



Filing Receipt

Filing Date - 2024-09-06 01:01:18 PM

Control Number - 56822

Item Number - 157

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

NOW COMES Upshur Rural Electric Cooperative Corporation (“URECC”) and timely files this Response to the Staff (“Staff”) of the Public Utility Commission of Texas (“Commission”) First Set of Requests for Information (“RFI”).¹ The response to such request is attached and is numbered as in the request.

URECC believes the foregoing response is correct and complete as of the time of the response, but URECC will supplement, correct or complete the response if it becomes aware that the response is no longer true and complete, and the circumstance is such that failure to amend the answer is in substance misleading. The parties may treat this response as if it were filed under oath.

Respectfully submitted,

/s/ Jacob Lawler

Mark C. Davis

State Bar No. 05525050

Mark.Davis@hkllaw.com

Adrienne M. Waddell

State Bar No. 24098556

Adrienne.Waddell@hkllaw.com

Jacob J. Lawler

State Bar No. 24076502

Jacob.Lawler@hkllaw.com

HOLLAND & KNIGHT, LLP

98 San Jacinto Blvd., Suite 1900

Austin, Texas 78701

(512) 472-1081

(512) 472-7473 FAX

**ATTORNEYS FOR
UPSHUR ELECTRIC COOPERATIVE
CORPORATION**

¹ Based upon agreement with Commission Staff, the deadline to file these responses was extended to September 6, 2024.

Electric Utilities- Emergency Planning and Event Response

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

- 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. n/a

Response:

- a. URECC has not yet conducted a hurricane or major storm drill in 2024. URECC plans to conduct such a drill in December 2024.
- b. n/a
- c. n/a
- d. n/a
- e. n/a
- f. n/a
- g. n/a
- h. n/a

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

- 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. URECC uses storms to improve future lessons learned and are incorporated into future EOPs for as long as such use is beneficial.
- b. May 2022 Tornado and June 2023 Windstorm have been used for lessons learned.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF’S
FIRST SET OF REQUESTS FOR INFORMATION**

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

Response:

National Weather Service, TDEM, and other private weather services are used for weather or storm tracking purposes. After TDEM issues notices and watches, internal storm discussions begin once hurricane or tropical storm warnings go up from a Texas landfall. After the certainty grows, approximately 3 days out of landfall, preparations begin based on location, strength, and estimated tracks of the storm.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

At least 7 days ahead. For Hurricane Beryl, TDEM notices started while it was in the Caribbean.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

Staff 1-6 How many days before projected landfall did you start tracking the storm eventually named Hurricane Beryl?

Response:

At least 7 days ahead. Please see response to Staff 1-5.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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

Response:

Yes. URECC Staff monitors the functionality of its outage maps and performs ongoing monitoring.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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

Response:

Not applicable. URECC did not request for mutual assistance.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

URECC prioritizes outages by using a combination of the greatest impacted areas of outages and an outage priority list. Typically, for the purpose of safety and clearer communications, any distribution circuit will have a lead assigned. The lead is, in most cases, a journeyman, serviceman, or foreman. That lead will help dictate resources needed on that circuit.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

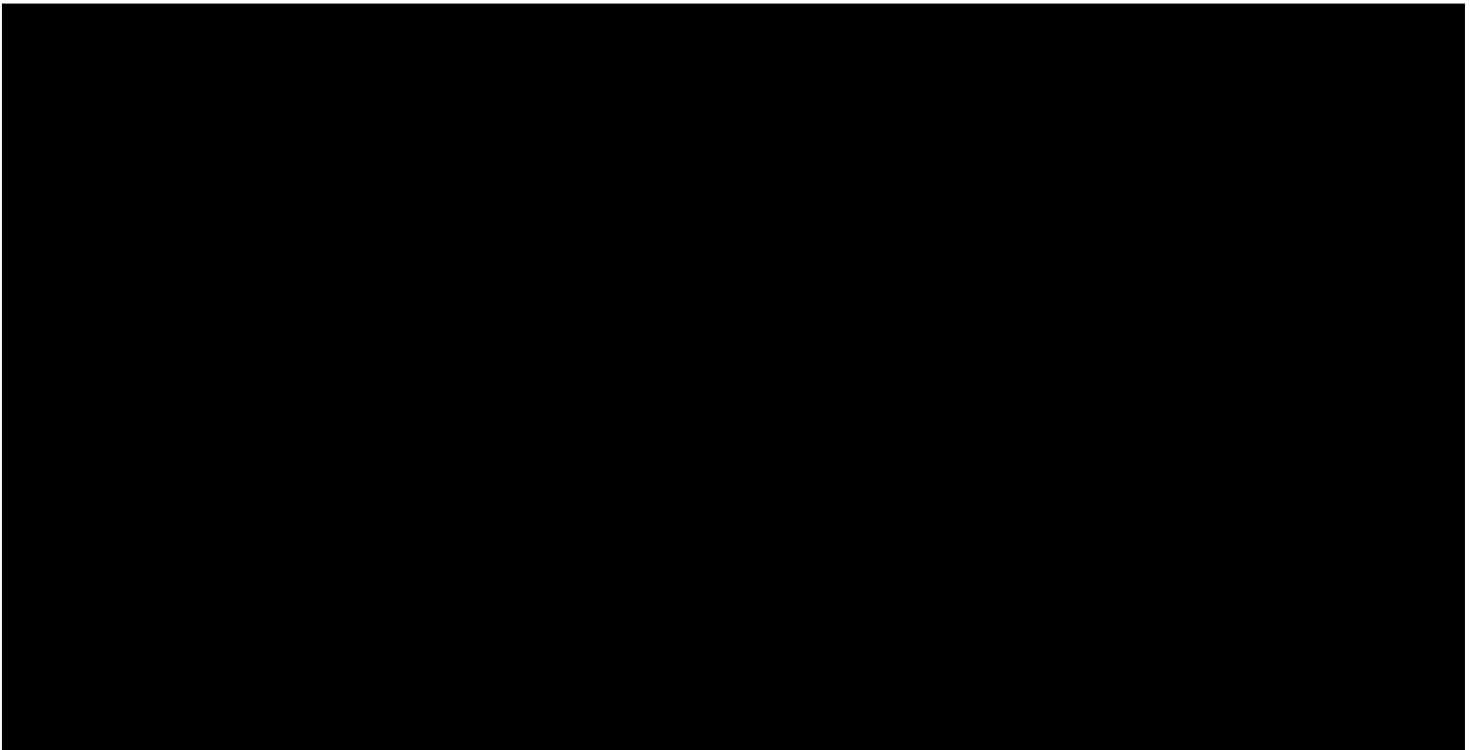
**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

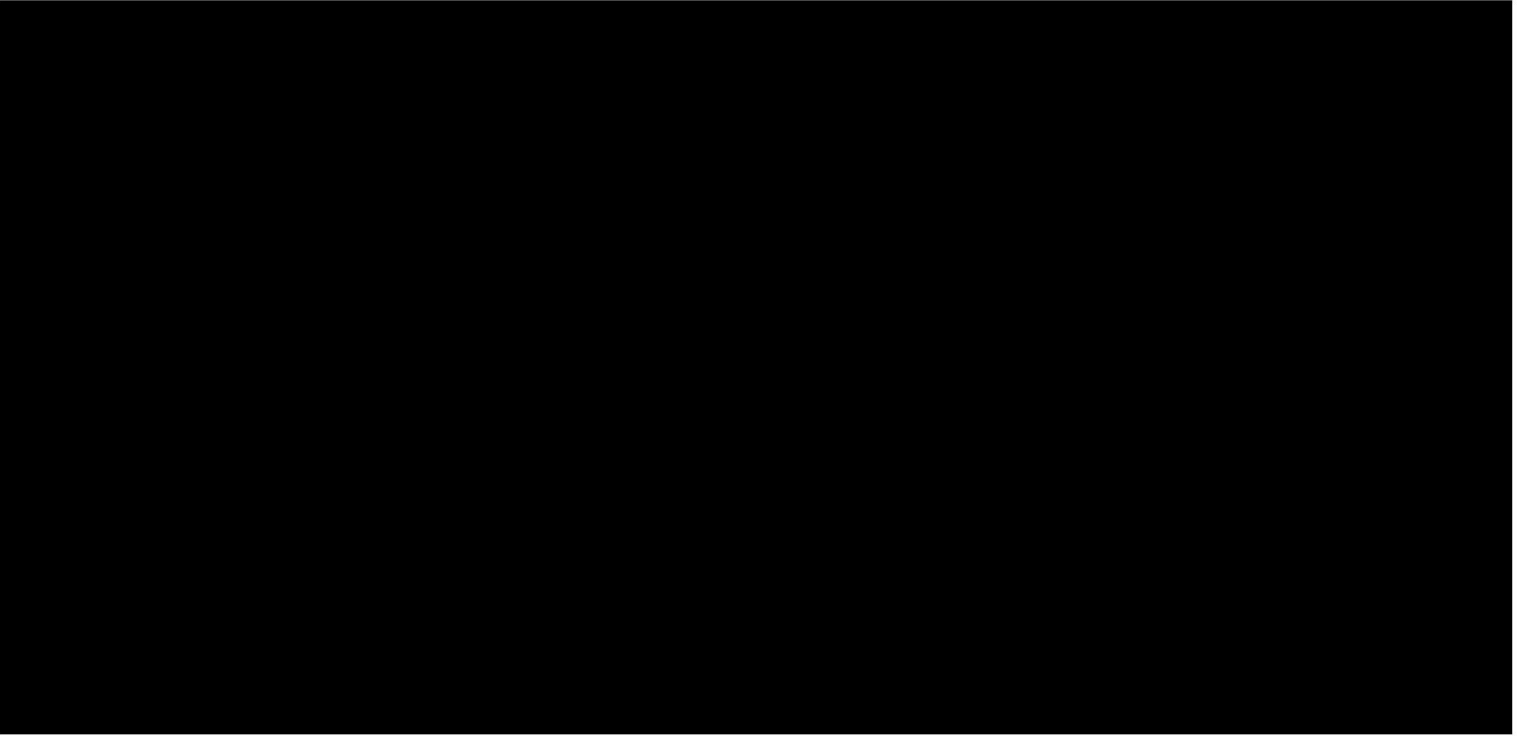
Staff 1-11 Describe the procedures during an emergency for handling complaints and for communicating with the public; the media; customers; the commission; the Office of Public Utility Counsel (OPUC); local and state government entities, officials, and emergency operations centers, the reliability coordinator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

Response:

URECC's Emergency Operations Plan (EOP) provides an outline for communications internally and externally. URECC's Communications and Public Relations department is charged with being the center hub for communications outward from the Cooperative. The attached excerpt provides detail from the EOP.

Please see URECC EOP, pages 50-51:





Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

No. Regarding emergency activation levels, please see response to Staff 1-14.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF’S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

URECC uses ARCOS software package to manage and call out crews. URECC uses Outage Monitoring System (OMS) software and Microsoft Teams. Additionally, mutual assistance is handled consistent with the TEC Mutual Assistance Program. Otherwise, duties are assigned to departmental leaders.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

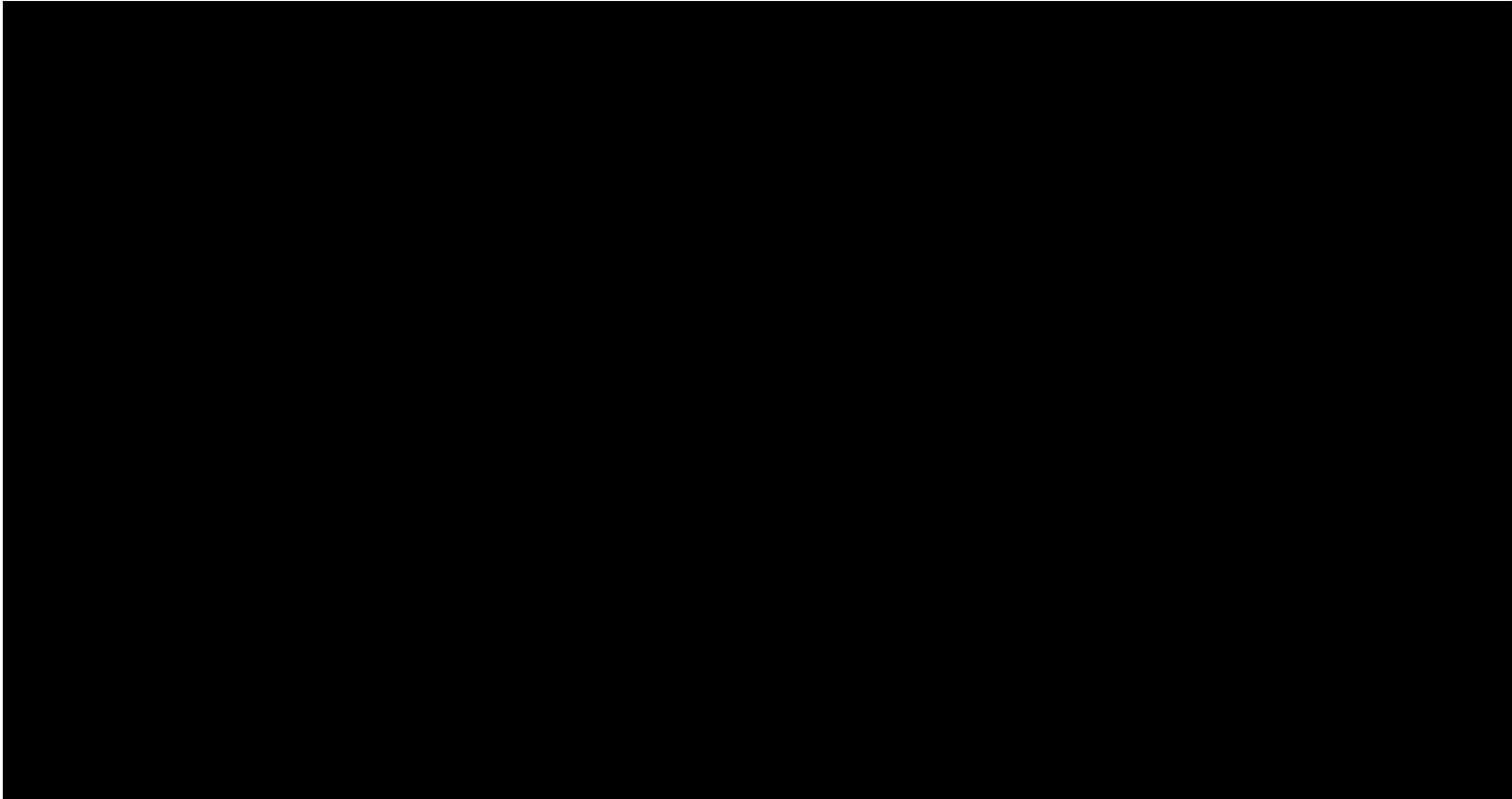
**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

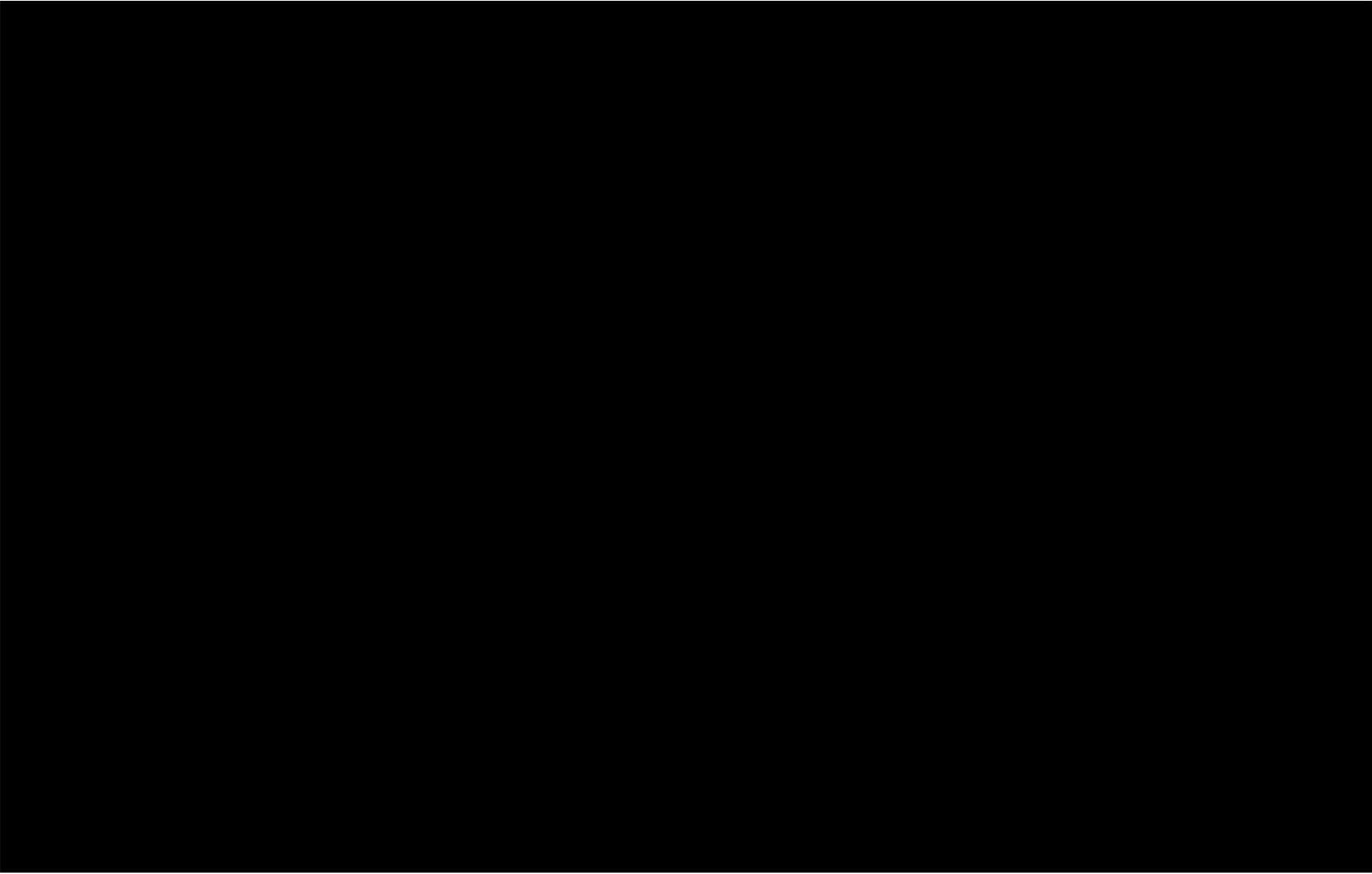
Staff 1-14 How far in advance of the May 2024 Derecho and Hurricane Beryl did you initiate emergency preparations? Describe the timeframes for the preparation work in anticipation of emergency operations plan activation. Please include citations to the relevant section(s) or your EOP filed with the PUCT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

Response:

URECC did not have to activate its EOP for those storms.

Please see URECC EOP, page 12-13:





Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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

Response:

On Friday, July 5, 2024, a short internal staff meeting was held to discuss whether any activation of the EOP might be necessary. Due to the uncertainty of the track, no activation of the EOP was made at that time. On Sunday (July 7) afternoon On-Call Supervisor(s) were updated via a phone call. Monday, July 8, as the storm direction moved toward URECC territory, further discussion regarding contract crew availability, vehicle and manpower generally, and food options were discussed. The EOP was not used as crews were able to manage the storm.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

INVESTIGATION OF EMERGENCY
PREPAREDNESS AND RESPONSE BY
UTILITIES IN HOUSTON AND
SURROUNDING COMMUNITIES

§
§
§
§
§

PUBLIC UTILITY COMMISSION

OF TEXAS

UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION

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:

Table 1-16

| Outage | Time Off | Time On | Duration | Sub | Feeder | Line Sect | Type | Phs | Cause Desc | Equip Desc | # Out | Customer Minutes | District |
|--------|----------------|----------------|----------|------------------|--------|---------------|--------------|-----|--------------------------|------------------------|-------|------------------|----------|
| 604056 | 7/8/2024 12:19 | 7/8/2024 13:04 | 0:44 | Big Sandy | 245 | 245-104 | Feeder | ABC | Insulator B/O | OCR | 529 | 23752 | Upshur |
| 604060 | 7/8/2024 12:25 | 7/8/2024 12:54 | 0:29 | Hallsville North | 210 | 210-F11 | Line Section | A | Pine Off Row-Young-Alive | OCR | 17 | 500 | Harrison |
| 604070 | 7/8/2024 12:57 | 7/8/2024 14:23 | 1:25 | Gum Springs E. | 780 | 780-114 | Line Section | ABC | Major Event | OCR | 317 | 27061 | Harrison |
| 604072 | 7/8/2024 12:59 | 7/8/2024 14:24 | 1:24 | GUE | 780 | 96825 | Meter | B | Major Event | OCR | 1 | 84 | Harrison |
| 604073 | 7/8/2024 12:58 | 7/8/2024 15:02 | 2:04 | Cox | 590 | 590-F01 | Line Section | C | H/W Off Row-Mature-Dead | OCR | 14 | 1747 | Upshur |
| 604075 | 7/8/2024 13:03 | 7/8/2024 13:49 | 0:45 | Little Mound | 350 | 350-F06 | Line Section | A | H/W Off Row-Mature-Alive | OCR | 6 | 275 | Upshur |
| 604080 | 7/8/2024 14:23 | 7/8/2024 15:13 | 0:49 | Lake O Pines | 220 | 220-F05 | Line Section | B | H/W Off Row-Young-Dead | OCR | 17 | 844 | Marion |
| 604085 | 7/8/2024 14:32 | 7/8/2024 19:24 | 4:52 | Hallsville South | 200 | 550-F14 | Line Section | C | Major Event | OCR | 14 | 4089 | Harrison |
| 604089 | 7/8/2024 14:48 | 7/8/2024 16:09 | 1:20 | Noonday | 405 | 405-111112113 | Line Section | ABC | Major Event | OCR | 404 | 32488 | Harrison |
| 604092 | 7/8/2024 15:08 | 7/8/2024 17:10 | 2:02 | Gum Springs E. | 780 | 342703008303 | Transformer | C | Major Event | Pole mount transformer | 1 | 122 | Harrison |
| 604094 | 7/8/2024 15:17 | 7/8/2024 17:15 | 1:58 | Nesbitt | 380 | 380-104 | Feeder | ABC | Major Event | OCR | 524 | 61919 | Harrison |
| 604102 | 7/8/2024 15:30 | 7/8/2024 16:32 | 1:01 | Noonday | 400 | 400-F10 | Line Section | C | Major Event | OCR | 20 | 1237 | Harrison |
| 604104 | 7/8/2024 15:31 | 7/8/2024 16:22 | 24:50:00 | Noonday | 410 | 410-161 | Line Section | C | Major Event | OCR | 31 | 46216 | Gregg |
| 604108 | 7/8/2024 15:37 | 7/8/2024 18:05 | 2:28 | Avinger | 285 | 285-104 | Feeder | ABC | Major Event | OCR | 347 | 51523 | Cass |
| 604112 | 7/8/2024 15:39 | 7/8/2024 16:18 | 0:39 | Gum Springs E. | 780 | 780-161 | Line Section | B | Major Event | OCR | 27 | 1055 | Harrison |
| 604120 | 7/8/2024 15:50 | 7/8/2024 18:18 | 2:28 | Hallsville South | 200 | 200-F14 | Line Section | B | Major Event | OCR | 1 | 148 | Harrison |
| 604129 | 7/8/2024 15:48 | 7/8/2024 20:55 | 5:06 | Hall | 500 | 500-131 | Line Section | B | Major Event | OCR | 34 | 10424 | Marion |
| 604132 | 7/8/2024 15:54 | 7/8/2024 17:51 | 1:57 | East Mountain | 300 | 300-201202203 | Line Section | ABC | Major Event | OCR | 217 | 25436 | Upshur |
| 604138 | 7/8/2024 16:07 | 7/8/2024 14:23 | 22:16 | Mt Eara | 680 | 28274 | Meter | B | Major Event | Pole mount transformer | 1 | 1336 | Smith |
| 604141 | 7/8/2024 16:10 | 7/8/2024 17:27 | 1:16 | Kigore South | 190 | 190-104 | Feeder | ABC | Major Event | OCR | 427 | 32871 | Gregg |
| 604145 | 7/8/2024 16:11 | 7/8/2024 17:43 | 1:32 | Big Sandy | 255 | 255-F29 | Line Section | B | Major Event | OCR | 1 | 39 | Upshur |
| 604147 | 7/8/2024 16:21 | 7/8/2024 7:02 | 14:40 | Gum Springs E. | 780 | 342714052205 | Transformer | B | Major Event | Pole mount transformer | 3 | 2642 | Harrison |
| 604150 | 7/8/2024 16:24 | 7/8/2024 14:06 | 21:41 | KLS | 190 | 81062 | Meter | A | Major Event | OCR | 1 | 1301 | Gregg |
| 604152 | 7/8/2024 16:29 | 7/8/2024 20:07 | 3:38 | Jefferson | 260 | 260-111 | Line Section | B | H/W Off Row-Mature-Alive | OCR | 41 | 8961 | Marion |
| 604153 | 7/8/2024 16:34 | 7/8/2024 10:09 | 17:34 | Hallsville South | 200 | 200-F05 | Line Section | B | Major Event | OCR | 20 | 21099 | Harrison |
| 604156 | 7/8/2024 16:37 | 7/8/2024 18:04 | 23:26 | Kigore North | 180 | 333004068180 | Transformer | C | Major Event | Pole mount transformer | 1 | 1406 | Smith |
| 604163 | 7/8/2024 16:37 | 7/8/2024 17:30 | 0:52 | Big Sandy | 255 | 255-104 | Feeder | ABC | Major Event | OCR | 821 | 43348 | Upshur |
| 604181 | 7/8/2024 16:42 | 7/8/2024 19:17 | 2:35 | Big Sandy | 245 | 245-141142 | Line Section | BC | Major Event | OCR | 111 | 17288 | Upshur |
| 604188 | 7/8/2024 16:56 | 7/8/2024 18:22 | 1:25 | Mt Eara | 685 | 28755 | Meter | C | H/W Off Row-Mature-Alive | Pole mount transformer | 1 | 85 | Smith |
| 604192 | 7/8/2024 16:56 | 7/8/2024 18:30 | 1:34 | Kigore North | 185 | 185-181 | Line Section | C | Major Event | OCR | 26 | 2448 | Gregg |
| 604202 | 7/8/2024 16:49 | 7/8/2024 22:23 | 5:34 | Holly Lake | 670 | 670-121122123 | Line Section | ABC | Major Event | OCR | 145 | 30508 | Wood |
| 604204 | 7/8/2024 17:07 | 7/8/2024 19:08 | 26:00:00 | Victory | 485 | 340941055192 | Transformer | C | Major Event | Pole mount transformer | 1 | 1560 | Marion |
| 604216 | 7/8/2024 17:19 | 7/8/2024 19:03 | 1:43 | Noonday | 410 | 410-121122123 | Line Section | ABC | Major Event | OCR | 185 | 19230 | Gregg |
| 604225 | 7/8/2024 17:18 | 7/8/2024 18:15 | 0:57 | East Mountain | 300 | 300-F29 | Line Section | C | Lightning | OCR | 11 | 631 | Upshur |
| 604269 | 7/8/2024 16:50 | 7/8/2024 18:25 | 1:34 | Diana East | 130 | 130-104 | Feeder | ABC | Major Event | OCR | 874 | 82865 | Upshur |
| 604281 | 7/8/2024 17:29 | 7/8/2024 22:37 | 5:07 | Shady Shores | 565 | 565-141142 | Line Section | BC | Major Event | OCR | 37 | 11388 | Marion |
| 604282 | 7/8/2024 16:27 | 7/8/2024 8:11 | 15:43 | Hallsville South | 200 | 342701050082 | Transformer | C | Major Event | Pole mount transformer | 3 | 2831 | Harrison |
| 604284 | 7/8/2024 17:33 | 7/8/2024 19:54 | 2:20 | Harleton | 425 | 425-141 | Line Section | B | Major Event | OCR | 46 | 6484 | Harrison |
| 604285 | 7/8/2024 17:19 | 7/8/2024 18:46 | 1:26 | East Mountain | 310 | 310-161162163 | Line Section | ABC | Major Event | OCR | 60 | 5214 | Upshur |
| 604294 | 7/8/2024 17:35 | 7/8/2024 19:39 | 2:04 | Holly Lake | 670 | 670-104 | Feeder | ABC | Major Event | Pole mount transformer | 601 | 74564 | Wood |
| 604298 | 7/8/2024 16:09 | 7/8/2024 16:20 | 24:10:00 | Noonday | 405 | 405-121122123 | Line Section | ABC | Major Event | OCR | 227 | 329327 | Harrison |
| 604304 | 7/8/2024 17:45 | 7/8/2024 14:38 | 20:53 | Glenwood | 335 | 34130329230 | Transformer | A | Major Event | Pole mount transformer | 1 | 1253 | Upshur |
| 604325 | 7/8/2024 17:29 | 7/8/2024 5:23 | 11:54 | Diana East | 125 | 125-111 | Line Section | A | Major Event | OCR | 35 | 24999 | Upshur |
| 604329 | 7/8/2024 17:48 | 7/8/2024 10:46 | 16:57 | Bethlehem | 625 | 341302046081 | Transformer | B | Major Event | Pole mount transformer | 1 | 1017 | Upshur |
| 604331 | 7/8/2024 17:42 | 7/8/2024 20:49 | 3:07 | Phney Woods | 650 | 650-104 | Feeder | ABC | Major Event | OCR | 571 | 106777 | Wood |
| 604337 | 7/8/2024 17:57 | 7/8/2024 12:07 | 18:10 | Gum Springs E. | 780 | 780-151152153 | Line Section | ABC | Major Event | OCR | 99 | 107926 | Harrison |
| 604345 | 7/8/2024 18:03 | 7/8/2024 19:15 | 1:12 | East Mountain | 305 | 305-141142143 | Line Section | ABC | Major Event | OCR | 164 | 11895 | Gregg |
| 604353 | 7/8/2024 18:07 | 7/8/2024 19:48 | 1:40 | Shady Shores | 560 | 340841056258 | Transformer | C | Major Event | OCR | 5 | 507 | Upshur |
| 604354 | 7/8/2024 18:10 | 7/8/2024 12:13 | 18:03 | East Mountain | 315 | 315-F09 | Line Section | B | Major Event | OCR | 8 | 8670 | Gregg |
| 604358 | 7/8/2024 18:12 | 7/8/2024 13:36 | 19:23 | Glenwood | 320 | 320-151152153 | Line Section | ABC | Major Event | OCR | 61 | 70943 | Upshur |
| 604378 | 7/8/2024 18:22 | 7/8/2024 21:08 | 2:45 | Hallsville South | 200 | 200-181152153 | Line Section | ABC | Major Event | OCR | 178 | 29509 | Harrison |
| 604384 | 7/8/2024 18:21 | 7/10/2024 0:08 | 29:47:00 | Holly Lake | 665 | 665-131132133 | Line Section | ABC | Major Event | OCR | 149 | 26679 | Wood |
| 604387 | 7/8/2024 18:27 | 7/8/2024 21:09 | 2:42 | Hallsville South | 200 | 342702063243 | Transformer | C | Major Event | Pole mount transformer | 1 | 162 | Upshur |
| 604388 | 7/8/2024 17:35 | 7/8/2024 19:31 | 1:56 | Cox | 590 | 590-F15 | Line Section | A | Major Event | OCR | 8 | 912 | Upshur |
| 604392 | 7/8/2024 18:26 | 7/8/2024 18:39 | 22:13 | Gilmer | 100 | 100-171 | Line Section | A | Major Event | OCR | 43 | 57339 | Upshur |
| 604393 | 7/8/2024 18:29 | 7/8/2024 18:54 | 24:35:00 | Gilmer | 116 | 116-181 | Line Section | A | H/W Off Row-Mature-Alive | OCR | 26 | 38106 | Upshur |
| 604399 | 7/8/2024 18:17 | 7/8/2024 14:37 | 20:19 | Little Mound | 345 | 345-221222 | Line Section | AC | Major Event | OCR | 65 | 79270 | Wood |

| | | | | | | | | | | | | | |
|--------|----------------|----------------|----------|-----------------|------|----------------|--------------|-------------|---------------------------|------------------------|------|----------|----------|
| 064403 | 7/8/2024 18:30 | 7/8/2024 21:23 | 2:53 | Holly Lake | 620 | 650-104 | Feeder | ABC | Major Event | OCR | 234 | 40493 | Wood |
| 064410 | 7/8/2024 18:37 | 7/8/2024 0:16 | 5:39 | Holly Lake | 666 | 331721089045 | Transformer | B | Major Event | Pole mount transformer | 1 | 339 | Wood |
| 064411 | 7/8/2024 17:55 | 7/8/2024 20:20 | 3:21 | Mt Eara | 680 | 680-141 | Line Section | C | Major Event | OCR | 80 | 6043 | Smith |
| 064426 | 7/8/2024 17:56 | 7/8/2024 1:54 | 3:15:00 | Little Mound | 340 | 340-1911132133 | Line Section | ABC | Major Event | OCR | 181 | 347082 | Upshur |
| 064445 | 7/8/2024 18:30 | 7/8/2024 9:57 | 15:27 | Little Mound | 340 | 340-111112113 | Line Section | ABC | Major Event | OCR | 261 | 247081 | Upshur |
| 064449 | 7/8/2024 18:47 | 7/8/2024 22:35 | 3:47 | Shady Shores | 570 | 570-1311132133 | Line Section | ABC | Major Event | OCR | 87 | 19633 | Harrison |
| 064454 | 7/8/2024 18:53 | 7/8/2024 21:35 | 2:42 | Diana West | 135 | 55261 | Meter | C | Major Event | Pole mount transformer | 1 | 162 | Upshur |
| 064456 | 7/8/2024 18:26 | 7/8/2024 19:07 | 24:41:00 | Nesbit | 380 | 380-F25 | Line Section | C | Major Event | OCR | 5 | 7405 | Harrison |
| 064458 | 7/8/2024 17:53 | 7/8/2024 15:01 | 31:08 | Rivisburg | 175 | 175-F37 | Line Section | C | Major Event | OCR | 6 | 7610 | Upshur |
| 064464 | 7/8/2024 18:58 | 7/8/2024 19:14 | 0:15 | Avinger | 99 | Avinger Fuse | Line Section | ABC | Major Event | Substation OCR | 1472 | 22349 | Harrison |
| 064505 | 7/8/2024 16:01 | 7/8/2024 16:01 | 20:59 | Scully Chapel | 300 | 300-141142 | Line Section | AB | Major Event | OCR | 65 | 81694 | Camp |
| 064507 | 7/8/2024 18:37 | 7/8/2024 13:00 | 18:22 | Gilmer | 1111 | 1111-F01 | Line Section | A | Major Event | OCR | 20 | 22023 | Upshur |
| 064529 | 7/8/2024 19:11 | 7/8/2024 21:07 | 1:50 | East Mountain | 300 | 300-104 | Feeder | ABC | Major Event | Pole mount transformer | 897 | 58417 | Upshur |
| 064534 | 7/8/2024 19:02 | 7/8/2024 12:10 | 17:08 | Gilmer | 1111 | 1111-211212 | Line Section | BC | Major Event | OCR | 53 | 54481 | Upshur |
| 064549 | 7/8/2024 19:12 | 7/8/2024 10:40 | 15:27 | Big Sandy | 255 | 255-181182183 | Line Section | ABC | Major Event | OCR | 233 | 216182 | Upshur |
| 064566 | 7/8/2024 19:26 | 7/8/2024 5:43 | 10:17 | Gilmer | 405 | 405-191 | Line Section | B | Major Event | OCR | 67 | 19140 | Upshur |
| 064591 | 7/8/2024 19:27 | 7/8/2024 13:07 | 17:39 | Gilmer | 700 | 100-F07F08 | Line Section | BC | Major Event | OCR | 27 | 23315 | Upshur |
| 064604 | 7/8/2024 19:19 | 7/8/2024 2:06 | 6:47 | Glenwood | 390 | 390-121122 | Line Section | AB | Major Event | OCR | 146 | 58426 | Upshur |
| 064607 | 7/8/2024 19:16 | 7/8/2024 13:70 | 18:03 | Rivisburg | 170 | 170-221 | Line Section | C | Major Event | OCR | 26 | 26177 | Camp |
| 064603 | 7/8/2024 19:29 | 7/8/2024 20:49 | 1:20 | Diana East | 130 | 130-141142143 | Line Section | ABC | Major Event | OCR | 119 | 9585 | Upshur |
| 064608 | 7/8/2024 19:43 | 7/8/2024 23:33 | 3:49 | Holly Lake | 605 | 21109 | Meter | B | Major Event | OCR | 1 | 279 | Wood |
| 064610 | 7/8/2024 19:28 | 7/8/2024 21:05 | 1:36 | Diana East | 130 | 130-131 | Line Section | B | Phase Row - Mature - Dead | OCR | 28 | 2706 | Upshur |
| 064611 | 7/8/2024 17:57 | 7/8/2024 17:58 | 24:20:00 | Gilmer | 715 | 115-221 | Line Section | A | Major Event | OCR | 23 | 33001 | Upshur |
| 064671 | 7/8/2024 18:21 | 7/8/2024 22:01 | 3:40 | Cox | 58 | Cox | Substation | ABC | Major Event | Substation OCR | 930 | 217663 | Upshur |
| 064674 | 7/8/2024 19:55 | 7/8/2024 20:54 | 0:59 | Hall | 560 | 341004002348 | Transformer | C | Major Event | OCR | 1 | 59 | Harrison |
| 064675 | 7/8/2024 19:55 | 7/8/2024 18:49 | 20:54 | Harrison | 425 | 67018 | C | Major Event | Pole mount transformer | 1 | 1254 | Harrison | |
| 064676 | 7/8/2024 19:55 | 7/8/2024 20:54 | 0:59 | Hall | 560 | 341101022123 | Transformer | B | Major Event | OCR | 1 | 59 | Harrison |
| 064677 | 7/8/2024 19:55 | 7/8/2024 20:54 | 0:59 | Hall | 560 | 44473 | Meter | B | Major Event | OCR | 1 | 59 | Harrison |
| 064678 | 7/8/2024 19:55 | 7/8/2024 20:54 | 0:59 | Hall | 560 | 341004085003 | Transformer | B | Major Event | OCR | 1 | 59 | Harrison |
| 064679 | 7/8/2024 19:55 | 7/8/2024 20:54 | 0:59 | Hall | 560 | 46357 | Meter | C | Major Event | OCR | 1 | 59 | Harrison |
| 064680 | 7/8/2024 19:55 | 7/8/2024 20:54 | 0:59 | Hall | 560 | 44869 | Meter | A | Major Event | OCR | 1 | 59 | Harrison |
| 064682 | 7/8/2024 19:58 | 7/8/2024 20:54 | 0:58 | Hall | 560 | 500-F18F10F20 | Line Section | ABC | Major Event | OCR | 2 | 117 | Harrison |
| 064683 | 7/8/2024 19:54 | 7/8/2024 20:54 | 0:58 | Hall | 560 | 341034024012 | Transformer | A | Major Event | OCR | 1 | 59 | Harrison |
| 064684 | 7/8/2024 19:58 | 7/8/2024 20:54 | 0:58 | Hall | 560 | 341001100043 | Transformer | A | Major Event | OCR | 1 | 59 | Harrison |
| 064685 | 7/8/2024 19:53 | 7/8/2024 20:54 | 0:58 | Hall | 560 | 44852 | Meter | C | Major Event | OCR | 1 | 59 | Harrison |
| 064686 | 7/8/2024 19:55 | 7/8/2024 20:54 | 0:58 | Hall | 560 | 46333 | Meter | A | Major Event | OCR | 1 | 59 | Harrison |
| 064687 | 7/8/2024 19:56 | 7/8/2024 20:54 | 0:58 | Hall | 560 | 341002092193 | Transformer | B | Major Event | OCR | 1 | 59 | Harrison |
| 064688 | 7/8/2024 19:54 | 7/8/2024 0:21 | 8:36 | Hall | 560 | 500-161162 | Line Section | BC | Tornado | Overhead Conductor | 57 | 20416 | Harrison |
| 064690 | 7/8/2024 19:56 | 7/8/2024 20:55 | 0:58 | Hall | 560 | 341133022029 | Transformer | B | Major Event | OCR | 1 | 59 | Harrison |
| 064691 | 7/8/2024 19:56 | 7/8/2024 20:55 | 0:58 | Hall | 560 | 46075 | Meter | A | Major Event | OCR | 1 | 59 | Harrison |
| 064697 | 7/8/2024 19:56 | 7/8/2024 20:53 | 0:57 | Harrison | 425 | 425-141 | Line Section | B | Major Event | OCR | 46 | 2624 | Harrison |
| 064701 | 7/8/2024 18:58 | 7/8/2024 10:19 | 23:21 | Holly Lake | 666 | 20378 | Meter | C | Major Event | Pole mount transformer | 1 | 1401 | Wood |
| 064712 | 7/8/2024 19:57 | 7/8/2024 8:52 | 12:54 | Rivisburg | 170 | 170-111112113 | Line Section | ABC | Major Event | OCR | 73 | 56543 | Camp |
| 064717 | 7/8/2024 20:16 | 7/8/2024 12:36 | 18:20 | Cum Springs E. | 780 | 342140222190 | Transformer | A | Major Event | Pole mount transformer | 1 | 890 | Harrison |
| 064729 | 7/8/2024 20:20 | 7/8/2024 8:30 | 12:10 | Avinger | 295 | 295-191 | Line Section | C | Major Event | OCR | 94 | 68893 | Cass |
| 064737 | 7/8/2024 20:32 | 7/8/2024 15:37 | 10:05 | Hatsville North | 215 | 215-1311132 | Line Section | BC | Major Event | OCR | 130 | 148880 | Harrison |
| 064750 | 7/8/2024 20:36 | 7/8/2024 15:03 | 18:26 | KLS | 195 | 73437 | Meter | B | Major Event | Pole mount transformer | 1 | 1206 | Gregg |
| 064761 | 7/8/2024 19:56 | 7/8/2024 23:08 | 3:11 | Kigore South | 195 | 195-104 | Feeder | ABC | Major Event | OCR | 347 | 68340 | Gregg |
| 064762 | 7/8/2024 19:54 | 7/8/2024 9:29 | 13:34 | Harrison | 430 | 430-111112113 | Line Section | ABC | Major Event | OCR | 21 | 17108 | Harrison |
| 064763 | 7/8/2024 20:48 | 7/8/2024 23:34 | 2:46 | Little Mound | 350 | 331203084164 | Transformer | B | Major Event | OCR | 1 | 166 | Wood |
| 064764 | 7/8/2024 20:48 | 7/8/2024 23:34 | 2:46 | Little Mound | 350 | 331304059105 | Transformer | C | Major Event | OCR | 1 | 166 | Wood |
| 064766 | 7/8/2024 20:48 | 7/8/2024 23:34 | 2:46 | Little Mound | 350 | 17564 | Meter | A | Major Event | OCR | 1 | 166 | Wood |
| 064766 | 7/8/2024 20:48 | 7/8/2024 23:34 | 2:46 | Little Mound | 350 | 331601003398 | Transformer | A | Major Event | OCR | 1 | 166 | Wood |
| 064767 | 7/8/2024 20:48 | 7/8/2024 23:34 | 2:45 | Little Mound | 350 | 67592 | Meter | B | Major Event | OCR | 1 | 166 | Wood |
| 064768 | 7/8/2024 20:48 | 7/8/2024 23:34 | 2:45 | Little Mound | 350 | 331801024141 | Transformer | B | Major Event | OCR | 1 | 165 | Wood |
| 064769 | 7/8/2024 20:48 | 7/8/2024 23:34 | 2:45 | Little Mound | 350 | 331203084310 | Transformer | C | Major Event | OCR | 1 | 165 | Wood |
| 064770 | 7/8/2024 20:49 | 7/8/2024 23:34 | 2:44 | Little Mound | 350 | 18041 | Meter | C | Major Event | OCR | 1 | 164 | Upshur |
| 064772 | 7/8/2024 19:55 | 7/8/2024 13:42 | 17:46 | Little Mound | 350 | 350-151152 | Line Section | ABC | Major Event | OCR | 102 | 168799 | Wood |
| 064773 | 7/8/2024 20:50 | 7/8/2024 23:34 | 2:44 | Little Mound | 350 | 331801013398 | Transformer | C | Major Event | OCR | 1 | 164 | Upshur |

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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 outages 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 outages 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. Does not apply.
- b. URECC's largest outages, affecting over 1,000 members, involved URECC's Avinger substation in Marion County and a feeder out of URECC's Hallsville substation in Harrison County. The outage duration for these outages were 15 minutes (Avinger substation) and 1 hour and 24 minutes (Hallsville substation feeder). URECC's outages over 24 hours in duration were located in various counties, as shown in the table below.

| Outage | Time Off | Time On | Duration | Sub | Feeder | County | Zip Code | Cause Desc | # Out |
|--------|----------------|-----------------|----------|------------------|--------|----------------------|----------------------------|----------------------------|-------|
| 604464 | 7/8/2024 18:59 | 7/8/2024 19:14 | 0:15 | Avinger | 99 | Cass, Marion, Morris | 75656, 75630, 75668, 75657 | Major Event | 1472 |
| 604857 | 7/8/2024 22:53 | 7/9/2024 0:17 | 1:24 | Hallsville North | 210 | Harrison | 75650 | Other Utility | 1009 |
| 605141 | 7/8/2024 18:42 | 7/9/2024 18:48 | 24:06:00 | Gilmer | 116 | Upshur | 75644 | Pine off Row- Mature- Dead | 11 |
| 604298 | 7/8/2024 16:09 | 7/9/2024 16:20 | 24:10:00 | Noonday | 405 | Harrison | 75650, 75670 | Major Event | 227 |
| 604611 | 7/8/2024 17:37 | 7/9/2024 17:58 | 24:20:00 | Gilmer | 115 | Upshur | 75644 | Major Event | 23 |
| 604393 | 7/8/2024 18:29 | 7/9/2024 18:54 | 24:25:00 | Gilmer | 116 | Upshur | 75644 | H/W Off Row-Mature-Alive | 26 |
| 604456 | 7/8/2024 18:26 | 7/9/2024 19:07 | 24:41:00 | Nesbitt | 380 | Harrison | 75651 | Major Event | 5 |
| 604981 | 7/9/2024 5:54 | 7/10/2024 6:40 | 24:45:00 | Gilmer | 105 | Upshur | 75644 | Major Event | 1 |
| 604104 | 7/8/2024 15:31 | 7/9/2024 16:23 | 24:50:00 | Noonday | 410 | Gregg | 75605 | Major Event | 31 |
| 604972 | 7/9/2024 5:47 | 7/10/2024 6:40 | 24:52:00 | Gilmer | 105 | Upshur | 75644 | Major Event | 2 |
| 604998 | 7/8/2024 19:13 | 7/9/2024 20:09 | 24:55:00 | Holly Lake | 675 | Wood | 75755 | Pine off Row- Young- Dead | 5 |
| 604965 | 7/9/2024 5:36 | 7/10/2024 6:40 | 25:03:00 | Gilmer | 105 | Upshur | 75644 | Major Event | 1 |
| 604962 | 7/9/2024 4:47 | 7/10/2024 6:40 | 25:52:00 | Gilmer | 105 | Upshur | 75683 | Major Event | 1 |
| 604204 | 7/8/2024 17:07 | 7/9/2024 19:08 | 26:00:00 | Victory | 485 | Marion | 75630 | Major Event | 1 |
| 604973 | 7/9/2024 3:42 | 7/10/2024 6:40 | 26:57:00 | Gilmer | 105 | Upshur | 75644 | Major Event | 2 |
| 604927 | 7/9/2024 1:02 | 7/10/2024 6:40 | 29:37:00 | Gilmer | 105 | Upshur | 75644 | Major Event | 11 |
| 604384 | 7/8/2024 18:21 | 7/10/2024 0:08 | 29:47:00 | Holly Lake | 665 | Wood | 75765 | Major Event | 149 |
| 605114 | 7/9/2024 13:28 | 7/10/2024 19:34 | 30:05:00 | Pittsburg | 170 | Camp | 75686 | Major Event | 1 |
| 604425 | 7/8/2024 17:56 | 7/10/2024 1:54 | 31:57:00 | Little Mound | 340 | Upshur, Wood | 75765, 75755 | Major Event | 181 |
| 605081 | 7/9/2024 11:15 | 7/10/2024 19:33 | 32:17:00 | Pittsburg | 170 | Camp | 75686 | Major Event | 1 |
| 604982 | 7/9/2024 1:02 | 7/10/2024 9:52 | 32:49:00 | Gilmer | 105 | Upshur | 75644 | Major Event | 155 |
| 604873 | 7/8/2024 22:25 | 7/10/2024 9:49 | 35:24:00 | Holly Lake | 675 | Wood | 75765 | Major Event | 11 |

c. Based on outage data, these outages were coded as major event, tree off ROW, or other utility. During major events such as hurricanes, tornadoes, ice storms, and other severe weather events, dispatchers typically classify the outage using the cause code “major events.” There were no factors that contributed to the identified areas as being particularly vulnerable.

Preparer: Dee Wingfield, Executive Assistant
 Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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

Response:

The chief cause of outages was wind blowing trees off right of way (ROW) into powerlines. This required a larger presence of contract ROW crews than ordinary outages. Current ROW contract crews were more than able to provide those resources as an attachment to URECC's outage restoration process.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

None available.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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

Response:

Not available.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

Electric Utilities Communication and Coordination

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

- 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 a 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. URECC’s EOP directs its Marketing and Communications department to be the hub of communications, both gathering information and disseminating it. (See Communications Section of the EOP). Part of the functions prescribed to the Member Services Department under the EOP’s General Guidelines for the department includes “Contact information for media, TEC, elected officials, law enforcement, key accounts, high priority accounts”. (See Member Services General Guidelines of the EOP). As part of the functional storm restoration, a primary and secondary spokesperson is appointed from communication to the media but is also the representative for all outbound public communications generally. (See Communications Section of the EOP). URECC has designated specific Member Service Representatives to act as Key Account contacts for its approximately 200 Key Account loads served, which includes the most critical loads.
- b. The EOP directs Member Services to “Assess the needs of the Call Center. If needed, increase the staffing in the front lobby/walk-in area and relocate the Call Center Staff to an alternate site. Provide the staff with the necessary equipment and software to allow for full functionality (computers, desks, CIS access, and internet access) of the Call Center. Adjust the work schedule of Member Service Representatives to provide sufficient staffing as provided for under corporate procedures. Evaluate the outbound calling process to determine the necessity. Provide the staff with standard forms for

customer information to be documented” as part of the short-term/ more immediate duties. (*See* Member Services – Short-Term Efforts under URECC’s EOP).

c. Does not apply.

Preparer: Dee Wingfield, Executive Assistant

Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

URECC communicated to the public before, during and after the storm through the URECC website and social media. Prior to any impact, URECC posted a number of reminders concerning storm preparations, how to report outages, and safety related messages. Known outages, issues affecting restoration, updated outage information around the system and estimated restoration time were communicated to the membership once outages began.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

Please see below for customer feedback received in response to URECC's service restoration efforts.



Upshur Rural Electric Cooperative Corporation

Published by Upshur Rural

July 7 · 🌐

URECC Members:

We are closely monitoring the weather situation and URECC personnel are prepared and on standby to address outages if necessary.

Please stay safe and remember to stay away from downed power lines and report them.

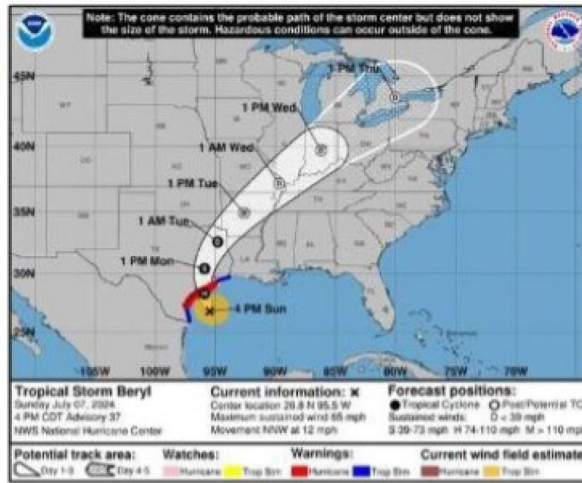
TROPICAL STORM BERYL FORECAST UPDATE

Latest Update — Sun 3:00 PM CDT

Tropical Storm Beryl will continue to move northwest across the Northwest Gulf of Mexico this evening. Some gradual strengthening is expected, with Beryl becoming a hurricane by tonight, before making landfall along the middle Texas Coast Monday morning.

Impacts to the Ark-La-Tex

- The remnants of Beryl will quickly move through the region Monday night and Tuesday, exiting the area during the afternoon.
- The main impacts, given the current forecast track, would be the threat of heavy rainfall and flash flooding across the region. However, a few isolated tornadoes are possible over East TX, North LA, and South AR.



NATIONAL WEATHER SERVICE
OCEANIC AND ATMOSPHERIC ADMINISTRATION
Shreveport

Issued: 7/7/2024 4:23 PM CDT

f X @NWSShreveport



US National Weather Service Shreveport Louisiana

July 7 · 🌐

Here is the 3 PM Advisory for TS Beryl, which continues to move northwest across the Northwest Gulf. Additional strengthening is expected, with Beryl making lan... See more

No insights to show ⓘ

Boost a post

👍👎 30

5 shares

Upshur Rural Electric Cooperative Corporation's Post



Upshur Rural Electric Cooperative Corporation

Published by Angela Cannon



July 8 · 🌐

⚠️ ****Service Outage Notice**** ⚠️

URECC MEMBERS

OUTAGE UPDATE

We are currently experiencing service outages in several areas due to numerous trees being down. Our crews are working tirelessly to restore services as quickly and safely as possible.

We appreciate your patience and understanding during this time. Please stay safe!

If you are experiencing an interruption of service, please report the issue.

***As a reminder, when you have an outage or any type of service issue, please report it thru the SmartHub app or by calling 903-680-2100.

***Facebook should not be used to report outages or service issues. By using the SmartHub app or reporting by phone, the information is received quicker by our Dispatch and other teams that need to make decisions about the reports being received. Reporting thru Facebook will slow down that process.

The best and most efficient way to report an outage or service issue is by using our SmartHub app or you may report by phone at 903-680-2100.

Thank you for your cooperation.

See insights and ads

Boost post



Marion County Sheriff Office and 97 others

5 comments · 21 shares



Like



Comment



Share



Upshur Rural Electric Cooperative Corporation allows profiles and Pages it mentions to comment on this post.

Most relevant ↕



Dawn Smith

We just got power back. Thank you URECC linemen!

5w

Reply · Hide

4 👍👍



Kelly Williams

Thankful for y'all's hard work

5w

Reply · Hide · 3 👍👍



David Jordan

Be safe out there

5w

Reply · Hide · 3 👍👍



Elise McNeely

So thankful for the work yall do!

5w

Reply · Hide · 5 👍👍

Upshur Rural Electric Cooperative Corporation's Post



Kaitlyn Cook
Thank yall for what you do! Praying for safety

See [1](#) [Reply](#) [Hide](#)



Martha Peden Lane
Thank you!

See [1](#) [Reply](#) [Hide](#)



Dee Anna Ward Smith
Thank you!

See [1](#) [Reply](#) [Hide](#)



Darla Dudley
Thank you all for what yall do

See [1](#) [Reply](#) [Hide](#)



Sheila Johnson
Yikes

See [1](#) [Reply](#) [Hide](#)



Jewell Frost
Oh wow scary

See [1](#) [Reply](#) [Hide](#)



Ruby Hutchinson
Lord protect the Lineman as they work hard to get us back up & running

See [1](#) [Reply](#) [Hide](#) [2](#)



Timothy Small
Sir if you stay that way to long the blood is going to rush to your head 🤔 yall rock

See [1](#) [Reply](#) [Hide](#) [2](#)



Randy Garriott
Sj says...dear God y'all be safe...we appreciate all you do

See [1](#) [Reply](#) [Hide](#) [2](#)



Vicki Vaughn Alcorn
Thank you Upshur Electric we appreciate all you do for our Community!

See [1](#) [Reply](#) [Hide](#) [2](#)



Becky Ivey
Y'all would be living like Fred Flinstone if you had to depend on me to get up there!
Kudos to the brave souls who do it! You are the bomb!

See [1](#) [Reply](#) [Hide](#) [3](#)




Linsey Driver
Thank you


See [1](#) [Reply](#) [Hide](#)




 **Upshur Rural Electric Cooperative Corporation**
Published by Avery Gorman Niles
July 9 · 🌐

URECC Lineman go ABOVE and beyond for our members and communities! ❤️❤️❤️






See insights and ads [Boost post](#)

 Marion County Sheriff Office and 377 others 38 comments 46 shares

 Like  Comment  Share

View more comments

 **Vicki Leigh Daniel**

5w [Like](#) [Reply](#) [Hide](#) 

5w Like Reply Hide



Top fan

Tracy Ferguson

Thank yall for your hard work and dedication

5w Like Reply Hide



Pamela Anderson Hukill

I'm so appreciative of these line men and the work they put in when these storms come through. We had no power and a tree limb fell on our line and caught fire and blew up the transformer and they responded so quiddy and got us back and running in a couple of hrs. Thank you so much for what you do on the daily and in a pinch. We are so grateful

5w Love Reply Hide



Tabatha McCool

The real heros!! Linemen and first responders 🙏🙏🙏

5w Love Reply Hide



Rob Taylor

Underground power please!

5w Like Reply Hide

View 1 reply



Thats Meyer Bestirs

URECC crews are the best. Everyone on N Mimosa Rd are thankful for your dedication during perilous events. Thank you and all the employees of our hometown electric provider. God Bless you all. 🙏🙏🙏

5w Love Reply Hide



Susan McKinney

I would like to thank the Upshur Electric crew for their determination and hard work 07/09/24 and hope to make sure they know how much they are appreciated. At 12 midnight after many hours in the heat and dark they restored service to my section (Section 5 - hard hit the last storm event). Not another hot night without A/C and power. Me and my neighbors all Thank you, thank you, thank you! God Bless and always stay safe! 🙏🙏

5w Like Reply Hide



Pamela Moss

Be safe, God watch over each of you !!

5w Like Reply Hide



Top fan

Sarah E. Duhon

Thank you for your hard work. Praying for safety.

5w Love Reply Hide



Upshur Rural Electric Cooperative Corporation

Published by Avery Gorman Niles

July 10

****Power Outage Update 9 AM: Hurricane Beryl****

*****URECC MEMBERS*****

We have made more progress throughout the night. The number of members without service has gone from around 1,500 to now 200. Our crews and staff have been, and will continue to work tirelessly to restore power across our service area.

However, there are still many downed power lines, broken poles, and fallen trees across the area. Please stay safe and avoid these areas.

We appreciate your patience and understanding as we continue our efforts to restore power.

****As a reminder, when you have an outage or any type of service issue, please report it thru the SmarHub app or by calling 903-680-2100.**

*****Facebook should not be used to report outages or service issues. By using the SmarHub app or reporting by phone, the information is received quicker by our Dispatch and other teams that need to make decisions about the reports being received. Reporting thru Facebook will slow down that process.**

The best and most efficient way to report an outage or service issue is by using our SmarHub app or you may report by phone at 903-680-2100.

POWER OUTAGE UPDATE

Upshur Rural Electric Cooperative Corporation's Post



16/7

A job so many are not willing to do, yet they grip when they feel it is not done right or fast enough. Thank you for your hard work. I know it is a job I could not do for several reasons.

See [10](#) · [Reply](#) · [Hide](#)



Sandy Gandy Jarecki
Stay safe above all!!!
We appreciate you!

See [10](#) · [Reply](#) · [Hide](#)



Mikal Sawyer
Thank you lineman!!!

See [10](#) · [Reply](#) · [Hide](#)



Terry Saunders
Praying for their safety out there. Thank you for all you do. 🙏 🙏 🙏 🙏 🙏

See [10](#) · [Reply](#) · [Hide](#)



Donna Qualls Basche
Thank you linemen!

See [10](#) · [Reply](#) · [Hide](#)



Christy James
God Bless all of you Praying for your safety! Thank you all of you so very much!

See [10](#) · [Reply](#) · [Hide](#)



Tracy Swann
Bless them Lord

See [10](#) · [Reply](#) · [Hide](#)



Katherine Mayo Cochran
Thank you for all you do!

See [10](#) · [Reply](#) · [Hide](#)



Denise Bednar
Thank you. 🙏 you stay safe.

See [10](#) · [Reply](#) · [Hide](#)



Top fan
Debra Lynn Harness
Stay safe 🙏 🙏.

See [10](#) · [Reply](#) · [Hide](#)



Bruce Denton
Be safe, Br careful

See [10](#) · [Reply](#) · [Hide](#)



Lisa Howell Crain
Thank you guys!!!

See [10](#) · [Reply](#) · [Hide](#)



Upshur Rural Electric Cooperative Corporation

Published by Avery Gorman Niles

July 8 · 🌐

*****URECC 9:15 POWER OUTAGE UPDATE***

Our crews are still out working to restore outages in our service area. They have come across many broken poles and downed lines.

If you come across any downed power lines always assume they are energized. If you encounter one while driving, please stay back and find an alternative route.

Thank you for your patience!

***As a reminder, when you have an outage or any type of service issue, please report it thru the SmartHub app or by calling 903-680-2100.

***Facebook should not be used to report outages or service issues. By using the SmartHub app or reporting by phone, the information is received quicker by our Dispatch and other teams that need to make decisions about the reports being received. Reporting thru Facebook will slow down that process.

The best and most efficient way to report an outage or service issue is by using our SmartHub app or you may report by phone at 903-680-2100.

**Always assume a downed power line is energized.
If you encounter a downed line while driving,
please stay back. Turn around and find an
alternative route.**

Report outages & downed power lines

1. Through the URECC SmartHub App
2. By texting "OUT" to 855-939-3744 (If you only have 1 meter listed on your account)
3. By calling 903-680-2100 or 1-866-804-1674

See insights and ads

Boost post

👤👤👤 Marlon County Sheriff Office and 26 others

4 shares

Upshur Rural Electric Cooperative Corporation's Post

Sw Like Reply Hide

Gayle Lambert Ayers
Thank you. God bless you.

Sw Like Reply Hide

Michelle Arnett-Corley
Thank you everyone

Sw Like Reply Hide

Sharon Watson Owens
Thank you !! 🙏❤️

Sw Like Reply Hide

Randy Garrlott
Sj says..bless your hearts..you ...

Sw Like Reply Hide

Trisha Jones
Thank you guys

Sw Like Reply Hide

Shirley D Freeman
Thank you so much.

Sw Like Reply Hide

Tracie Lacy
Thanks for what you do 🙏❤️

Sw Like Reply Hide

Sue Vest
Thank you

Sw Like Reply Hide

Molly Dominguez
🙏 Thank you 🙏

Sw Like Reply Hide

👍 Top fan
Nelda Gipson



Sw Like Reply Hide

Upshur Rural Electric Cooperative Corporation's Post



See [icon] Reply Hide 3 [icon]



Lindsay Driver
Thank you

See [icon] Reply Hide [icon]



Top In
Barbara Wylie Smith
Thank you!

See [icon] Reply Hide [icon]



Top In
Charla Mc Gregor Simmons
I'm so grateful for their hard work! Stay safe! Y'all are appreciated!!

See [icon] Reply Hide 2 [icon]



Kim Hendrick Williams
Thank you!

See [icon] Reply Hide [icon]



Denise Spencer
Stay safe and thank you for what you do!!

See [icon] Reply Hide 2 [icon]



Top In
Kathleen Keith
Superior dedication... And a great pic! 🙌🙌

See [icon] Reply Hide 2 [icon]



Sandra Gipsen
Spidey man

See [icon] Reply Hide 3 [icon]



Robert Fitzgerald
Big shout out to all the linemen for keeping everything going for all the customers. All the hard work very much appreciated. Stay safe guys and gals.

See [icon] Reply Hide 5 [icon]



Top In
Willie Brown
🙌🙌🙌

See [icon] Reply Hide [icon]



Top In
Tina Leper
Thanks so much and stay safe.

See [icon] Reply Hide [icon]



Jo Popma
Greatest lineman 🙌

See [icon] Reply Hide 2 [icon]
































Comment as Upshur Rural Electric Cooperative Corporation



Upshur Rural Electric Cooperative Corporation's Post



-  **Sonya Lawing Hogan**
Thank you just doesn't seem enough !! Our local real heroes!
5w ·  Reply Hide  2
-  **Thais Meyer Beahm**
Praying for your safety and thanking you for all you do 🙏
5w ·  Reply Hide 
-  **Patsy Redmond Walsh**
Thank you for all your hard work. May God bless each of you & keep you safe!!
5w ·  Reply Hide 
-  **Bettye Barnes Linfield**
Thank you for your dedication and service to the community!! 🙏🙏🙏
5w ·  Reply Hide  2
-  **Glendon Eugene Spencer**
Be safe
5w ·  Reply Hide 
-  **Kathy Quinlan Hardesty**
They were just putting up this morning on Locust where a tree took down lines, as we were headed to town. When we got back just a short while later, they were already done. Thanks y'all for your quick and efficient work 🙏🙏🙏
5w ·  Reply Hide 
-  **Glynda Gilley Cooper**
We were soooo thankful for for all you did on Quail Lane last night. Prayed for all the men a hedge of protection.
5w ·  Reply Hide 
-  **Amy Kamps**
Stay safe and thank you for your service!
True heroes!
5w ·  Reply Hide 
-  **Donna Fletcher**
Yes they are so grateful
5w ·  Reply Hide 
-  **Marilyn S Petty**
🙏 Sending up prayers for everyone's safety. Thankful for you all.
5w ·  Reply Hide Edited 
-  **Marva Norris**
I applaud them and I thank them! Stay safe guys
5w ·  Reply Hide 
-  **Karen Prange**
We appreciate you working hard to get us all back up... ours is still out from midnight to present...

Upshur Rural Electric Cooperative Corporation's Post



See insights and ads

Boost post

Marion County Sheriff Office and 468 others

94 comments 85 shares

Like

Comment

Share

Most relevant



Top fan

Sandra Hollingsworth-Whutley

You guys are absolutely awesome, working in the storms no sleep. To get our lights back on. God bless you all. ❤️ you ❤️ ❤️ ❤️ ❤️

Sw Like Reply Hide



Barbara Phillips

Yes, and prayers and protection for them.

Sw Like Reply Hide



Linda Hargrove

Thank you for your sacrifices and saving us! You are heroic!

Sw Like Reply Hide



Terry Ward

Thank you also to the Alexandria , La crews that came up to help.

Sw Like Reply Hide



Top fan

Dawn Cameron

Stay safe linemen... We need y'all

Sw Like Reply Hide

Upshur Rural Electric Cooperative Corporation's Post



5a Reply Hide



Karen Prange

We appreciate you working hard to get us all back up... ours is still out from midnight to present...

5a Reply Hide



Cady Wilson Bolleson

Thank you for everything y'all do.

5a Reply Hide



Wade Beckham

Thanks to all you guys

5a Reply Hide 3



Donald Modley

Thanks men for restoring power on nutmeg rd.I was watching the wind blow when I heard the tree snap!grateful 🙏

5a Reply Hide



Sheila Foster Wright

Thank you for what you do.

5a Reply Hide



Judy Schmorbus Covey

Thank you!! Linemen and their crews are the best!!

5a Reply Hide



Randy Garratt

5j says..you don't know how we appreciate you and all you do for us. God be with y'all

5a Reply Hide



Candy Ivy

Thank you!!!! May you always be blessed!

5a Reply Hide



Tracy McClellan Duvall

Thank you guys. Keep safe.

5a Reply Hide



Billy Garver

They are all heroes...each and every one of them...upshur rural is the best of the best and we all appreciate what they do

5a Reply Hide



Angela Young Jones

Thank you for doing such a great job trying to keep us all updated and for giving us a way to to tell our wonderful linemen we appreciate them greatly!!!

5a Reply Hide



Upshur Rural Electric Cooperative Corporation's Post



 **Shelly Cano**
Thank you!! 👤
Sw 10:00 Reply Hide 🇺🇸

 **Vicki Duff**
Appreciate y'all!
Sw 10:00 Reply Hide 🇺🇸

 **Mary Francis Quinn**
THANK YOU!!!
Sw 10:00 Reply Hide 🇺🇸

 **Libby Jones**
Thank you!
Sw 10:00 Reply Hide 🇺🇸

 **Theresa Angel**
Thank you
Sw 10:00 Reply Hide 🇺🇸

 **Tim Mullins**
Thank you, Gentlemen!
Sw 10:00 Reply Hide 🇺🇸


 **Jo Leah Ponder**
Thank you!
Sw 10:00 Reply Hide 🇺🇸

 **Sherry Alford Clapp**
Thank you!!
Sw 10:00 Reply Hide 🇺🇸

 **Martha Gibbons**
Thank you!
Sw 10:00 Reply Hide 🇺🇸

 **Ron Carter**
Thank you
Sw 10:00 Reply Hide 🇺🇸

 **Patti-Richard Trice**
Thank you!!!
Sw 10:00 Reply Hide 🇺🇸

 **Carol J DeLuca**
Thank You 👤👤👤👤
Sw 10:00 Reply Hide 🇺🇸

Upshur Rural Electric Cooperative Corporation's Post

media4.giphy.com

Sw Like Reply Hide

Top fan

Willie Brown



Sw Like Reply Hide

Rebecca S Harrison



Sw Like Reply Hide

Barbara Mamma Hill Pipkins



Sw Like Reply Hide

Jeanne Wentzell



Sw Like Reply Hide

Rebecca Thompson



Sw Like Reply Hide

Carol Stewart

Thank you for all you do praying for your safety

Sw Like Reply Hide

Marianne Morris

Y'all be safe! Thank you for all you do!

Sw Like Reply Hide

Amy Hill

Thank you for all you do. Stay safe!!

Sw Like Reply Hide

Valerie Black

Thank you and may God bless you all!

Sw Like Reply Hide

Randy Dalme

Those guys are amazing

Sw Like Reply Hide

Debi Sparkie Jones Freitag

Thank you n Blessings



Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

URECC instructs its Communication Management to contact all County Judges and EMS Personnel during these events.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

Priority Customers, including other electric, water, sewer, and telecommunication utilities, are assigned to Key Accounts and a Member Services Representative.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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

- a. How many people work in call centers or help desks?
- b. Of these people, please provide the percentage of these employees that are full-time employees (FTE), contracted labor, or temporary/seasonal workers.
- c. What is the target wait time or response time for calls?
- d. What is the target resolution time for calls?
- e. Provide a detailed description of company-specific training provided to call center and help desk operators concerning major outages and major weather events including, but not limited to, hurricanes and high wind events.
- f. What is the maximum call volume for the call centers or help desks that were available and in operation during or in the aftermath of Hurricane Beryl?

Response:

- a. 10
- b. All full-time.
- c. Does not apply.
- d. Does not apply.
- e. URECC provides outage training throughout the year.
- f. URECC did not activate its EOP for maximum call volume.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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 provided 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:

On July 8, 2024, the call peak call volume was 639 calls. Average call volume is unavailable.

On July 9, 2024, the peak call volume was 675 calls. Average call volume is unavailable.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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 leading up to, during, and in the aftermath of Hurricane Beryl.

Response:

URECC did not activate its EOP so no efforts were made to communicate directly with local and state leaders.

Customers were updated through the URECC website and social media before, during, and after Hurricane Beryl.

Preparer: Dee Wingfield, Executive Assistant

Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

Yes. Recordings are generally retained for 6 months.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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

Response:

Does not apply.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

URECC did not pre-record messages related to Hurricane Beryl or Derecho.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF’S
FIRST SET OF REQUESTS FOR INFORMATION**

- 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 outages 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 outage tracker was rolled out to customers on 11/18/2013.
- b. The last date the software underpinning the outage tracker was updated was 4/25/24.
- c. The outage tracker was functioning during the May 2024 Derecho and Hurricane Beryl as intended.

- d. The outage tracker is mobile friendly.
- e. The default language supported by URECC's outage tracker is English. Other languages are supported through the web browser's language functionality.
- f. The outage tracker is meter specific, although URECC's outage monitoring system tracks circuit outages as well.
- g. The outage tracker operates through an on-premise server.
- h. The maximum number of simultaneous users that the outage trackers was designed to accommodate is 750 hits per second.
- i. We do have internal facing redundancies/contingencies for outage tracking. They were not needed or utilized during URECC's response to Hurricane Beryl.
- j. The last stress or load test of the outage tracker was in June 2023.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF’S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

Does not apply.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF’S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

Peak hour/visitor number:

July 08 hour 20 / 401
July 09 hour 08 / 215
July 10 hour 08 / 75

Total daily visitors:

July 8 - 3,661
July 9 - 3,030
July 10 - 902

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

Staff 1-35 Describe any process 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:

URECC uses the URECC website, SmartHub App and social media to inform members about service outages.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF’S
FIRST SET OF REQUESTS FOR INFORMATION**

Staff 1-36 Please indicate if the process of 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:

Yes. In any storm outage 500 or greater, URECC uses social media, the SmartHub App, and the URECC website to inform members of the service outages.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF’S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

Active Meter County by County

| | |
|---------|---------------|
| CAS | 796 |
| CMP | 4,510 |
| GRG | 3,866 |
| HAR | 11,353 |
| MOR | 22 |
| MRN | 5,698 |
| RSK | 183 |
| SMT | 2,455 |
| UPS | 18,029 |
| WOD | 2,872 |
| Total - | <u>49,784</u> |

100% of URECC meters are smart meters.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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

Response:

Does not apply. URECC did not activate its EOP.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

URECC EOP – MEMBER SERVICES - PAGE 26:



Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

Does not apply. URECC did not activate its EOP.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

See response to Staff 1-36. Otherwise, does not apply. URECC did not activate its EOP.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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

Response:

Does not apply.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

Electric Utilities- Customer Restoration Workflow

PROJECT NO. 56822

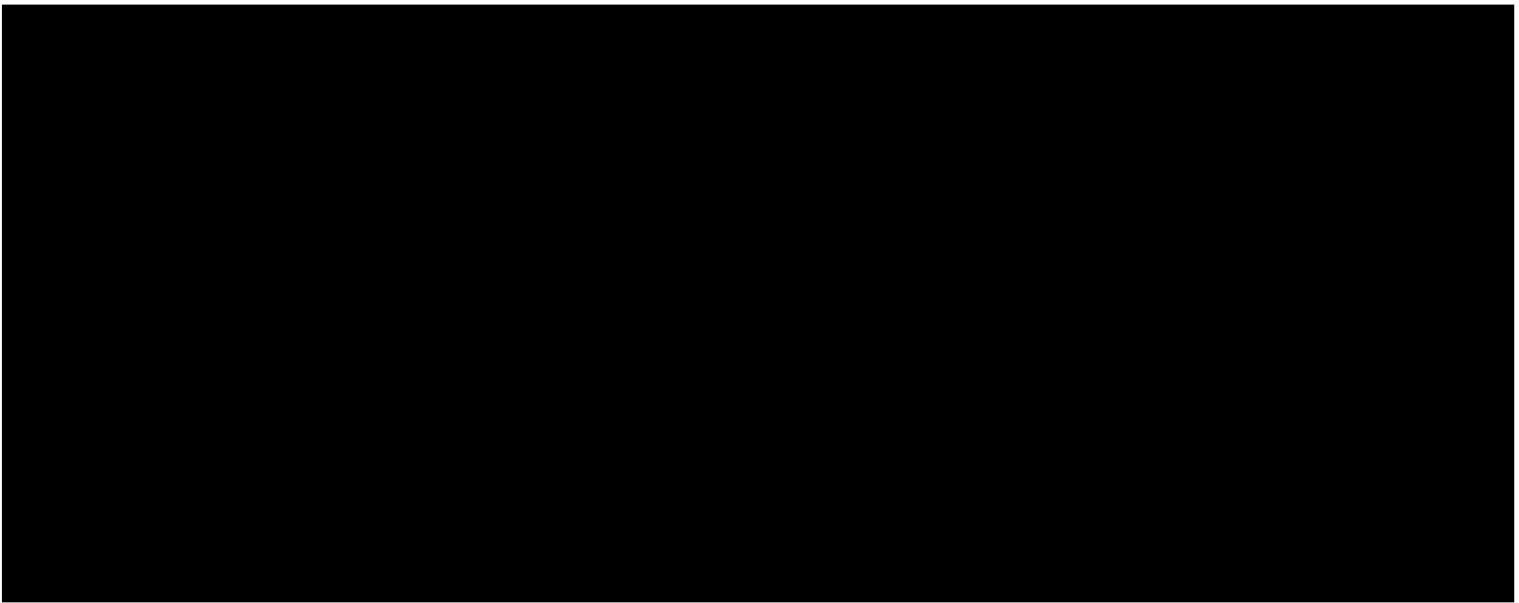
**INVESTIGATION OF EMERGENCY § PUBLIC UTILITY COMMISSION
PREPAREDNESS AND RESPONSE BY §
UTILITIES IN HOUSTON AND § OF TEXAS
SURROUNDING COMMUNITIES §
§**

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

URECC EOP – APPENDIX 1 – STAFFING MODE – Page 63:



Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

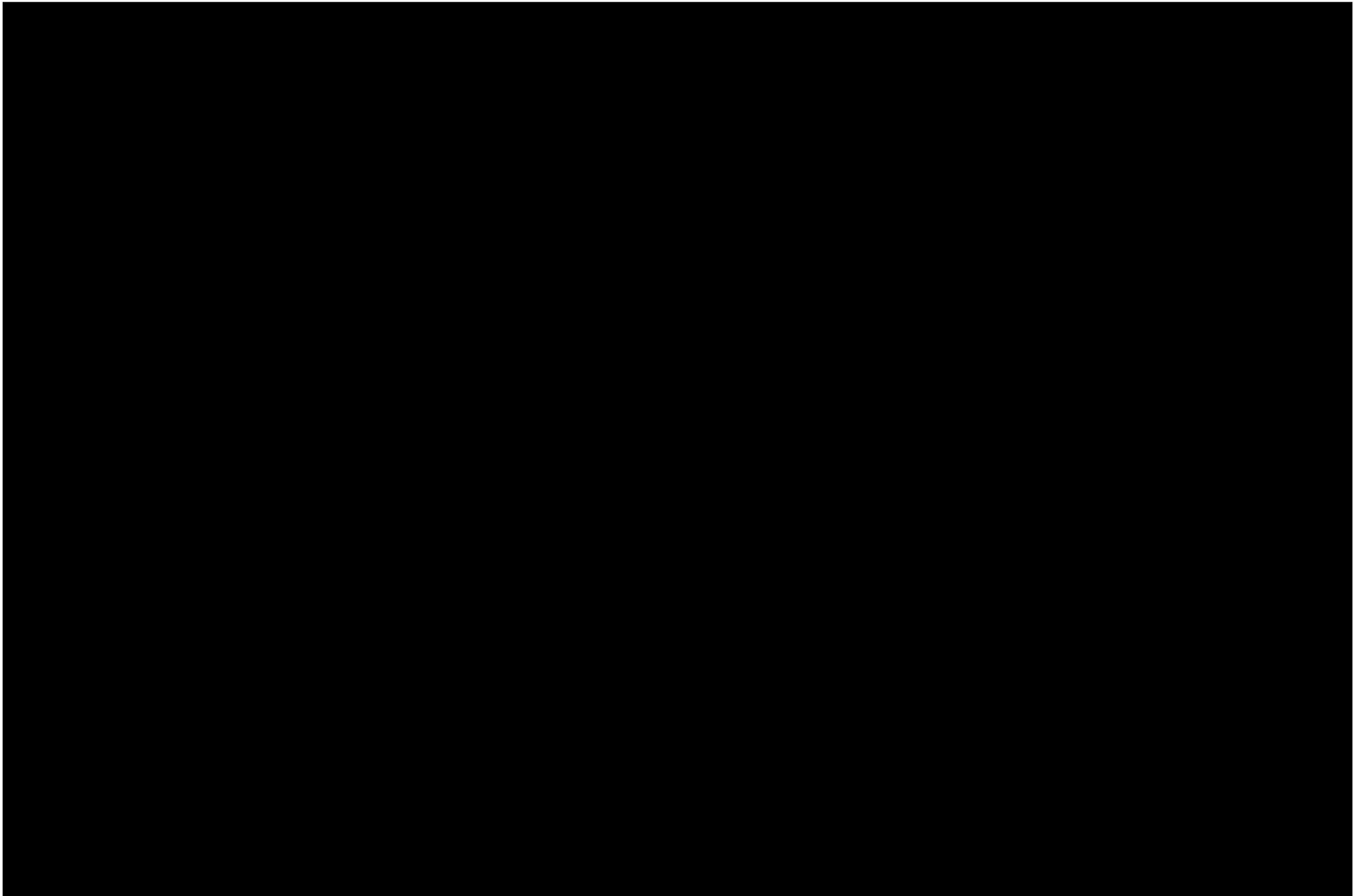
**INVESTIGATION OF EMERGENCY § PUBLIC UTILITY COMMISSION
PREPAREDNESS AND RESPONSE BY §
UTILITIES IN HOUSTON AND § OF TEXAS
SURROUNDING COMMUNITIES §
§**

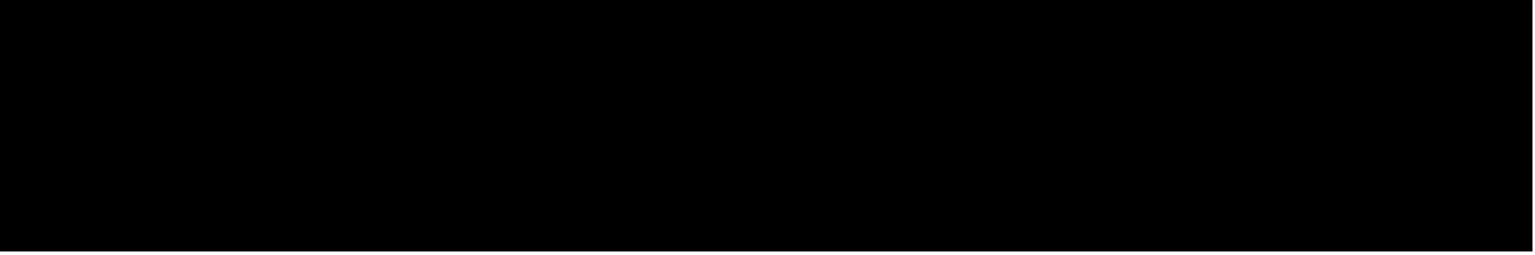
**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF’S
FIRST SET OF REQUESTS FOR INFORMATION**

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 or service for an area of your service territory relative to the others and why.

Response:

URECC EOP – FACILITY TYPE AND SERVICE CLASSIFICATION PRIORITIES – Page 22:





Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

None.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
 RESPONSES TO COMMISSION STAFF'S
 FIRST SET OF REQUESTS FOR INFORMATION**

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 asses and begin service restoration efforts after Hurricane Beryl made landfall in the Impacted Area.

Response:

| COUNTY | CAMP | | | CASS | | | GREGG | | |
|-----------|----------|-------|--------|--------|-------|--------|-------|-------|--------|
| Date | 8-Jul | 9-Jul | 10-Jul | 8-Jul | 9-Jul | 10-Jul | 8-Jul | 9-Jul | 10-Jul |
| # Working | 9 | 17 | 2 | 8 | 5 | 1 | 16 | 18 | 13 |
| COUNTY | HARRISON | | | MARION | | | RUSK | | |
| Date | 8-Jul | 9-Jul | 10-Jul | 8-Jul | 9-Jul | 10-Jul | 8-Jul | 9-Jul | 10-Jul |
| # Working | 16 | 14 | 2 | 10 | 6 | 2 | 0 | 7 | 0 |
| COUNTY | SMITH | | | UPSHUR | | | WOOD | | |
| Date | 8-Jul | 9-Jul | 10-Jul | 8-Jul | 9-Jul | 10-Jul | 8-Jul | 9-Jul | 10-Jul |
| # Working | 6 | 8 | 1 | 29 | 41 | 37 | 15 | 15 | 11 |

Preparer: Dee Wingfield, Executive Assistant
 Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
 RESPONSES TO COMMISSION STAFF'S
 FIRST SET OF REQUESTS FOR INFORMATION**

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 customer.

Response:

| | County | # Out | Percentage | Restored 7/8 | Percentage | Restored 7/9 | Percentage | Restored 7/10 | Percentage |
|--------------|--------------|--------------|------------|------------------------|-----------------------|------------------------|--------------|---------------|---------------|
| 8-Jul | Camp | 612 | 3.29% | 0 | 0.00% | 612 | 8.55% | 0 | 0.00% |
| | Cass | 441 | 2.37% | 347 | 3.12% | 94 | 1.31% | 0 | 0.00% |
| | Gregg | 1371 | 7.37% | 1159 | 10.43% | 212 | 2.96% | 0 | 0.00% |
| | Harrison | 3999 | 21.48% | 1597 | 14.37% | 2402 | 33.54% | 0 | 0.00% |
| | Marion | 1806 | 9.70% | 1703 | 15.33% | 103 | 1.44% | 0 | 0.00% |
| | Smith | 615 | 3.30% | 31 | 0.28% | 584 | 8.15% | 0 | 0.00% |
| | Upshur | 7852 | 42.18% | 4720 | 42.48% | 2951 | 41.20% | 181 | 53.08% |
| | Wood | 1919 | 10.31% | 1555 | 13.99% | 204 | 2.85% | 160 | 46.92% |
| | TOTAL | 18615 | | 11112 | | 7162 | | 341 | |
| | 9-Jul | | # Out | Percentage | Restored 7/9 from 7/8 | Percentage | Restored 7/9 | Percentage | Restored 7/10 |
| Camp | | 698 | 7.44% | 612 | 8.55% | 84 | 4.96% | 2 | 0.38% |
| Cass | | 142 | 1.51% | 94 | 1.31% | 48 | 2.83% | 0 | 0.00% |
| Gregg | | 332 | 3.54% | 212 | 2.96% | 120 | 7.08% | 0 | 0.00% |
| Harrison | | 2411 | 25.71% | 2402 | 33.54% | 8 | 0.47% | 1 | 0.19% |
| Marion | | 528 | 5.63% | 103 | 1.44% | 425 | 25.09% | 0 | 0.00% |
| Smith | | 591 | 6.30% | 584 | 8.15% | 7 | 0.41% | 0 | 0.00% |
| Upshur | | 4304 | 45.90% | 2951 | 41.20% | 999 | 58.97% | 354 | 68.08% |
| Wood | | 370 | 3.95% | 204 | 2.85% | 3 | 0.18% | 163 | 31.35% |
| TOTAL | | 9376 | | 7162 | | 1694 | | 520 | |
| 10-Jul | | # Out | Percentage | Restored 7/10 from 7/8 | Percentage | Restored 7/10 from 7/9 | Percentage | Restored 7/10 | Percentage |
| | Camp | 2 | 0.35% | 0 | 0.00% | 2 | 1.12% | 0 | 0.00% |
| | Cass | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| | Gregg | 4 | 0.70% | 0 | 0.00% | 0 | 0.00% | 4 | 7.84% |
| | Harrison | 1 | 0.18% | 0 | 0.00% | 1 | 0.56% | 0 | 0.00% |
| | Marion | 44 | 7.71% | 0 | 0.00% | 0 | 0.00% | 44 | 86.27% |
| | Smith | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| | Upshur | 357 | 62.52% | 181 | 53.08% | 173 | 96.65% | 3 | 5.88% |
| | Wood | 163 | 28.55% | 160 | 46.92% | 3 | 1.68% | 0 | 0.00% |
| | TOTAL | 571 | | 341 | | 179 | | 51 | |

Preparer: Dee Wingfield, Executive Assistant
 Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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 process.

Response:

Calls and notes are entered into URECC's OMS system.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

Does not apply. No formal agreements with local, state, and federal agencies were in place.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

None.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

URECC noticed the need to improve the vetting of contract crews.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

Does not apply.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

Does not apply.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

Distribution Infrastructure

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
 RESPONSES TO COMMISSION STAFF’S
 FIRST SET OF REQUESTS FOR INFORMATION**

- 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:

URECC currently employs multiple methods for evaluating poles. First, URECC uses employees who inspect poles daily across sections of circuits that often focus on specific areas. Periodically, another group of employees will inspect specific segments of transmission poles. Secondly, Field staking technicians, when adding a new service to the system, will inspect any existing poles where the work is scheduled to be done. Third, crews who work their respective territories will evaluate poles as their work occurs daily.

- a. The crew based inspection currently average around 50 poles per day.
- b. Inspectors are trained to review a pole holistically for visible defects and then perform a ground line inspection. These inspectors are trained to know both RUS and OSHA standards.
- c. Deficient poles are classified into two groups, priority and non-priority. Priority poles have a 14 day replacement maximum time limit. Non-Priority poles have a 30-day replacement maximum time limit.

Preparer: Dee Wingfield, Executive Assistant
 Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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

Response:

The standard easement for all distribution is 30-feet width; 15-feet from centerline on each side.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

- Staff 1-56** Identify all feeders on your distribution system affected by Hurricane Beryl or the May 2024 Derecho and provided 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 and estimate for when identified rebuilds will commence.

Response:

a-e: See the attached distribution poles table below.
f-g: Not available.

| Feeder | Pole Count | Wood | Wood % | Iron | Iron % | Wood Failure | Iron Failure | Failure Cause | Failure Point | Failure Percentage | Poles over 60' | NESC | Install date | Doc. Inspect date | Replaced date |
|--------|------------|-------|---------|------|--------|--------------|--------------|---------------|---------------|--------------------|----------------|-------------------------|--------------|-------------------|---------------|
| 100 | 1013 | 1013 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 105 | 853 | 853 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 111 | 619 | 619 | 100.00% | 0 | 0.00% | 1 | | Major Event | Broke Pole | 0.16% | | Medium Loading, Grade C | 1/7/2021 | | 7/9/2024 |
| 115 | 524 | 524 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 116 | 705 | 705 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 120 | 1026 | 1026 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 125 | 497 | 496 | 99.80% | 1 | 0.20% | 1 | | Major Event | Broke Pole | 0.20% | | Medium Loading, Grade C | 12/16/2011 | | 7/9/2024 |
| 130 | 879 | 878 | 99.89% | 1 | 0.11% | | | | | | | Medium Loading, Grade C | | | |
| 135 | 599 | 599 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 165 | 922 | 922 | 100.00% | 0 | 0.00% | 1 | | Major Event | Broke Pole | 0.11% | | Medium Loading, Grade C | 11/30/2009 | | 7/9/2024 |
| 170 | 1117 | 1116 | 99.91% | 1 | 0.09% | 1 | | Major Event | Broke Pole | 0.09% | | Medium Loading, Grade C | 3/22/2019 | | 7/9/2024 |
| 175 | 1228 | 1228 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 180 | 860 | 860 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 185 | 514 | 514 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 190 | 1056 | 1056 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 195 | 937 | 936 | 99.89% | 1 | 0.11% | | | | | | | Medium Loading, Grade C | | | |
| 200 | 1977 | 1970 | 99.65% | 7 | 0.35% | | | | | | 1 | Medium Loading, Grade C | | | |
| 210 | 1706 | 1706 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 215 | 747 | 747 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 220 | 680 | 679 | 99.85% | 1 | 0.15% | | | | | | | Medium Loading, Grade C | | | |
| 225 | 1057 | 1057 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 235 | 604 | 604 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 240 | 797 | 796 | 99.87% | 1 | 0.13% | 1 | | Major Event | Broke Pole | 0.13% | | Medium Loading, Grade C | 6/28/1995 | | 7/9/2024 |
| 245 | 762 | 762 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 255 | 1064 | 1064 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 260 | 524 | 524 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 270 | 590 | 590 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 275 | 341 | 341 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 280 | 298 | 298 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 285 | 568 | 567 | 99.82% | 1 | 0.18% | | | | | | | Medium Loading, Grade C | | | |
| 295 | 887 | 887 | 100.00% | 0 | 0.00% | | | | | | 4 | Medium Loading, Grade C | | | |
| 300 | 968 | 967 | 99.90% | 1 | 0.10% | | | | | | | Medium Loading, Grade C | | | |
| 305 | 912 | 909 | 99.67% | 3 | 0.33% | | | | | | 3 | Medium Loading, Grade C | | | |
| 310 | 705 | 705 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 315 | 502 | 502 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 320 | 728 | 728 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 330 | 745 | 745 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 335 | 413 | 413 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 340 | 1094 | 1094 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 345 | 245 | 245 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 350 | 617 | 616 | 99.84% | 1 | 0.16% | | | | | | | Medium Loading, Grade C | | | |
| 360 | 603 | 603 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 365 | 365 | 365 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 370 | 756 | 756 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 375 | 848 | 848 | 100.00% | 0 | 0.00% | 1 | | Major Event | Broke Pole | 0.12% | | Medium Loading, Grade C | 2/15/2024 | | 7/9/2024 |
| 380 | 751 | 751 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 390 | 336 | 336 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 400 | 1547 | 1547 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 405 | 1861 | 1861 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 410 | 1882 | 1882 | 100.00% | 0 | 0.00% | | | | | | 1 | Medium Loading, Grade C | | | |
| 420 | 592 | 592 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 425 | 449 | 449 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 430 | 733 | 732 | 99.86% | 1 | 0.14% | | | | | | | Medium Loading, Grade C | | | |
| 440 | 692 | 690 | 99.71% | 2 | 0.29% | | | | | | 4 | Medium Loading, Grade C | | | |
| 450 | 955 | 955 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 485 | 1060 | 1059 | 99.91% | 1 | 0.09% | | | | | | | Medium Loading, Grade C | | | |
| 500 | 972 | 972 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 560 | 936 | 936 | 100.00% | 0 | 0.00% | 1 | | Major Event | Broke Pole | 0.11% | | Medium Loading, Grade C | 3/31/2007 | | 7/9/2024 |
| 565 | 381 | 381 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 570 | 306 | 306 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 585 | 360 | 360 | 100.00% | 0 | 0.00% | 1 | | Major Event | Broke Pole | 0.28% | | Medium Loading, Grade C | 6/17/1994 | | 7/9/2024 |
| 590 | 604 | 604 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 610 | 412 | 412 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 620 | 636 | 635 | 99.84% | 1 | 0.16% | | | | | | | Medium Loading, Grade C | | | |
| 625 | 464 | 464 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 635 | 447 | 447 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 650 | 535 | 535 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 660 | 174 | 174 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 665 | 273 | 273 | 100.00% | 0 | 0.00% | 1 | | Major Event | Broke Pole | 0.37% | | Medium Loading, Grade C | 9/11/2012 | | 7/9/2024 |
| 670 | 191 | 191 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 675 | 375 | 375 | 100.00% | 0 | 0.00% | 1 | | Major Event | Broke Pole | 0.27% | | Medium Loading, Grade C | 5/14/2013 | | 7/9/2024 |
| 680 | 3341 | 3341 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 685 | 1528 | 1528 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 690 | 1948 | 1948 | 100.00% | 0 | 0.00% | 1 | | Major Event | Broke Pole | 0.05% | | Medium Loading, Grade C | 5/31/2000 | 2016 | 7/9/2024 |
| 770 | 285 | 285 | 100.00% | 0 | 0.00% | | | | | | | Medium Loading, Grade C | | | |
| 780 | 1554 | 1554 | 100.00% | 0 | 0.00% | 1 | | Major Event | Broke Pole | 0.06% | | Medium Loading, Grade C | 6/11/2012 | | 7/9/2024 |
| 795 | 516 | 515 | 99.81% | 1 | 0.19% | | | | | | | Medium Loading, Grade C | | | |
| Total | 62548 | 62523 | 99.96% | 25 | 0.04% | 12 | 0 | 0 | | 0.02% | | | | | |

*exceptions to loading-Grade B for highway, railroad and open water crossings

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

- 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:

See response to Staff 1-56.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

URECC standard for distribution pole embedment is 2 feet plus 10%. This standard has not changed in the last 10 years.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

See response to Staff 1-56.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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

Response:

All lines are designed to be built to meet NESC and state law requirements. These guidelines were followed at the time of construction.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

URECC increased safety factors from grade C to grade B for roadways, waterways and railroad crossings.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

- 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 construction is NESC medium loading, Grade C with the exception of highway, railroad, and open water crossings (which is Grade B).
- b. See Chart Below.

| Feeder | Total | Wood | Iron |
|--------|-------|------|------|
| 110 | 301 | 301 | 0 |
| 140 | 112 | 112 | 0 |
| 145 | 152 | 152 | 0 |
| 150 | 404 | 404 | 0 |
| 155 | 1279 | 1277 | 2 |
| 160 | 683 | 682 | 1 |
| 186 | 1127 | 1127 | 0 |
| 196 | 1394 | 1394 | 0 |
| 205 | 11 | 11 | 0 |
| 206 | 430 | 430 | 0 |
| 230 | 312 | 297 | 15 |
| 250 | 5 | 5 | 0 |
| 325 | 897 | 897 | 0 |
| 395 | 742 | 742 | 0 |
| 435 | 297 | 297 | 0 |
| 445 | 508 | 508 | 0 |
| 455 | 206 | 206 | 0 |
| 460 | 995 | 993 | 2 |
| 465 | 373 | 373 | 0 |
| 470 | 325 | 325 | 0 |
| 475 | 114 | 114 | 0 |
| 480 | 349 | 349 | 0 |
| 495 | 288 | 288 | 0 |
| 505 | 283 | 283 | 0 |
| 510 | 633 | 633 | 0 |
| 520 | 214 | 214 | 0 |
| 525 | 146 | 146 | 0 |
| 530 | 304 | 304 | 0 |
| 546 | 244 | 244 | 0 |
| 550 | 49 | 49 | 0 |
| 555 | 387 | 318 | 69 |
| 600 | 327 | 327 | 0 |
| 605 | 376 | 376 | 0 |
| 630 | 594 | 594 | 0 |
| 640 | none | none | none |
| 645 | 5 | 5 | 0 |
| 700 | none | none | none |
| 705 | none | none | none |
| 710 | none | none | none |
| 740 | none | none | none |
| 745 | none | none | none |
| 750 | 57 | 57 | 0 |
| 755 | 16 | 16 | 0 |
| 790 | 860 | 860 | 0 |

- c. Distribution overhead ROW widths are 30-feet wide.
- d. Lines are designed and built to NESC standards.
- e. None.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

See response to Staff 1-56.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF’S
FIRST SET OF REQUESTS FOR INFORMATION**

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 poles failures caused by eight high wind or structural loading from vegetation or debris.

Response:

Does not apply.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

URECC had 11 poles affected my Hurricane Beryl. See response to Staff 1-56.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

See response to Staff 1-56.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

No opinion formed at this time.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

Transmission Infrastructure

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

- 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:

Anytime a segment of transmission is rebuilt URECC designs to NESC guidelines and uses engineering consultation to discuss construction and design standard options each time. All transmission is important but strength and standard considerations may be altered (e.g., hardened) for networked lines, lines that may provide a back up service, and those that are located in harder to reach locations.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

See response to Staff 1-56.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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 vegetation or debris.

Response:

No transmission structures failed.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer

PROJECT NO. 56822

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

**UPSHUR RURAL ELECTRIC COOPERATIVE CORPORATION
RESPONSES TO COMMISSION STAFF'S
FIRST SET OF REQUESTS FOR INFORMATION**

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:

No transmission structured failed.

Preparer: Dee Wingfield, Executive Assistant
Sponsor: Robert Walker, Chief Executive Officer