring municipality.

# MESA BOARD OF DIRECTORS

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## LCRA ASSISTANCE

The Lower Colorado River Authority has staff primarily located in Austin, Marble Falls, and La Grange. Should a municipal electric utility served by the Lower Colorado River Authority experience extensive damage to its electric system due to storms, tornadoes, floods, or other disaster, the mayor, utility manager, electric superintendent, or an authorized city official may request the support of LCRA by contacting LCRA as follows:

**Belle Bybel, Transmission Resilience Program Manager**

Cell: 512-663-5355, [belle.bybel@lcra.org](mailto:belle.bybel@lcra.org)

**Brian Kunz, Operations Improvement Coordinator**

Cell: 512-913-8188, [brian.kunz@lcra.org](mailto:brian.kunz@lcra.org)

Staff may be contacted at any time, day or night, seven days a week. These points of contact will reach out to the necessary LCRA staff to review and respond to an assistance request.

In the event extensive damages have occurred over a large area, where LCRA TSC's transmission lines and substations are affected, employees of the LCRA will primarily be engaged in restoring service to those lines and substations. If LCRA crews are not immediately available to render assistance, LCRA will support efforts to identify available crews. Every effort will be made to help coordinate and expedite the restoration of electric power.

# DISASTER RELIEF PROCEDURES FOR POWER RESTORATION

When a municipal electric utility served by the Lower Colorado River Authority experiences damage to its system due to storm, tornadoes, floods, and other disasters, the following steps are encouraged:

## **1<sup>st</sup> APPRAISE DAMAGES**

The city manager and/or electric superintendent or other qualified individuals should appraise the extent of the damages to the system.

## **2<sup>nd</sup> ESTIMATE MATERIAL NEEDED - CHECK SUPPLY ON HAND**

An estimate of the materials needed to restore service should be made; this should be checked against the supply of materials on hand to determine what must be procured elsewhere. This may include poles and cross-arms, by size and class, as well as conductors, transformers, insulators and/or other hardware.

## **3<sup>rd</sup> CONTACT LCRA SYSTEM OPERATIONS CONTROL CENTER (SOCC)**

If assistance is needed, the municipal utility should contact LCRA's SOCC. The system operators will contact appropriate personnel based on assistance and/or material requested. LCRA may, if requested, help contact other municipal utilities that could provide assistance.

## **4<sup>th</sup> ENSURE CITY REPRESENTATIVE(S) WILL BE AVAILABLE FOR COORDINATION**

It is of extreme importance that the qualified individual (e.g., municipal electric utility manager and/or electrical superintendent) requesting assistance be available at all times for the planning and coordination of the work undertaken by outside crews. No switching or energizing of lines shall be performed except in compliance with all safety requirements and under the appropriate direction of the proper municipal official.

## **5<sup>th</sup> BE RESPONSIBLE FOR WELFARE OF INCOMING CREW(S)**

The municipal electric utility manager and/or electrical superintendent will be primarily responsible for logistical needs related to the welfare of other utility system employees assisting their crews. This may include meals, lodging, parking, etc.

# MUTUAL AID AGREEMENT TEMPLATE

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

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 location.
  - 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	Entity (name/state)	By (please print)
		_____
		Title
_____	_____	_____
Date	Entity (name/state)	By (please print)
		_____
		Title