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Filing Date - 2024-09-05 12:31:22 PM

Control Number - 56822

Item Number - 152

PROJECT NO. 56822

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

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

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

RESPONSES

Deep East Texas Electric Cooperative, Inc., a Texas nonprofit electric cooperative company ("*DETEC*" or "*the Cooperative*")[1] files these responses to Commission Staff's First Request for Information to Targeted Electric Co-ops, Question Nos. Staff 1-1 through 1-120 ("*Staff's First RFIs to Co-ops*" or "*RFIs*"). Commission Staff directed that responses to Staff's First RFIs to Co-ops be filed by August 30, 2024. However, the Cooperative on August 20, 2024, requested and received an extension by email from Staff for filing its responses to September 6, 2024. Thus these responses are timely filed. The Cooperative stipulates that its responses may be treated by Commission Staff or any person that may become a party in this matter as if they were filed under oath. The Cooperative reserves the right to object to the use of the information produced in any contested proceedings or at the time of any hearing as to the admissibility of the information produced.

BACKGROUND / CONTEXT

The Cooperative notes for the historical record that it is responding in good faith to the RFIs, even though it is the Cooperative's understanding that the Cooperative is not the primary subject of the investigation in the docket. Furthermore, the Cooperative would respectfully request

[1] Note, as a member-owned, nonprofit electric cooperative, where its members are the customers and owners, the Cooperative will refer to its "members" in its responses to Staff's RFIs regarding "customers" going forward in these responses.

that Commission Staff recognize that policy makers and legislators in recent legislative hearings have praised the response of electric cooperatives to the applicable weather events that prompted this investigation.

The Cooperative would also respectfully note that the original deadline for responding to these RFIs only provided eighteen (18) days for the Cooperative to prepare its responses.[2] Responding to this extensive set of RFIs under such a timeline, despite the positive feedback concerning the response of electric cooperatives to these weather events, has placed a significant burden on the Cooperative and its members when one considers the size of its staff and resources at its disposal. However, the Cooperative has still made a good faith effort in responding to these RFIs to assist Commission Staff with its investigation and to provide information that may aid the Commission in identifying best practices that will serve the public during future major outage events.

Dated: September 5, 2024

Respectfully submitted,

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ATTORNEYS FOR
DEEP EAST TEXAS ELECTRIC
COOPERATIVE, INC.

[2] *See* 16 Texas Administrative Code (TAC) § 22.144(c)(1), providing 20 days to respond to a request.

STAFF 1-1

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

a. The date the drill was conducted;

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

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

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

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

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

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

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

RESPONSE:

a. A hurricane drill was not completed in 2024 prior to Hurricane Beryl making landfall. Actual major storm event occurred across the DETEC service territory on May 16, 2024, prompting the enactment of its EOP.
b. N/A for 2024.
c. N/A for 2024.
d. N/A for 2024.
e. N/A for 2024.
f. N/A for 2024.
g. N/A for 2024.
h. N/A for 2024.

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

No.

SPONSOR:

Jessie Morgan, Director of Engineering

STAFF 1-3 Are actual events and conditions experienced during a previous hurricane or storm used in the next year's hurricane or major storm drill? If yes:

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

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

RESPONSE:

Yes.

a. Unknown – DETEC may combine effects of previous storms for one drill.
b. No hurricane drill was conducted in 2024 prior to Hurricane Beryl making landfall.

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

None.

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

DETEC participates in the TDEM Situational Briefs. DETEC also utilizes local and national weather services, National Hurricane Center, TDEM Awareness.

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

DETEC does not have a set number of days that tracking begins as storms do not form and progress to make landfall at the same rate. Cooperative personnel frequently monitor weather services during storm seasons and adjust to storms accordingly.

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

The exact date for when DETEC first started tracking the storm is unknown. Conversations between Director of Operations and Director of Engineering were held discussing the northward turn of Hurricane Beryl and possible impact to DETEC, on July 5, 2024, three days prior to landfall on July 8, 2024. DETEC started tracking and monitoring Hurricane Beryl sometime prior to this.

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

Not as part of regular storm preparedness procedures. This system is operational 24/7/365 unless down for coordinated maintenance activities. Vendor maintains a support line, with after-hour services.

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

DETEC requested that all on-site contractors be held and not released to other utilities on Friday, July 5, 2024, in preparation for storm remediation. Initial requests for mutual assistance from neighboring cooperatives were made on July 5, 2024.

SPONSOR:

Jessie Morgan, Director of Engineering

STAFF 1-10 Provide information as to how restoration efforts are prioritized, and resources are allocated following a hurricane or major storm. For purposes of this question, please provide how these prioritizations and allocation guidelines were used in practice during your response to Hurricane Beryl.

RESPONSE:

Restoration efforts are prioritized by DETEC in the following manner:

1. DETEC personnel and/or contract crews are dispatched to assess transmission related outages.
2. Restoration of distribution circuits (3-phase feeds originating out of the substation), begins simultaneously with Step 1 across other geographical areas of the DETEC system. **This includes restoration of all known critical or priority loads.**
3. Larger 1-phase lines.
4. Smaller 1-phase outages including individual or service-related outages.

Resources are allocated based on severity of damage. Feeders with significant damage (multiple poles, etc.) will receive more restoration crews, particularly if they serve more members or critical loads.

SPONSOR:

Jessie Morgan, Director of Engineering

STAFF 1-11 Describe the procedures during an emergency for handling complaints and for communicating with the public; the media; customers; the commission; the Office of Public Utility Counsel (OPUC); local and state governmental entities, officials, and emergency operations centers, the reliability coordinator for your Company's power region; and critical load customers directly served by the entity.

RESPONSE:

[Excerpt from DETEC's 25.53 Emergency Operations Plan]

2.3.2 Emergency Event Communication Policies

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

2.3.3 Handling Member Complaints and Contacts:

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

- DETEC Communications & Member Services team shall make every effort to receive / answer all calls from members including members registering complaints, concerns, and

asking questions regarding the emergency event and related information and updates regarding DETEC's restoration efforts and status.

2.3.4 Communicating with the Public:

- DETEC Communications & Member Services team will coordinate with the Director of Operations to provide official updates on DETEC's power restoration process and post this information on the DETEC website. These official status reports / updates will be posted daily or more frequently if possible.

2.3.5 Communicating with the Media:

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

2.3.6 Communicating with Members:

- DETEC Communications & Member Services team shall designate personnel that are responsible for member communications (that will be synchronized with any/all media communications).
- DETEC Communications & Member Services team will coordinate with the Director of Operations to provide official updates on DETEC's power restoration process and post this information on the DETEC website. These official status reports / updates will be posted daily or more frequently if possible.
- The DETEC Outage Map will be maintained in real-time based on the system's configuration and capabilities. DETEC Communications & Member Services team will provide additional status information in the same section of the DETEC website to inform members (and media) of any additional restoration information.

2.3.7 Communicating with the PUCT:

- Upon request by PUCT staff during an activation of the State Operations Center (SOC) by the Texas Department of Emergency Management (TDEM), the Cooperative will provide updates on the status of operations, outages, and restoration efforts. Updates shall continue until all event-related outages are restored or unless otherwise notified by PUCT staff.

- DETEC Communications & Member Services team will coordinate with the Director of Operations to provide official updates on DETEC's power restoration process and post this information on the DETEC website. These official status reports / updates will be posted daily or more frequently if possible. DETEC will inform the PUCT of this information source if requested.
- DETEC has provided PUCT with DETEC's contact information and will respond directly to any communications and requests from PUCT and / or OPUC.

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

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

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

- DETEC EOP Administrator, Manager of Operations (if designated), will work closely and coordinate with local, regional, and State agencies and entities to ensure effective communications regarding outage and restoration conditions, status, and plans.
- DETEC General Manager, Director of Operations, or designees (including Manager of Operations and other designated ICS personnel), will actively participate and coordinate with the following entities and groups:

o Regional / County Emergency Managers;

o State and local government agencies, including Texas Department of Emergency Management (TDEM), the Texas Public Utility Commission (PUCT), East Texas Electric Cooperative (ETEC); and regional utilities.

o As appropriate, coordinated communications will be developed and distributed in conjunction with these entities.

- As directed by DETEC General Manager, Director of Operations, or designees DETEC will conduct regular calls, meetings (in-person and/or virtual), and coordinate communications with these entities.

2.3.10 ERCOT:

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

2.3.11 Critical Load Customers:

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

2.3.12 Internal Communications:

- The Director of Communications & Member Services (and designees) will keep DETEC personnel informed of media communications.

- Coordinate internal communications with Director of Operations and General Manager (and Manager of Operations if designated) during the entire period of any / all emergency restoration situations.

SPONSOR:

Brittney Ford, Director of Communications & Member Services

STAFF 1-12 Does your company use an operating condition system? If yes, define each level of the operating condition system and actions taken at each level. Please include citations to the relevant section(s) of your EOP filed with the PUCT when answering this question.

RESPONSE:

DETEC does not utilize an operating condition system.

SPONSOR:

Jessie Morgan, Director of Engineering

STAFF 1-13 Explain the system and tools used to manage all emergency response assignments. Your response should include management of mutual assistance and contract personnel and consider needed food and lodging facilities.

RESPONSE:

No specific tools are utilized to manage emergency response assignments. DETEC follows its EOP and designates personnel to secure lodging for mutual assistance crews and contractor personnel. Personnel is designated to secure food as needed.

SPONSOR:

Jessie Morgan, Director of Engineering

STAFF 1-14 How far in advance of the May 2024 Derecho and Hurricane Beryl did you initiate emergency preparations? Describe the timeframes for the preparation work in anticipation of emergency operations plan activation. Please include citations to the relevant section(s) of your EOP filed with the PUCT when answering this question.

RESPONSE:

No emergency preparations were performed prior to the May 2024 Derecho, as possible significance and duration was unknown.

Initial preparations for Hurricane Beryl were being made on Friday, July 5, 2024.

- Discussions between Director of Operations and Director of Engineering concerning possible impact of Hurricane Beryl.
- Discussions with Contract Work Coordinator and Director of Operations concerning holding on-site contractors.
- Initial contact for mutual assistance was made.
- Contact made with on-site contractor personnel.

EOP Annex; (E) Hurricane Annex (Page 29).

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

May 2024 Derecho – *See* Attachment A – Emergency Declaration and Tracking Form 5-30-2024
Hurricane Beryl – *See* Attachment B – Emergency Declaration and Tracking Form 7-8-2024

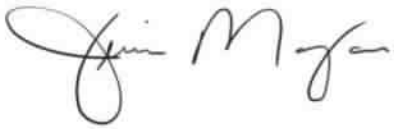
SPONSOR:

Jessie Morgan, Director of Engineering

Deep East Texas Electric Cooperative, Inc.
A Touchstone Energy® Cooperative

EMERGENCY DECLARATION AND TRACKING FORM

Project No. 56822
DETEC Response to
Staff RFI 1-15,
ATTACHMENT A

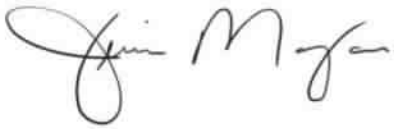
Date / Time	5/30/2024	
Type of Emergency	Severe Thunderstorm with tornadic activity. Severe storms occurred daily for the next several days causing outages and damage to infrastructure.	
Declared Emergency Level (Check one)	☐ **(P) Pre-Emergency Preparation**	▪ News and/or forecasts of significant hazardous conditions or events that have a reasonable probability of impacting service and/or operations
	☐ **(E-1) Significant Event(s)**	▪ Multiple Outage(s) that affects a limited area of the total DETEC system and which should be corrected within 24 hours.
	☐ **(E-2) Major Event**	▪ A segment of the DETEC system has experienced a power interruption or other significant business disruption in excess of 24 hours; or ▪ Where the need for power restoration requires the suspension of normal field work.
	☒ **(E-3) Catastrophic Event**	▪ A significant portion of the DETEC system is lost due to a natural or man-made disaster, or ▪ The computer / data center is lost due to system failure for an extended period of time.
Signature **Person Responsible for Emergency Declaration** (GM or GM's Designee)		
Incident Commander (Include Date and Time of Designation)		
Notes	Significant damage to system. Downed trees, broken poles and cross arms, with significant rainfall. Resulted in loss of 4 transmission lines, numerous distribution circuits and over 22,000 meters without power. Transmission line repairs were delayed due to high water creating limited access and needing specialize equipment. Power supplier (AEP) lost transmission feeds into the DETEC service area due to storm, resulting in 22 DETEC substation losing power.	

Date	Time	Event Log / Notes of Significant Response Events
5/30/2024	8:00 pm	Director of Operation, Director of Engineering and System Reliability Coordinator requested assistance from contract crews to restore power. Requested all contract crews and DETEC personnel to report to office at 6:00 am. All DETEC crews worked to restore power.
5/31/2024		Suspended normal outside operations to perform system restoration.
6/1/2024		Additional contract crews requested and brought on site to assist in restoration. Approximately 10,000 remaining out. Continued to make repairs to transmission lines. Another round of evening storms AEP lost transmission line causing DETEC to lose power to 22 substations (30,000 meters).
6/2/2024		Additional evening storms increase outage numbers and restoration duration.
6/3/2024		Additional evening storms increase outage numbers and restoration duration.
6/4/2024		Mid-day storms increased outage numbers from 200 up to approximately 4,000.
6/5/2024		Morning storms increase outage numbers from 200 up to approximately 3,000. All known outages were restored.

Deep East Texas Electric Cooperative, Inc.
A Touchstone Energy® Cooperative

EMERGENCY DECLARATION AND TRACKING FORM

Project No. 56822
DETEC Response to
Staff RFI 1-15,
ATTACHMENT B

Date / Time	7/8/2024	
Type of Emergency	Severe Thunderstorm with tornadic activity. Severe storms occurred daily for the next several days causing outages and damage to infrastructure.	
Declared Emergency Level (Check one)	☐ **(P) Pre-Emergency Preparation**	▪ News and/or forecasts of significant hazardous conditions or events that have a reasonable probability of impacting service and/or operations
	☐ **(E-1) Significant Event(s)**	▪ Multiple Outage(s) that affects a limited area of the total DETEC system and which should be corrected within 24 hours.
	☐ **(E-2) Major Event**	▪ A segment of the DETEC system has experienced a power interruption or other significant business disruption in excess of 24 hours; or ▪ Where the need for power restoration requires the suspension of normal field work.
	☒ **(E-3) Catastrophic Event**	▪ A significant portion of the DETEC system is lost due to a natural or man-made disaster, or ▪ The computer / data center is lost due to system failure for an extended period of time.
Signature **Person Responsible for Emergency Declaration** (GM or GM's Designee)		
Incident Commander (Include Date and Time of Designation)		
Notes	Remnants of Hurricane Beryl began passing through the DETEC system around mid morning with small outages. By noon, outages progressed to 1,300 members without power. Winds and rain significantly increased as the afternoon progressed. DETEC lost 2 transmission lines during this time during mid-afternoon and consumers without power reach approximately 11,000. Shortly after, AEP was required to shed load on the transmission system resulting in approximately 20 substation losing power. This caused the number of consumers without power to 32,500.	

Date	Time	Event Log / Notes of Significant Response Events
7/5/2024	4:30 pm	Director of Engineering and Director of Operations communicated about the shifting of Hurricane Beryl to the north and predictions to make landfall between Corpus Christi and Galveston. Discussions ensued to hold contractors until after DETEC was clear from the storm.
7/8/2024	12:30 pm	Director of Operation, Director of Engineering and System Reliability Coordinator requested assistance from contract crews to restore power. Requested all contract crews and DETEC personnel to report to office at 6:00 am. Additional contract crews and cooperative crews have been requested for outage restoration. All available crews have been instructed to report to HQ at 6:00 a.m. on 7/9/2024.
7/9/2024	9:00 pm	Approximately 10,000 consumers remain without power.
7/10/2024	9:00 pm	Approximately 700 consumers remain without power. Several contract crews and mutual aid crews were released.
7/11/2024	5:00 pm	Power was restored to all remaining members that could safely take power. Remaining contract crews and other mutual aid crews were released.

Date	Time	Event Log / Notes of Significant Response Events

STAFF 1-16 Please detail the extent and duration of outages experienced by your customers during and in the aftermath of the May 2024 Derecho and Hurricane Beryl. Include the total number of customers affected; minimum, maximum, and average hours of service interruptions; and maximum and average time to service restoration in your response.

RESPONSE:

Storm	# Members Affected	Min. Interruption (hrs)	Max. Interruption (hrs)	Avg. Interruption (hrs)
May 2024 Derecho 5/30-6/4	37,583	.5	92.5	15.13
Hurricane Beryl 7/8-7/11	31,858	.5	68.4	14.73

SPONSOR:

Jessie Morgan, Director of Engineering

STAFF 1-17 Provide the following information concerning your service territory:

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

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

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

RESPONSE:

a. Highest number of outages occurred in Nacogdoches and Shelby counties, the longest duration of outages was located in the Hemphill area of Sabine County, zip code 75948.

b. Highest number of outages occurred in Nacogdoches and Shelby counties, the longest duration of outages was located in Shelby County, around Brinson's Marina, zip code 75973.

c. No factors contributed to these areas being particularly vulnerable as compared to other parts of the DETEC system.

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

Additional members were without power due to transmission line outages and load shed by AEP (transmission provider). Significant timber damage was sustained from several tornadic events that occurred causing limited access to downed or damaged lines and poles. Flooding created issues accessing portions of the DETEC system.

SPONSOR:

Jessie Morgan, Director of Engineering

STAFF 1-19 Please provide a copy of the after-action reports or provide a date by when the action reports will be completed for the May 2024 Derecho and Hurricane Beryl.

RESPONSE:

No after-action reports have been made.

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

None.

SPONSOR:

Jessie Morgan, Director of Engineering

Electric Utilities Communication and Coordination

STAFF 1-21 Provide the following information concerning the communication strategy and policy in place before July 8, 2024:

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

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

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

RESPONSE:

a. [Excerpt from DETEC's 25.53 Emergency Operations Plan]

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

- DETEC EOP Administrator, Manager of Operations (if designated), will work closely and coordinate with local, regional, and State agencies and entities to ensure effective communications regarding outage and restoration conditions, status, and plans.
- DETEC General Manager, Director of Operations, or designees (including Manager of Operations and other designated ICS personnel), will actively participate and coordinate with the following entities and groups:

o Regional / County Emergency Managers;
o State and local government agencies, including Texas Department of Emergency Management (TDEM), the Texas Public Utility Commission (PUCT), East Texas Electric Cooperative (STEC); and regional utilities.
o As appropriate, coordinated communications will be developed and distributed in conjunction with these entities.

- As directed by DETEC General Manager, Director of Operations, or designees DETEC will conduct regular calls, meetings (in-person and/or virtual), and coordinate communications with these entities.

2.3.11 Critical Load Customers:

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

b. The internal DETEC Member Services Team is notified of a potential hurricane or major storm entering the service territory and prepares for higher-than-average call volume. Preparations include suspending the issuance of maintenance service orders to crews to

focus on outage and hazard reports and all Member Service Representatives are placed on on-call status. DETEC's contracted call center prepares for higher-than-average call volume also by requesting volunteers from all four call center sites to help with the unexpected increase of call volume.

c. DETEC's Director of Communications & Members Services communicates with its three retail electric provider members via direct telephone calls, emails and text messaging. DETEC's three retail electric providers additionally have direct contact available with DETEC's Operations and Dispatch Staff should an immediate concern arise.

SPONSOR:

Brittney Ford, Director of Communications & Member Services

STAFF 1-22 Describe your communication strategy with the public before, during, and after the May 2024 Derecho and Hurricane Beryl and by what means these communications were conducted.

RESPONSE:

DETEC followed its Emergency Communications Plan for the May 2024 Derecho and Hurricane Beryl events in the same manner that occurs for all other emergency situations.

Pre-Event: DETEC continually monitors local, state, and national weather updates. When a storm's trajectory is anticipated to impact the DETEC service territory, the public is encouraged to make preparations immediately via DETEC's online communication channels and local news outlets. Annually, DETEC publishes Hurricane Preparedness from June – November in its monthly mailed magazine and via DETEC social media and website.

During: Updates were made at the following points:

- Immediately upon the storms arrival.
- After the first assessment of the situation.
- Progress reports of new details and status reports about activities undertaken to alleviate outages. Updates were provided in at least four-hour intervals and/or as determined by the Director of Communications & Member Services.

Updates distributed via DETEC's on-hold messages, social media and website.

After: A final announcement stating that the situation has resolved and stating the actions taken to avoid further crisis situations if relevant.

SPONSOR:

Brittney Ford, Director of Communications & Member Services

STAFF 1-23 Please provide any available data regarding customer feedback you received in response to your service restoration efforts during and in the aftermath of Hurricane Beryl.

RESPONSE:

No tangible "data" is available in reference to customer feedback. Being without power is an inconvenience and thus produces member complaints – beyond average voiced and social media comment complaints, no major escalated complaints occurred that DETEC was unable to resolve. Hundreds of positive social media comments occurred complimenting DETEC's restoration and communication efforts. Crews and office personnel reported many appreciation activities occurring such as positive social media comments, and gifts in the form of crew snacks, water, and meals.

SPONSOR:

Brittney Ford, Director of Communications & Member Services

STAFF 1-24 What steps are being taken to improve coordination and communication with local governments, medical and eldercare facilities, community organizations, trade associations, and other similar organizations for future significant weather events?

RESPONSE:

No steps are currently being taken to improve coordination as a result of the significant weather events. Current communication coordination has not been expressed/identified as needing improvement by the specified members. DETEC's Members Services and Communication Staff continually attend training opportunities to improve member services and communication. This activity is a Cooperative principle and integral to everyday operations and not exclusive to major storm events only.

SPONSOR:

Brittney Ford, Director of Communications & Member Services

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

RESPONSE:

See DETEC Response to Staff RFI No. 1-24.

SPONSOR:

Brittney Ford, Director of Communications & Member Services

STAFF 1-26 Provide the following information concerning call centers and help desks used by your company before July 8, 2024:

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

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

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

d. What is the target resolution time for calls?

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

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

RESPONSE:

a. DETEC employs 12 call center/help desk workers. DETEC also contracts with a call center for daily overflow and after-hour calls. The contracted call center employs 162 workers total disbursed among four call centers. DETEC also operates a IVR system.

b. DETEC's 12 call center/help desk workers are full-time employees. The contracted call center employees are 142 full-time employees and 20 part-time employees.

c. DETEC aims to answer all calls within 60 seconds and averages 91% of calls being answered within this timeframe. The contracted call center aims to answer calls within 30 seconds and 65% of calls are answered within this timeframe.

d. DETEC does not have an average resolution time frame for calls. We encourage our representatives to take the time needed to make sure all the members' questions and concerns are handled. DETEC currently averages 2-4 minute call duration. The contracted call center's target resolution time is 4.3 minutes or less.

e. Call center/help desk representatives handle all member communications the same way each and every day to ensure quality response. Representatives undergo extensive training at the time of hire relating to how to handle a multitude of call questions. They are taught de-escalation skills, listening skills, importance of clear and concise documentation, and communication skills. DETEC representatives are instructed to document detailed location details of all reported hazards in the outage management system and route these service orders directly to DETEC dispatch. All outage reports not detailing a specific cause apart from assumed weather damage are entered in the outage management system. During major outages, representatives receive routine updates from the Director of Communications & Member Services relay to members over the phone.

f. From July 8th – July 11th, DETEC representatives handled 1,369 calls, the contracted call center handled 1,524 calls and the IVR system handled 6,358 calls. All other communications with DETEC were processed via the member web portal or mobile app.

SPONSOR:

Brittney Ford, Director of Communications & Member Services

STAFF 1-27 Provide the daily average and peak call volume to your call centers or help desks during or in the aftermath of Hurricane Beryl. For purposes of this question, please provide responses for each day from July 8, 2024, through the date power was restored to at least 99% of the customers in the service territory in the Impacted Area.

RESPONSE:

Calls taken = combo of DETEC representatives and contracted call center

July 8th: calls taken: 857 calls / peak at 176 calls at 4 PM
IVR: 3,814 calls / peak at 867 calls at 3 PM
July 9th: calls taken: 1,020 calls / peak at 126 calls at 2 PM
IVR: 1,725 calls / peak at 181 calls at 2 PM
July 10th: calls taken: 541 calls / peak at 76 calls at 8 AM
IVR: 506 calls / peak at 49 calls at 8 AM
July 11th: calls taken: 476 calls / peak at 78 calls at 2 PM
IVR: 313 calls / peak at 66 calls at 3 PM

SPONSOR:

Brittney Ford, Director of Communications & Member Services

STAFF 1-28 Describe how you communicated and shared information on recovery resources and updates with local and state leaders as well as your customers during leading up to, during, and in the aftermath of Hurricane Beryl.

RESPONSE:

DETEC social media and website is viewable to the public, account not required to see posts. Each year, DETEC's Director of Communications and Member Services updates its media contact, eldercare facilities, school districts, emergency management coordinators, local and state contacts list. Each of these contacts are made aware of where they can locate DETEC updates. In addition, each has a direct line of communication to the DETEC Director of Communications and Member Services should any questions or concerns arise.

- June 1, 2024 – Hurricane Preparedness – DETEC Texas Co-op Power Magazine mailer
- June 17, 2024 – Hurricane Preparedness/National Weather Service (NWS) Tracker – DETEC Facebook/Website
- July 3, 2024 – monitoring Hurricane Beryl trajectory via NWS and Hurricane preparedness – DETEC Facebook/Website
- July 5, 2024 – monitoring Hurricane Beryl trajectory via NWS and Hurricane preparedness – DETEC Facebook/Website
- July 6, 2024 – monitoring Hurricane Beryl trajectory via NWS and Hurricane preparedness – DETEC Facebook/Website
- July 7, 2024 – monitoring Hurricane Beryl trajectory via NWS and Hurricane preparedness – DETEC Facebook/Website
- July 8, 2024 – tornado watches for DETEC service area via local news KTRE – DETEC Facebook/Website
- July 8, 2024 at 1:44 PM – Crews are responding to weather related outages as quickly as they safely can. To report your outage, please stay on the line – updated outage line on hold message
- July 8, 2024 at 12 PM – initial outage reports – 760 outages – DETEC Facebook/Website
- July 8, 2024 at 2 PM – outage report – 9,200 outages – DETEC Facebook/Website
- July 8, 2024 at 4 PM – outage report – 60% of the system without power – DETEC Facebook/Website
- July 8, 2024 at 5 PM – outage report – 19 of 34 substations offline per AEP and Oncor issues – 30,530 outages – DETEC Facebook/Website
- July 8, 2024 at 8:30 PM – outage report – status the same as 5 PM – DETEC Facebook/Website
- July 9, 2024 at 8 AM – outage report – 7 substations remain offline, additional assistance in route – DETEC Facebook/Website
- July 9, 2024 at 11 AM – relayed status of outages to Texas Electric Cooperatives (TEC) per Texas Dept of Emergency Management (TDEM) and the Public Utilities Commission (PUC)'s request – email
- July 9, 2024 at 2 PM – outage report – additional support here assisting – DETEC Facebook/Website

- July 9, 2024 at 8:30 PM – outage report – 10,551 outages – restoration will be multi-day effort – DETEC Facebook/Website
- July 10, 2024 at 11 AM – outage report – 5,100 outages – outages estimated to be restored by Friday, July 12th – DETEC Facebook/Website
- July 10, 2024 at 11 AM – relayed status of outages to Texas Electric Cooperatives (TEC) per Texas Dept of Emergency Management (TDEM) and the Public Utilities Commission (PUC)'s request – email
- July 10, 2024 at 11:17 AM – Crews are responding to outage due to Hurricane Beryl as quickly as they safely can. At this time, we strive to have all power restored by the afternoon of Friday, July 12th. To report your outage, please stay on the line – updated outage line on hold message
- July 10, 2024 at 6 PM – outage report – 2,000 outages – outages estimated to be restored by Friday, July 12th – DETEC Facebook/Website
- July 11, 2024 at 8 AM – outage report – 500 outages – DETEC Facebook/Website
- July 11, 2024 at 5 PM – outage report – 57 outages – outages estimated to be restored by Friday, July 12th – DETEC Facebook/Website
- July 11, 2024 at 8:30 PM – all outages restored – DETEC Facebook/Website

SPONSOR:

Brittney Ford, Director of Communications & Member Services

STAFF 1-29 Please indicate whether calls incoming to your call centers, help desks, or priority call desks are recorded, and if so, provide your retention schedule for the captured calls.

RESPONSE:

DETEC does not currently have the ability to record incoming calls. This ability is currently in the process of being implemented. The DETEC contracted call center retains recorded calls for seven years.

SPONSOR:

Brittney Ford, Director of Communications & Member Services

STAFF 1-30 If calls incoming to your priority call desks are not recorded, please indicate if incoming calls are logged or otherwise tracked. If tracked or logged, please provide a copy of all logged or otherwise tracked calls to the priority call desk during or in the aftermath of Hurricane Beryl.

RESPONSE:

DETEC does not have a "priority call desk", nor does it track "priority calls." All calls are routed through in-house DETEC representatives or a third-party call center. Calls concerning hazardous situations or that are critical to the recovery and restoration efforts are escalated to the appropriate DETEC personnel for resolution.

SPONSOR:

Brittney Ford, Director of Communications & Member Services

STAFF 1-31 Please provide an audio copy and transcript of any pre-recorded messages related to either the May 2024 Derecho or Hurricane Beryl used by your call centers or help desks and the date these messages were utilized.

RESPONSE:

Audio copies are not available. Please see transcript below of message update requests to contracted call center:

- July 8, 2024 at 1:44 PM – Crews are responding to weather related outages as quickly as they safely can. To report your outage, please stay on the line.
- July 10, 2024 at 11:17 AM – Crews are responding to outage due to Hurricane Beryl as quickly as they safely can. At this time, we strive to have all power restored by the afternoon of Friday, July 12th. To report your outage, please stay on the line.

SPONSOR:

Brittney Ford, Director of Communications & Member Services

STAFF 1-32 Provide the following information concerning the outage tracker in use on July 8, 2024:

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

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

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

d. Whether the outage tracker was mobile-friendly;

e. the languages supported by the outage tracker;

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

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

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

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

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

RESPONSE:

a. The mobile app which includes access to the outage tracker was rolled out June 4, 2014.

b. July 18, 2022.

c. The outage tracker was functioning as intended.

d. The outage tracker is mobile-friendly.

e. English.

f. DETEC's Outage Management System captures circuit specific and individual meter outage information as reported by the member for internal use. The public outage viewer/tracker provides a general area of known outages and number of meters without power.

g. DETEC's outage tracker operates on an on-site server located at DETEC's headquarters.

h. Unknown.

i. Unknown.

j. No stress or load test have been performed other than actual events. The most recent significant event prior to July 8th was the May 2024 Derecho, occurring on May 30th and extending through June 5, 2024.

SPONSOR: Brittney Ford, Director of Communications & Member Services
Jessie Morgan, Director of Engineering

STAFF 1-33 Provide daily total and peak numbers of users accessing your outage tracker in the greater Houston area during each day of the May 2024 Derecho event.

RESPONSE:

Not applicable – not located in the greater Houston area.

SPONSOR:

Brittney Ford, Director of Communications & Member Services

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

RESPONSE:

DETEC currently does not have the ability to monitor how many users have accessed the outage tracker specifically. The analytics are pending setup of future tracking.

SPONSOR:

Brittney Ford, Director of Communications & Member Services

STAFF 1-35 Describe any processes or policies adopted by your company as contingencies to inform customers about service outages and estimated restoration times in the event the outage tracker is offline.

RESPONSE:

Members are informed of outage updates via the DETEC Facebook and Website. These online communications are not dependent upon the outage tracker being online. DETEC maintains a relationship with local television, web, and radio media to relay updates. In addition, DETEC has the ability to send recorded voice calls to members, although it is not a timely method. The ability to send text message updates is currently in the process of developing.

SPONSOR:

Brittney Ford, Director of Communications & Member Services

STAFF 1-36 Please indicate if the processes or policies described in your response to Staff 1-35 were utilized during either the May 2024 Derecho event or in the aftermath of Hurricane Beryl. If they were, please identify the dates the identified processes and policies were activated.

RESPONSE:

The outage viewer was available online during the May 2024 Derecho and Hurricane Beryl. All communication methods are used during a major outage situation, thus the activities described in Staff RFI No. 1-35 were utilized as well. *See* DETEC Response to Staff RFI No. 1-28.

SPONSOR:

Brittney Ford, Director of Communications & Member Services

STAFF 1-37 Please provide a breakdown of smart meters currently in service for each county in your service territory that was included within the Impacted Area. In providing a response to this question, please provide both raw numbers and answers as a percentage of total customers in each county.

RESPONSE:

DETEC maintains an AMI system that has been deployed to all meters (100%) across its system.

County	Number of Meters	% of Total Meters
Panola	1,330	3%
Rusk	10	<.1%
Nacogdoches	11,290	25%
Shelby	12,004	27%
San Augustine	6,154	14%
Sabine	9,894	22%
Jasper	2,342	5%
Newton	1,987	4%

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

Local governments in the impacted area were not initially contacted by DETEC. Each entity knows how to access our updates and does so accordingly. Only two local governments within the eight counties DETEC serves reached out for a status. Communication with the San Augustine County Judge occurred via text messages on July 9th and July 10th. Communication with the Texas Department of Emergency Management – Shelby County Liaison occurred via text messages on July 9th. These text messages were directly with the DETEC Director of Communications & Member Services.

SPONSOR:

Brittney Ford, Director of Communications & Member Services

STAFF 1-39 Describe what processes, if any, you had in place on or before July 8, 2024, to contact medical and eldercare facilities or critical infrastructure (e.g., police stations, firehouses, TV stations) in advance of a hurricane or major storm. Please include citations to the relevant section(s) of your EOP filed with the PUCT when answering this question.

RESPONSE:

DETEC annually updates its contact information for the listed consumer-members. As detailed in Section 2 of the DETEC EOP plan, the DETEC Director of Communications & Member Services maintains an Emergency Communications Plan. This Emergency Communications Plan includes contact information for these members. The Communications and Member Services team will call, text or email "Critical Load Members" to provide relevant information.

SPONSOR:

Brittney Ford, Director of Communications & Member Services

STAFF 1-40 If your company has a process to contact critical care facilities, provide the date and method (e.g., email, phone call, text message) you initially contacted medical facilities, eldercare facilities, or critical infrastructure (e.g., police stations, firehouses, TV stations) in advance of Hurricane Beryl.

RESPONSE:

Critical care facilities in the impacted area were not initially contacted by DETEC. Each entity knows how to access our updates and does so accordingly. No critical care facilities in the affected area contacted DETEC for a status.

SPONSOR:

Brittney Ford, Director of Communications & Member Services

STAFF 1-41 Please describe how you communicate and with what frequency you communicate with critical care and at-risk customers about service outages and restoration efforts.

RESPONSE:

Critical care consumer-members and at-risk customers are not contacted by DETEC at a set higher frequency than other members unless the outage solely affects them versus a larger impacted area. These members are contacted as needed and done so via telephone calls.

SPONSOR:

Brittney Ford, Director of Communications & Members Services

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

RESPONSE:

None – DETEC does not have power generation facilities interconnected to its facilities within the ERCOT system footprint.

SPONSOR:

Jessie Morgan, Director of Engineering

Electric Utilities – Customer Restoration Workflow

STAFF 1-43 Please state whether you have a service restoration plan regarding service outages caused by extreme or emergency weather events. If you do, please provide a copy of that plan(s). Please include citations to the relevant section(s) of your EOP filed with the PUCT when answering this question.

RESPONSE:

DETEC does not have a formal restoration plan regarding outages caused by extreme or emergency weather events. DETEC prioritizes restoration in the following manner:

1. DETEC personnel and/or contract crews are dispatched to assess any transmission related outages.
2. Restoration of distribution circuits (3-phase feeds originating out of the substation), begins simultaneously with Step 1 across other geographical areas of the DETEC system. **This includes restoration of all known critical or priority loads.**
3. Larger 1-phase lines.
4. Smaller 1-phase outages including individual or service-related outages.

When dispatching outages, the quantity of members without power and relative location of outages to restoration crews are taken into account.

SPONSOR:

Jessie Morgan, Director of Engineering

STAFF 1-44 Please describe the procedures followed for customer restoration of service, including prioritization criteria and timelines for restoration or service. Please note if these policies may lead to quicker restoration of service for an area of your service territory relative to the others and why.

RESPONSE:

Restoration efforts are prioritized by DETEC in the following manner:

1. DETEC personnel and/or contract crews are dispatched to assess any transmission related outages.
2. Restoration of distribution circuits (3-phase feeds originating out of the substation), begins simultaneously with Step 1 across other geographical areas of the DETEC system. **This includes restoration of all known critical or priority loads.**
3. Larger 1-phase lines.
4. Smaller 1-phase outages including individual or service-related outages.

When dispatching outages, the quantity of members without power and relative location of outages to restoration crews are taken into account.

These procedures are applied to all areas of DETEC service territory.

SPONSOR:

Jessie Morgan, Director of Engineering

STAFF 1-45 Please describe and explain any changes or modifications made to your service restoration plan(s) during and in the aftermath of the May 2024 Derecho or Hurricane Beryl.

RESPONSE:

DETEC did not have a formal restoration plan regarding outages caused by the May 2024 Derecho or Hurricane Beryl. Restoration was prioritized as stated in Staff RFI No. 1-44. Resource allocations changed throughout the storms to best serve its members in power restoration efforts and minimize outage durations.

SPONSOR:

Jessie Morgan, Director of Engineering

STAFF 1-46 Please provide a county-by-county summary of date on which and number of damage assessment, vegetation, and linemen crews that you deployed to assess and begin service restoration efforts after Hurricane Beryl made landfall in the Impacted Area.

RESPONSE:

Resources were deployed to all counties within the DETEC service territory impacted by Hurricane Beryl on July 8, 2024.

July 8th

County	DETEC Crews	Contract Crews	ROW Crews
Panola	1	1	0
Nacogdoches	5	3	0
Shelby	4	1	0
San Augustine	7	0	0
Sabine	1	0	3
Jasper	1	0	0
Newton	1	0	0

July 9th

County	DETEC Crews	Contract Crews	ROW Crews
Panola	1	1	2
Nacogdoches	8	4	6
Shelby	7	1	2
San Augustine	8	1	4
Sabine	2	1	0
Jasper	2	1	0
Newton	1	1	0

July 10th

County	DETEC Crews	Contract Crews	ROW Crews
Panola	0	0	0
Nacogdoches	10	8	5
Shelby	10	3	3
San Augustine	8	3	6
Sabine	2	0	0
Jasper	1	1	0
Newton	0	0	0

July 11th

County	DETEC Crews	Contract Crews	ROW Crews
Panola	0	0	0
Nacogdoches	7	4	0
Shelby	11	7	7
San Augustine	5	1	0
Sabine	6	0	0
Jasper	0	0	0
Newton	0	0	0

SPONSOR:

Kelly Parker, Director of Operations

STAFF 1-47 Please provide a county-by-county summary of the percentage of your customers that did not have service due to outages caused by Hurricane Beryl for each day from the day Hurricane Beryl made landfall in the Impacted Area to when service was fully restored to your customers.

RESPONSE:

Outage county by county by day.

Outage Statistics by Area

Area: County

7/8/2024 12:00:00 AM to 7/8/2024 11:59:59 PM

Historical

Area	Total Served	Out	On	Percentage Out
Jasper	2342	942	1400	40.22%
Nacogdoches	11290	9995	1295	88.53%
Newton	1987	599	1388	30.15%
Panola	1330	748	582	56.24%
Rusk	10	4	6	40%
Sabine	9894	4779	5115	48.30%
San Augustine	6154	2945	3209	47.86%
Shelby	12004	10460	1544	87.14%
	45011	30472	14539	67.70%

Outage Statistics by Area

Area: County
7/9/2024 12:00:00 AM to 7/9/2024 11:59:59 PM

Historical

Area	Total Served	Out	On	Percentage Out
Jasper	2342	1	2341	0.04%
Nacogdoches	11290	1701	9589	15.07%
Newton	1987	83	1904	4.18%
Panola	1330	243	1087	18.27%
Sabine	9894	870	9024	8.79%
San Augustine	6154	240	5914	3.90%
Shelby	12004	2067	9937	17.22%
	45001	5205	39796	11.57%

Outage Statistics by Area

Area: County
7/10/2024 12:00:00 AM to 7/10/2024 11:59:59 PM

Historical

Area	Total Served	Out	On	Percentage Out
Jasper	2342	2	2340	0.09%
Nacogdoches	11290	461	10829	4.08%
Newton	1987	3	1984	0.15%
Panola	1330	33	1297	2.48%
Rusk	10	1	9	10%
Sabine	9894	147	9747	1.49%
San Augustine	6154	67	6087	1.09%
Shelby	12004	96	11908	0.80%
	45011	810	44201	1.80%

Outage Statistics by Area

Area: County
7/11/2024 12:00:00 AM to 7/11/2024 11:59:59 PM

Historical

Area	Total Served	Out	On	Percentage Out
Jasper	2342	6	2336	0.26%
Nacogdoches	11290	1252	10038	11.09%
Panola	1330	1	1329	0.08%
Rusk	10	1	9	10%
Sabine	9894	76	9818	0.77%
San Augustine	6154	2575	3579	41.84%
Shelby	12004	82	11922	0.68%
	43024	3993	39031	9.28%

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

DETEC call center representatives are instructed to document detailed location details of all reported hazards in the outage management system and route these service orders directly to DETEC dispatch. All outage reports not detailing a specific cause apart from assumed weather damage are entered in the outage management system. DETEC dispatch then routes these reports accordingly.

SPONSOR:

Brittney Ford, Director of Communications & Member Services

STAFF 1-49 Please describe your coordination efforts with local, state, and federal agencies, as well as any other stakeholders regarding service restoration before, during, and after Hurricane Beryl. Please provide details of any formal agreements or understandings with these parties.

RESPONSE:

DETEC maintains a relationship with local County Emergency Management Coordinators and Texas Department of Emergency Management (TDEM) staff should any needs arise that DETEC may need assistance in completing restoration. No formal agreements or understandings are in place.

SPONSOR:

Brittney Ford, Director of Communications & Member Services

STAFF 1-50 Excluding the need to clear significant volumes of vegetation, please identify and described any major challenges you experienced during the process of restoring service to your customers before, during, and after Hurricane Beryl and any solutions implemented to address those challenges.

RESPONSE:

Significant challenges experienced during restoration efforts before, during and after Hurricane Beryl other than downed vegetation, includes flooding to creeks and streams. Flooding not only limits access to portions of the DETEC system and its members but creates significant safety challenges. Other challenges incurred were communication methods with crews. Transmission outages/load shed from AEP resulted in substations being without service for extended periods of time, causing backup battery systems to be drained and communications to be down. Cellular communication was limited at times due to power outages and cell towers not having backup generation.

SPONSOR:

Jessie Morgan, Director of Engineering

STAFF 1-51 Please describe any lessons learned about restoring service to customers during Hurricane Beryl and how what you learned will inform restoration efforts in the future.

RESPONSE:

None.

SPONSOR:

Jessie Morgan, Director of Engineering

STAFF 1-52 Does your utility employ the National Incident Management System? If yes, please provide the date on which your utility starting using NIMS as its framework for managing emergency event response.

RESPONSE:

Key staff have received the required NIMS training but do not actively utilize its framework.

SPONSOR:

Jessie Morgan, Director of Engineering

STAFF 1-53 Are your emergency response personnel trained in Incident Command System processes? If not, please describe any training your emergency event management personnel have received and how they interact with local and state officials and other utilities.

RESPONSE:

Key staff have received the required NIMS training, including ICS-100.

SPONSOR:

Jessie Morgan, Director of Engineering

Distribution Infrastructure

STAFF 1-54 Please explain your process for evaluating and replacing distribution poles. Please include an explanation for the following in your response:

a. How frequently this evaluation is conducted;

b. What criteria you utilize for this evaluation; and

c. When you decide to replace the distribution pole.

RESPONSE:

a. Annually have third-party inspections. DETEC personnel (Construction and Maintenance crews and Line Inspector) perform visual inspections on a daily basis as they come in contact with poles.

b. DETEC contracts with a third party to perform pole inspection by circuit. The third party performs visual inspections as well as internal and external inspections to calculate remaining pole strength. DETEC personnel review poles for external defects only. Such defects may include holes, significant shell cracking or damage from a mechanical device.

c. Distribution poles determined by the third party, not to have sufficient remaining strength based on third party calculations or that do not pass a visual inspection are marked for replacement. Poles that do not pass visual inspection of DETEC personnel are marked for replacement.

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

1-phase ROW is 20 feet.
3-phase ROW is 30 feet.

SPONSOR:

Jessie Morgan, Director of Engineering

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

a. The quantity and percentage of each installed pole type (e.g., wood, composite, steel, concrete, other) on the feeder before Hurricane Beryl;

b. The quantity and percentage of pole failures, by pole type, due to Hurricane Beryl;

c. Identify the primary cause of failure for each pole type on the feeder (e.g., trees, branches, wind, or other);

d. Identify the primary point of failure of the poles (e.g., crossarm failure, pole leaning, pole break, or other);

e. NESC construction strength and overload factors the feeder is currently built to;

f. Identify which feeders are in your plans to rebuild to a higher wind loading standard; and

g. Provide an estimate for when identified rebuilds will commence.

RESPONSE:

See Attachment C – May Derecho and Attachment D – Hurricane Beryl for requested information.

a. Unknown quantities of poles on each feeder. 99%-100% of poles on feeders are wooden.
b. Unknown quantity of failures per feeder at this time. 100% of pole failures due to Hurricane Beryl were wooden.
c. Primary cause for failure of poles due to Hurricane Beryl on each feeder was trees and branches.
d. Primary point of failure for poles was at ground line or a couple feet up.
e. Without conducting a thorough investigation, the Cooperative believes that it meets all then applicable construction standards at the time the line was constructed, including RUS specifications and drawings and NESC requirements.
f. None – all system upgrades are planned for voltage concerns and wire ampacity concerns.
g. N/A.

SPONSOR:

Jessie Morgan, Director of Engineering

Attachment C - May Derecho

		Qty of Poles		% of Total Poles		Qty of Pole Failures		% of Failures				
Substation	Circuit ID	Wood	Steel	Wood	Steel	Wood	Steel	Wood	Steel	Primary Cause	Primary Point of Failure	NESC Construction
Bayou Loco (7000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Bayou Loco (7000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Black Ankle (27000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Black Ankle (27000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Black Ankle (27000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Broaddus (15000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Broaddus (15000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Broaddus (15000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Broaddus (15000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Bronson (14000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Bronson (14000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Bronson (14000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Bronson (14000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Carthage (1000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Center (11000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Center (11000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Center (11000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Center South (26000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Center South (26000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Center South (26000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Central Heights (6000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Central Heights (6000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Central Heights (6000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Central Heights (6000)	Ckt 5	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Etoile (32000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Fairmount (35000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Fairmount (35000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Fairmount (35000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Fitze (5000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Hemphill (18000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Hemphill (18000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Hemphill (18000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Hemphill (18000)	Ckt 5	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Hilltop (12000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Hilltop (12000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Holly (22000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Holly (22000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Holly (22000)	Ckt 3	Unknown	1	>99%	<1%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Horton Hill (19000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Horton Hill (19000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Horton Hill (19000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Hurstown (20000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Hurstown (20000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Hurstown (20000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Huxley (23000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Huxley (23000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Joaquin (3000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Joaquin (3000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Leach (28000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Leach (28000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Martinsville (10000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Martinsville (10000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Martinsville (10000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Martinsville (10000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Oak Ridge (9000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*

Oak Ridge (9000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Pendleton (25000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Pendleton (25000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Pendleton (25000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Pendleton (25000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Pineland (16000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Pineland (16000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Pineland (16000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Pineland (16000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Prospect (34000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Prospect (34000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Prospect (34000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
San Augustine (13000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
San Augustine (13000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Shady Grove (33000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Shady Grove (33000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Shady Grove (33000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Shawnee Road (8000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Six Mile (21000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Six Mile (21000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Tenaha (2000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Tenaha (2000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Timpson (4000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Timpson (4000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Timpson (4000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Trawick (29000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Trawick (29000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Trawick (29000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Wiergate (17000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Wiergate (17000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Wiergate (17000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*

Attachment D - Hurricane Beryl

		Qty of Poles		% of Total Poles		Qty of Pole Failures		% of Failures				
Substation	Circuit ID	Wood	Steel	Wood	Steel	Wood	Steel	Wood	Steel	Primary Cause	Primary Point of Failure	NESC Construction
Bayou Loco (7000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Bayou Loco (7000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Black Ankle (27000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Black Ankle (27000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Black Ankle (27000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Broaddus (15000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Broaddus (15000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Broaddus (15000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Broaddus (15000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Bronson (14000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Bronson (14000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Bronson (14000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Carthage (1000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Center (11000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Center (11000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Center (11000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Center (11000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Center (11000)	Ckt 5	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Center South (26000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Center South (26000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Center South (26000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Central Heights (6000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Central Heights (6000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Central Heights (6000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Central Heights (6000)	Ckt 5	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Central Heights (6000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Etoile (32000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Etoile (32000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Fairmount (35000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Fairmount (35000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Fairmount (35000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Fairmount (35000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Fitze (5000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Fitze (5000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Hemphill (18000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Hemphill (18000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Hemphill (18000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Hemphill (18000)	Ckt 5	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Hilltop (12000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Hilltop (12000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Hilltop (12000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Holly (22000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Holly (22000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Holly (22000)	Ckt 3	Unknown	1	>99%	<1%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Horton Hill (19000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Horton Hill (19000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Horton Hill (19000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Hurstown (20000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Hurstown (20000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Hurstown (20000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Huxley (23000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Huxley (23000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Huxley (23000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Joaquin (3000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Joaquin (3000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*

Joaquin (3000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Joaquin (3000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Leach (28000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Leach (28000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Martinsville (10000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Martinsville (10000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Martinsville (10000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Martinsville (10000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Martinsville (10000)	Ckt 5	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Oak Ridge (9000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Oak Ridge (9000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Pendleton (25000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Pendleton (25000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Pendleton (25000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Pendleton (25000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Pineland (16000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Pineland (16000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Prospect (34000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Prospect (34000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Prospect (34000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
San Augustine (13000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
San Augustine (13000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Shady Grove (33000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Shady Grove (33000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Shady Grove (33000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Shady Grove (33000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Shawnee Road (8000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Six Mile (21000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Six Mile (21000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Tenaha (2000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Tenaha (2000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Tenaha (2000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Tenaha (2000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Timpson (4000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Timpson (4000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Timpson (4000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Timpson (4000)	Ckt 4	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Trawick (29000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Trawick (29000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Trawick (29000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Wiergate (17000)	Ckt 1	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Wiergate (17000)	Ckt 2	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*
Wiergate (17000)	Ckt 3	Unknown	0	100%	0%	Unknown	0	100%	0%	Trees and/or Branches	Groundline or just above	Unknown*

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

a. Identify each feeder that has any number of poles meeting this criteria;

b. Explain the damage experienced on these lines due to either the May 2024 Derecho or Hurricane Beryl; and

c. Explain the design criteria for these types of lines.

RESPONSE:

a. Carthage MP, Horton Hill– FM 1007, Center North – Shelbyville Ckt, Center South – FM 138 Ckt.

b. No damage was incurred on these feeders at the locations of poles greater than 60 feet above ground level.

c. Without conducting a thorough investigation, the Cooperative believes that it meets all then applicable construction standards at the time the line was constructed, including RUS specifications and drawings and NESC requirements.

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

DETEC follows RUS recommendations and guidelines for distribution pole embedment. This has not changed in the last ten years.

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

1-phase: 40-4
3-phase: 45-3

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

Without conducting a thorough investigation, the Cooperative believes that it meets all then applicable construction standards at the time the line was constructed, including RUS specifications and drawings and NESC requirements.

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

None.

SPONSOR:

Jessie Morgan, Director of Engineering

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

a. Provide the designed criteria for these lines;

b. The type of poles installed;

c. The ROW widths;

d. Explain if these lines are designed to the latest NESC construction strength and overload factors; and

e. Explain if any distribution line experienced damage but remained standing.

RESPONSE:

a. All lines within the DETEC system are currently designed to meet RUS guidelines and specifications as well as NESC requirements.

b. Wooden poles.

c. 20 foot wide single-phase right of way, 30 foot wide three-phase right of way.

d. Without conducting a thorough investigation, the Cooperative believes that it meets all then applicable construction standards at the time the line was constructed, including RUS specifications and drawings and NESC requirements.

e. Several distribution lines may have experienced broken crossarms and or crossarm braces and remained standing. DETEC experienced numerous instances where large trees made contact with the lines and the line remained standing.

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

Distribution poles in service prior to May 2024 Derecho:

Type	Quantity	NESC Wind Loading
Wooden	150,889	Unknown
Steel	2	Unknown

Without conducting a thorough investigation, the Cooperative believes that it meets all then applicable construction standards at the time the line was constructed, including RUS specifications and drawings and NESC requirements.

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

Distribution poles that failed during May 2024 Derecho:

Type	Quantity	NESC Wind Loading	High Wind Failure	Structural Loading Failure
Wooden	101	Unknown	0	101
Steel	0	Unknown	0	0

Without conducting a thorough investigation, the Cooperative believes that it meets all then applicable construction standards at the time the line was constructed, including RUS specifications and drawings and NESC requirements.

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

Distribution poles that failed during Hurricane Beryl:

Type	Quantity	NESC Wind Loading	High Wind Failure	Structural Loading Failure
Wooden	68	Unknown	2	66
Steel	0	Unknown	0	0

Without conducting a thorough investigation, the Cooperative believes that it meets all then applicable construction standards at the time the line was constructed, including RUS specifications and drawings and NESC requirements.

Poles that failed due to high winds were in the path of a confirmed EF1 tornado.

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

This data is currently unavailable.

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

Not applicable. Electric cooperatives are not defined as an "electric utility" under state law and Commission rules.[3] While electric cooperatives already follow and implement NESC standards, the Boards of Directors of electric cooperatives maintain exclusive authority over all matters pertaining to electric cooperative systems.[4]

Moreover, a universal mandate would not take into account the specific characteristics of the local electric system which may vary depending on its location in what may be a broad swath of "hurricane prone areas."

SPONSOR:

John T. Wright, Legal Counsel

[3] Public Utility Regulatory Act (PURA) § 31.002 (6). 16 Texas Administrative Code (TAC) § 25.5 (137).
[4] PURA § 41.055. PURA § 41.004.

Transmission Infrastructure

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

a. How frequently this evaluation is conducted?

b. What criteria is utilized for this evaluation?

c. When do you decide to harden transmission lines?

RESPONSE:

N/A.

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

Transmission structures in service prior to May 2024 Derecho.

Structure Type	Quantity	NESC Wind Loading
Wooden	1,536	Unknown
Steel	2	Unknown
Concrete	381	Unknown

Without conducting a thorough investigation, the Cooperative believes that it meets all then applicable construction standards at the time the line was constructed, including RUS specifications and drawings and NESC requirements.

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

Transmission structures failed during May 2024 Derecho.

Structure Type	Quantity	NESC Wind Loading	Cause
Wooden	4	Unknown	All failure resulted from structural loading from debris (large green trees) outside of the ROW

Without conducting a thorough investigation, the Cooperative believes that it meets all then applicable construction standards at the time the line was constructed, including RUS specifications and drawings and NESC requirements.

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

Transmission structures failed in Hurricane Beryl.

Structure Type	Quantity	NESC Wind Loading	Cause
Wooden	2	Unknown	All failure resulted from structural loading from debris (large green trees) outside of the ROW

Without conducting a thorough investigation, the Cooperative believes that it meets all then applicable construction standards at the time the line was constructed, including RUS specifications and drawings and NESC requirements.

SPONSOR:

Jessie Morgan, Director of Engineering

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

RESPONSE:

May 2024 Derecho

Structure	Date Last Inspected	Planned Inspection Frequency	Inspection Report
1	2014	10 yrs	N/A
2	2014	10 yrs	N/A
3	4/2018	10 yrs	Attached
4	5/2023	10 yrs	Attached

Hurricane Beryl

Structure	Date Last Inspected	Planned Inspection Frequency	Inspection Report
5	5/2023	10 yrs	N/A
6	5/2023	10 yrs	Attached

All failed structures, failed at the crossarm or above.

SPONSOR:

Jessie Morgan, Director of Engineering

Vegetation Management

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

a. Provide the current size of your vegetation management staff. Your response should include a separate figure for full-time staff and independent contractors.

b. Provide the average size of your vegetation management staff over the last 5 years. Your response should include a separate figure for full-time staff and independent contractors.

c. Please explain how you determined the appropriate level of full-time vegetation management staff for each of the last 5 years.

d. Provide the cost difference per circuit-mile between using contractors versus in-house vegetation management crews.

e. Whether you retain an arborist as part of your permanent vegetation management staff or have an arborist consult with your vegetation management crews.

RESPONSE:

a. Answered on a daily scenario, additional contractors are utilized during a major event.
   - 1 full-time internal/DETEC ROW Supervisor
   - 6 full-time contracted crews of five men per crew – Trimming & Mowing Distribution lines
   - 3 full-time contractor crews of two men per crew – Dead & Danger Tree Removal

b. *See* response to a. – no change

c. N/A.

d. N/A as DETEC does not employee in-house vegetation management crews.

e. No arborist retained as permanent vegetation management staff. Arborist available upon request via contractors.

SPONSOR:

Chris Koltonski, ROW Supervisor

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

RESPONSE:

Distribution Lines:

20 ft ROW for single phase distribution power lines

30 ft ROW for three phase distribution power lines

Transmission Lines:

100 ft ROW 138 kVA Transmission

50-100 ft ROW for the 69 kVA Transmission

(typically, newer lines on 100 ft, 50 ft on older lines)

SPONSOR:

Chris Koltonski, ROW Supervisor

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

RESPONSE:

DETEC provides "spot trimming" to areas as the need is indicated by local area servicemen. DETEC maintains a four-to-five-year trimming cycle.

SPONSOR:

Chris Koltonski, ROW Supervisor

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

RESPONSE:

Not applicable. DETEC does not maintain written inspection logs or field reports of workers who perform vegetation management.

SPONSOR:

Chris Koltonski – ROW Supervisor

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

RESPONSE:

No, DETEC maintains a four to five year trimming and clearing cycle.

SPONSOR:

Chris Koltonski, ROW Supervisor

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

a. The name of the circuit(s);

b. The date, time, and duration of the outage;

c. The voltage of the circuit(s);

d. A description of the cause of the outage; and

e. The NERC category (Grow-In, Fall-In, Blow-In) associated with the outage.

RESPONSE:

See Attachment E – May 2024 Derecho and Attachment F – Hurricane Beryl for requested information.

SPONSOR:

Jessie Morgan, Director of Engineering