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Texas-New Mexico Power
577 N. Garden Ridge Blvd.
Lewisville, TX 75067
Tel (214) 222-4144
Fax (214) 222-4156

April 18, 2022

Central Records
Public Utility Commission of Texas
1701 N. Congress Ave.
Austin, TX 78711

Re: Project No. 53385, *Project to Submit Emergency Operations Plans and Related Documents under 16 TAC § 25.53*

Enclosed for filing please find the following:

1. Texas-New Mexico Power Company's Emergency Operations Plan ("TNMP's EOP"). TNMP's EOP consists of a separate Plan for each of TNMP's business units, which include the Gulf Coast Business Unit, the West Texas Business Unit, the Central Texas Business Unit, the North Texas Business Unit, and the Lewisville Business Unit.

2. Executive Summary of Texas-New Mexico Power Company's Emergency Operations Plan pursuant to 16 Tex. Admin. Code § 25.53(c)(1)(A)(i).

3. Texas-New Mexico Power Company's Record of Distribution pursuant to 16 Tex. Admin. Code § 25.53(c)(4)(A)(i) & (ii) and List of Emergency Contacts pursuant to 16 Tex. Admin. Code § 25.53(c)(4)(B).

4. A confidential, unredacted version of TNMP's Emergency Operations Plan, Record of Distribution, and List of Emergency Contacts filed separately under seal.

If you have any questions regarding this filing, please do not hesitate to contact me.

Regards,

Keith Nix
Vice President, Engineering & Technical Services
Texas-New Mexico Power Company
(Office) 214.222.4144
(Cell) 505.264.1858
Keith.Nix@tnmp.com

AFFIDAVIT

STATE OF TEXAS §
§
COUNTY OF DENTON §

BEFORE ME, the undersigned authority, on this day personally appeared James N. Walker, who, upon proving his identity to me and by me being duly sworn, deposes and states the following based on personal information or information relayed to him by persons with personal knowledge:

1. My name is James N. Walker. I am the President of Texas-New Mexico Power Company ("TNMP"). I am of legal age, a resident of the State of Texas, and have never been convicted of a felony.

2. TNMP's relevant operating personnel are familiar with and have received training on the applicable contents and execution of TNMP's Emergency Operations Plan ("TNMP EOP"), and those personnel are instructed to follow the applicable portions of TNMP's EOP except to the extent deviations are appropriate as a result of specific circumstances during the course of an emergency.

3. TNMP's EOP has been reviewed and approved by the appropriate TNMP executives.

4. Drills concerning TNMP's EOP have been conducted to the extent required by 16 Tex. Admin. Code § 25.53(f).

5. TNMP's EOP or an appropriate summary has been distributed to local jurisdictions as needed.

6. TNMP maintains a business continuity plan that addresses returning to normal operations after disruptions caused by an incident.

7. TNMP's emergency management personnel who are designated to interact with local, state, and federal emergency management officials during emergency events have received the latest IS-100, IS-200, IS-700, and IS-800 National Incident Management System training.

I certify that the foregoing affidavit offered by me on behalf of Texas-New Mexico Power Company is true and correct.

Witness

* * * * *

SWORN TO AND SUBSCRIBED before me, Notary Public, on this 18th day of April 2022, to certify which witness my hand and seal of office.

NOTARY PUBLIC in and for the
State of Texas

LINNY BLACKWELL
Notary Public, State of Texas
Comm. Expires 03-05-2024
Notary ID 668184-2

SEAL:

Printed Name: Linny Blackwell

My Commission expires: 3-5-2024

Notary ID#: 668184-2

DOCKET NO. 53385

PROJECT TO SUBMIT EMERGENCY OPERATIONS PLANS AND RELATED DOCUMENTS UNDER 16 TEX. ADMIN. CODE § 25.53	§ § § § § §	BEFORE THE PUBLIC UTILITY COMMISSION OF TEXAS

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RECORD OF DISTRIBUTION

TNMP EMERGENCY OPERATIONS PLAN

In accordance with 16 Tex. Admin. Code § 25.53(c)(4)(A), the below Record of Distribution reflects the names and titles of TNMP personnel who received access to updated versions of TNMP's Emergency Operations Plans. These versions have replaced previous Plans, which were in place prior to the implementation of § 25.53.

Name	Title	Date of EOP Access
Neal Walker	President – TNMP	4/14/2022
Evans Spanos	Vice President – TNMP Operations	4/14/2022
Stacy Whitehurst	Vice President – TNMP Regulatory Affairs	4/14/2022
Keith Nix	Vice President – Engineering & Technical Services	4/14/2022
Pauline Moore	Director – Gulf Coast Business Unit	4/14/2022
Tommy Gauna	Director – Lewisville/North Texas Business Unit	4/14/2022
Chris Gerety	Director – TNMP System Engineering & Land Services	4/14/2022
Anthony Hudson	Director – TNMP Regional Engineering	4/14/2022
Clint Bryan	Field Supervisor – Central Texas Operations	4/14/2022
Mike Laurence	Field Supervisor – West Texas South Operations	4/14/2022
Angel Flores	Field Supervisor – West Texas North Operations	4/14/2022

EMERGENCY CONTACTS

TNMP EMERGENCY OPERATIONS PLAN

In accordance with 16 Tex. Admin. Code § 25.53(c)(4)(B), the below reflects the names, titles, and contact information for TNMP personnel who are to be contacted in the event of an emergency.

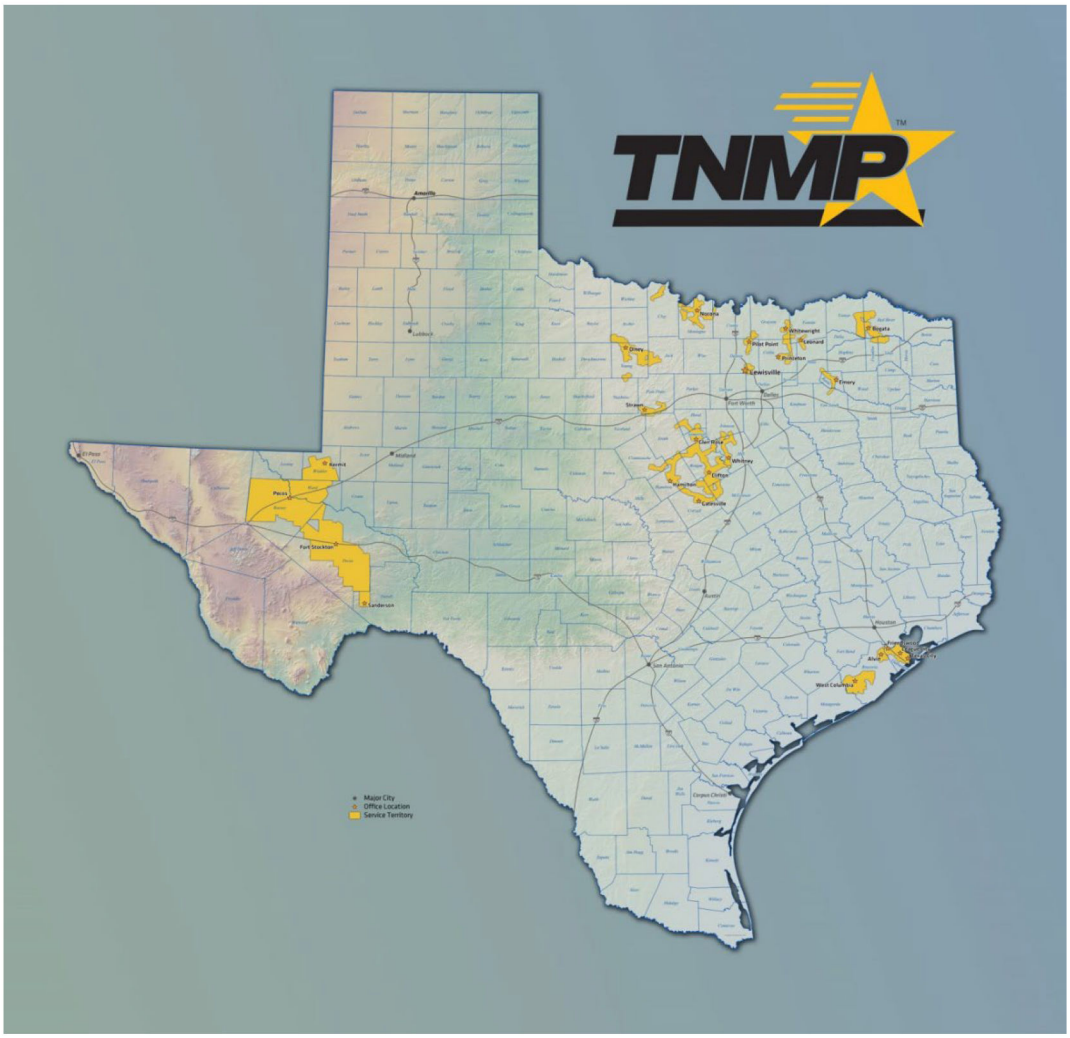
Name	Title	Office	Cell	Email Address
Keith Nix (Primary)	Vice President – Engineering & Technical Services	214-222-4144	505-264-1858	Keith.Nix@tnmp.com
Stacy Whitehurst (Secondary)	Vice President – TNMP Regulatory Affairs	214-222-4142	817-239-1913	Stacy.Whitehurst@tnmp.com

TEXAS-NEW MEXICO POWER
EMERGENCY OPERATIONS PLAN
EXECUTIVE SUMMARY

OVERVIEW OF TNMP

TNMP is a Transmission and Distribution Service Provider that provides electric delivery service to approximately 260,000 end-use customers across Texas. TNMP is a subsidiary of PNM Resources, Inc. whose corporate offices are located in Albuquerque, New Mexico. TNMP's corporate headquarters are located in the City of Lewisville, which is within the D-FW Metroplex.

TNMP's service territory consists of five non-contiguous geographic regions: Lewisville, North Texas, Central Texas, Gulf Coast, and West Texas. The TNMP regions are not interconnected with one another and exist within various climate zones across the state (see map attached below). TNMP's Gulf Coast region is mainly subject to the risk of hurricanes due to its location in the Houston/Galveston coastal area. The other operating areas are mainly exposed to fast-moving thunderstorms, extreme heat/cold weather events, and windstorms.



TNMP operates construction centers and facilities which are staffed with the appropriate resources to respond to operating emergencies as required within each of the geographic regions. Technicians, Engineering, and Management personnel exist in each of the regions and will provide the necessary emergency response, support, situational awareness, and expertise in the event of an emergency condition. TNMP maintains an established history in successfully responding to some of the largest events in the history of the state (i.e., Hurricanes Ike and Rita, Tropical Storm Harvey, etc.) where prior planning was the key factor in continuing operations. The attached supporting information will detail TNMP's Emergency Operations Planning procedures and intended response during an emergency situation.

EMERGENCY OPERATIONS PLANNING AT TNMP

Due to the lack of continuity of TNMP's service territory, each of the five regions maintains a separate Emergency Operations Plan with core sections that are consistent across the Plans. The main core sections are meant to provide the general overall response to any sort of emergency operational condition; however, the Gulf Coast Plan contains additional detailed Hurricane Response information due to its location on the Texas Coast. All of the Plans contain the necessary local contacts, staffing requirements, critical circuit listings, logistics, vehicle requirements, and other general information specific to that Region's emergency response. Also contained within the Plans is the methodology TNMP utilizes to determine activation of the Plan, triggering events and both internal/external communications required during an emergency. The most recent revision dates are shown on the outside cover. The Annexes required by PUCT Rule §25.53 are included at the end of each Plan. The Plans are updated annually and reviewed by TNMP's Executive Committee.

The following table will detail specific sections and page numbers within each region's Plan that demonstrates compliance with the requirements of PUCT Rule §25.53.

Rule 25.53 Requirement	***Gulf Coast Region Plan***	***Lewisville Region Plan***	***North Texas Region Plan***	***Central Texas Region Plan***	***West Texas Region Plan***
Approval and Implementation	Introduction & Approval, Overview Pgs. 6-7	Introduction & Approval, Overview Pgs. 5-6	Introduction & Approval, Overview Pgs. 5-6	Introduction & Approval, Overview Pgs. 4-5	Introduction & Approval, Overview Pgs. 5-6
Communications	Communications, Pgs.19-22 Communications, Pgs. 33-36, 47-48, 58-63	Communications, Pgs. 8-10	Communications, Pgs. 8-14	Communications, Pgs. 8-16	Communications, Pgs. 10-12
Supplies for Emergency Response	Material/Stores Coordination, Pgs. 38,51, 63	Material/Stores Coordination, Pg. 12-13	Material/Stores Coordination, Pgs. 20-21	Material/Stores Coordination, Pg. 21	Material/Stores Coordination, Pgs. 18-19
Staffing	Personnel, Pgs. 23-28, 36-37, 50, 60-61	Personnel, Pgs. 10-11	Personnel, Pgs. 14-18	Personnel, Pgs. 16-18	Personnel, Pgs. 12-15
Identifying Weather-Related Hazards	Gulf Coast Region Storm Alerts, Pg. 8	Storm Identification, Pgs. 6-7	Storm Identification, Pgs. 6-7	Storm Identification, Pgs. 5-6	Storm Identification, Pgs. 6-7
Annexes	Annex A through F at end of plan	Annex A through F at end of plan	Annex A through F at end of plan	Annex A through F at end of plan	Annex A through F at end of plan

EMERGENCY OPERATIONS PLANS

Preparedness Plan for Hurricanes, Winter Storms and Other Large-scale Weather Events

For the Gulf Coast Regions & Substation Areas

Revision	Changes	Date
2006	Initial release	June 2006
2007	Revised	May 2007
2008	Revised	May 2008
2009	Revised	May 2009
2010	Revised	May 2010
2011	Revised	May 2011
2012	Revised	May 2012
2013	Revised	May 2013
2014	Revised	May 2014
2015	Revised	Dec 2015
2016	Revised	Jun/Aug 2016
2017	Revised	May 2017
2018	Revised	May 2018
2019	Revised	April 2019
2020	Revised	May 2020
2021	Revised	July 2021
2022	Revised for PUCT Rule	March 2022

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INTRODUCTION & APPROVAL

The order of priority when preparing for an emergency, severe summer/winter storm or hurricane is as follows:

(1) Protect human life,

(2) Seek to prevent or minimize personal injury,

(3) Reduce the exposure of property to damage,

(4) Minimize damage to property that cannot be relocated and

(5) Seek to restore normal operations as quickly as possible.

Having a workable plan that can be implemented in a timely and effective manner is the key ingredient in accomplishing these prioritized goals.

In the case of a hurricane, summer/winter storm or other natural weather event, preparing for it successfully depends on how easily and how orderly we all act even though chances may be great that the storm will not hit us. Timetables for implementing the various stages of the plan will depend on the storm's forward speed/direction, probability of a storm hit and the expected intensity of the storm and accompanying weather conditions.

The following pages contain information on how to address specific problems. No plan can address every conceivable problem that will be encountered. Recovery personnel will have to rely on their own knowledge and experience when unexpected problems occur.

The Basic Plan for TNMP will be maintained and approved by the Executive Committee as described later in this plan and in conjunction with each Business Unit's Director. Changes to the Plan will be made by either the Business Unit's Director or a member of the Executive Committee and presented for final approval to the membership of the Executive Committee, which includes all of TNMP's Senior Executive management including its President.

Revision Control and the latest version of the Plan is displayed on the outer cover of the Plan for each area. The previous year's Plan is superceded by the latest listed Plan date accordingly as per the last revision date shown of July, 2021 for this Area's plan.

OVERVIEW - HOW TO USE THIS PLAN

The Basic Plan for TNMP presents an overview of the company response, organization, and state-wide policies. It contains policies, guidelines, and procedures to follow before, during, and after an emergency. It also provides more detailed emergency plans and procedures broken down by Business Unit Areas. Each Business Unit Area has an individual plan to address unique needs and is customized accordingly, keeping in mind that this document is not all inclusive and should be used as a guide.

The information included under separate Business Area plans consist of a list of area personnel including management, emergency contact information, cell phone numbers, duty

assignments, contractor contacts and phone numbers, food and lodging information, circuit listings, circuit assignments, vehicle assignments, substation assignments and other information as deemed necessary for that Area plan. Each Area plan could have information not included in other Area plans due to each area being its own unit. Each Area plan will also contain Annexes that will demonstrate compliance with PUCT Rules, namely PUCT Rule 25.53 – Electric Service Emergency Operations Plans.

As stated, no plan can address every conceivable problem that will be encountered. All TNMP employees can do is to prepare in order to limit the damages and restore power to our customers as quickly and safely as possible.

GULF COAST REGION STORM ALERT STAGES

SIGNIFICANT STORM IS IN THE GULF OF MEXICO AND WARRANTS TRACKING

PRE 120 HOURS - KEEP EMPLOYEE DATABASE UPDATED, VERIFY ALL EMPLOYEES HAVE COMPANY ID'S, REVIEW EOP PLAN & ASSIGNMENTS WITH ALL EMPLOYEES, REFILL FUEL STORAGE & MAKE SURE ALL CONTACTS ARE IN PLACE WITH NECESSARY VENDORS

120 Hours *Estimated Landfall*

- Monitor and track storm
- Confirm forecast-StormGeo weather
- Talk with Staging Area Contacts
- Begin seecuring hotel rooms
- Contact TNMP Directors
- Contact Alternate Evacuation Site
- Contact logistics provider
- Contact helicopter service
- Confirm Core Team
- Affirm fuel storage status
- Update Employee Evacuation information
- Contact PNMR Call Center & after hours dispatch.
- Communications personnel to determine media notifications.
- Evaluate stock materials, company wide.

96 Hours *Estimated Landfall*

- Update & review employee assignments
- Fuel trucks & restock materials
- Contact city officials
- Test satellite phones
- Contact supply chain vendors & all other necessary vendors
- Contact mutual assistance groups
- Initialize SOC plan
- Release core team to secure families
- Pick up provisions for core team
- Determine internal personnel commitments
- Review need for additional personnel
- Discuss mustual assistance needs
- Determine reliability reporting responsibility
- Contact contract evaluators
- Notify all REP's, ERCOT and PUCT
- Stop normal service orders

72 Hours *Estimated Landfall*

- Core team returns
- Participate on Mutual Assistance Calls (SEE & Texas)
- Relocate non-essential vehicles
- Begin communications with BTS
- Equipment should be tied down where necessary
- Contact and communicate with City Officials
- Discuss when to release employees
- Secure rental vehicles
- Critical load identification (lift stations, hospitals)
- Print out personnel information sheets

48 Hours *Estimated Landfall*

- Contact PNMR Safety & Environmental
- Turn Payroll over to North Texas admin
- Contact PNM Vegetation Manager
- Contact key back-up personnel
- Confirm parking plan at staging site
- Work with SOC to address high voltage
- Confirm incoming crews
- Contact PNMR-Audit & Acct for documentation review
- Review orientation materials
- Confirm one line map supply/location
- Staging Site locations are determined

24 Hours *Estimated Landfall*

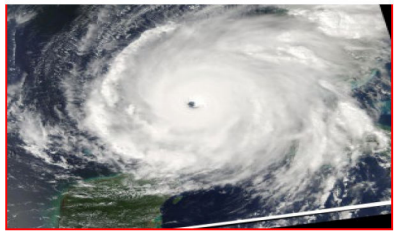
- All Core team members should be in place and in constant contact with management personnel
- Coordinate with industrial customers
- Work safely as long as possible
- Continue contact with helicopter service
- Monitor system with SOC

12 Hours *Estimated Landfall*

- Personnel in Lewisville will take control of the system.
- Mobilize TNMP crews
- Deploy Mutual Assistance

2021 TNMP Directors
– [redacted]-Northern Area
– Jim Cosper – Central/West Texas
2021 PNM Vegetation Manager

Landfall



Within 24 Hours after Landfall

→Core team performs damage assessments. High level assessments by field supervisors
→Assess manpower & communication needs
→Assess logistical needs
→Staging site decision should be made
→All GCR employees should start returning
→Verify employee return
→Deploy forensic team
→Initiate circuit activation & crew assignment spreadsheet
→Contact ERCOT & PUCT with outage information

24 to 48 Hours after Landfall

→Initial damage assessments should be complete.
→Once restoration efforts begin; all available employees will take pictures of all TNMP damaged facilities. (Poles, substations & buildings)
→Mutual Assistant contacts should be made
→Hotel assignments will be ongoing
→Work assignment and instructions should be packaged and ready for disbursement
→Safety orientations should be completed for all incoming crews
→Continued contact with PNM Vegetation Manager

EMERGENCY OPERATIONS PLAN

For the

Gulf Coast Region

A. BASIC PLAN

The mission of the Gulf Coast Region employees will be to restore service to our customers in a safe, orderly, and effective manner. Our primary goal will be to have power restored as quickly as possible to all of our customers. The following is a brief summary of our plan to accomplish this goal using a hurricane as the benchmark emergency. Though a hurricane is referenced as the primary example in the plan, the process differs only slightly when implemented during a winter storm or other natural events. Where nuances exist, they are noted in the plan. This plan may be used in part or in whole depending upon the nature of the actual emergency.

- Pre-storm preparation.
- Post storm damage assessments.
- Accurate manpower and material estimates for restoration.
- Timely requests for outside assistance where appropriate.
- Targeting of resources for maximum effectiveness.
- Thorough and regular communication of progress to the customers, media and employees.
- Dedicated logistical support to employees involved in the restoration effort.

The damage caused by a Class 4 or 5 Hurricane will be extensive, however a Class 3 Hurricane can also be devastating. This Major Storm Restoration Plan was prepared to identify steps to be taken in the event that some portion of the Region is threatened by such a hurricane but also a winter storm, large-scale flood event or other storm not specifically mentioned in this document. It should help prepare for the many problems we can expect to encounter prior to, during and after one of these major storms.

Some of the problems we should expect to encounter after a major class 3-5 hurricane include:

Widespread damage to facilities
Extensive and long term outages for numerous customers
Lack of food and lodging
Flooding in coastal and low-lying areas
Evacuated personnel

The following pages contain information on how to address specific problems. No plan can address every conceivable problem that will be encountered. Recovery personnel will have to rely on their own knowledge and experience when unexpected problems occur.

B. TNMP EMPLOYEES

B.1. FAMILY FIRST

The Company recognizes that the single most important item on every employee's mind in the event of a disaster is their family. That is why the Company has implemented a Family First Disaster Plan. Employees are expected to take care of their family's immediate needs first. The Family First Disaster Plan outline is located at the end of the Basic Plan. Please keep in mind that this plan is only to be used as a guideline in helping employees set up their own individual family plan.

B.2. COMPANY POLICY

In some cases, T&D employees and families will need to evacuate. Employees will be released to evacuate when conditions warrant as dictated by the Executive Committee. The **Executive Committee** consists of [redacted]. Evacuations should follow normal county notices of evacuation levels. If there is a mandatory evacuation, employees will be paid eight hours straight time per day, not to exceed 40 hours per week. If an employee chooses to leave and the city or county has not issued a mandatory evacuation, the employee will be required to take PTO. Employees should leave contact information with the Core Group. Once the evacuation has been lifted, employees will be required to report to work within 24 hours. The **Executive Committee** will also make the determination that all scheduled PTO will be canceled if it is deemed necessary. Employees on vacation prior to the storm should make an attempt to get back to the area as soon as practical.

Galveston County Emergency Management Coordinator – [redacted]

Brazoria County Emergency Management Coordinator- [redacted]

B.3. TNMP I.D. BADGES

All employees should have their TNMP I.D. badges with them whether they evacuate or they ride out the storm. Identification will be required to move about in a declared disaster area. Names of employees entering the disaster area should be provided to policing authorities where possible to avoid misunderstandings and delays. The Regional Community Liaison or an area designee should handle communications with local authorities.

B.4. WHO EMPLOYEES SHOULD CONTACT

Each employee shall notify their contact person (i.e. Field Supervisor or Director) of his/her family situation and if and when the employee can report for emergency work.

The Company will assign the Field Supervisor to be the initial contact person for each Business Unit. In the event that the Field Supervisor is not available to assume these duties, the Director of the TNMP T&D Business Unit or other designee shall perform these duties.

B.5. COMMUNICATIONS FOR EMPLOYEES' FAMILIES:

Family First Emergency Contact

A backup method is available for family members to get notifications about emergencies to employees in the unlikely, but not impossible, situation in which mobile phone coverage is poor or down entirely after landfall. This process is for ***emergencies only***, but emergencies will be treated with the highest priority.

Process

1. Prior to evacuation, Gulf Coast employees will be provided information by e-mail and by hard copy to pass along to family regarding emergency contacts.
    a. This information also will be distributed, prior to departure, to non-Gulf Coast employees who are to be deployed.
2. The information will instruct family about how to get emergency information to employees working in the Gulf if they can't be reached through normal channels.
3. Family should call [redacted], which is TNMP's media hotline number and which will work even if phones are down at the Gulf Coast Region Office.
4. A voicemail will pick up and indicate that it is just for news media.
5. Family members reporting emergencies should disregard that info and **leave a message anyway,** including:
    a. caller's name
    b. caller's phone number(s)
    c. employee's name
    d. high-level indication of the type of emergency
6. The phone system automatically notifies TNMP's on-call communications representative that a voicemail has been recorded.
7. The communications rep will call the family member as soon as possible to confirm the information has been received and advise of next steps.
    a. Family members will have to provide indications of the nature of emergencies. Per the PNM Resources Law Department, however, all employees transmitting information will be bound by HIPAA privacy requirements. They'll be prohibited from asking for details about health emergencies and limited in what he/she can share, including with the employees in question.
8. The communications rep will contact Operations in the Gulf Coast via satellite phone to share critical emergency information to be provided to the employee via the best available means of communication.
9. Affected employees will be enabled to use company satellite phones or other means to follow up with family members.

C. LOCATIONS

C.1. PRIMARY/SECONDARY REPORTING LOCATIONS

ASSIGNED TO EACH AREA'S FIELD SUPERVISOR AND REGIONAL COMMUNITY LIAISON

The contact location shall be the Construction Center that serves the communities affected. ***In the event the Construction Center has been destroyed*** the contact point will be listed in each Business Unit's Emergency Operations Plan (EOP). Operations headquarters for the disaster recovery effort will be listed under Locations in each area's EOP. Employees that report to the Construction Center should report to the alternate location listed in the event of the catastrophic loss of the Construction Center. ***After immediate care is given to employee's family, all available employees will be needed for emergency restoration***

A general map of the area showing the estimated flood zone from Class 3-5 storm surges is included at the end of the Regional Plan. This map will also show the evacuation routes out of Galveston and Brazoria County and should be made available for all employees during hurricane season and in the case of any pending storm threat.

The following buildings have been identified as subject to high wind damage:

Bay Area Operations Center
Brazos Operations Center
League City Service Center
Mainland Operations Center

An individual storm intensity determination will be made to establish if these buildings can be relied upon for use during restoration efforts. Anticipated high storm winds may limit these areas to material staging only for short term recovery planning. Alternate staging sites should be investigated annually by the area's Field Supervisors. Field Supervisors should also make sure necessary agreements are in place.

C.2. STAGING AREAS

ASSIGNED TO EACH AREA'S FIELD SUPERVISOR

Preceding and during a hurricane, winter storm or other storm event, if possible the emergency staff for the Gulf Coast Region will shelter in their respective designated Business Unit Area. If needed, the core group and personnel may be relocated from the Gulf Coast Regional Office to the SOC in [redacted] or other designated office. These functions may return to the Gulf Coast Region Office after the storm when practical.

Line crew vehicles should be relocated to a designated staging area that will be determined by the Field Supervisors and the area's Maintenance Mechanic.

As soon as reasonably possible after a disaster/storm, damage to all Operations Centers will be assessed. If any one Area is considered unsafe, unsanitary or is inaccessible, a decision will be made by the **Executive Committee** as to where operations for that Area will be set up. If it is determined that any or all Operation Centers are inoperative, the [redacted] has been designated the staging area for the TNMP Emergency Operations Center for the Bay Area and Mainland Business Unit. [redacted], will serve as a backup in the event that it is not possible to stage at [redacted]. If needed, the Brazos Area Business Unit/Operations Center has designated the [redacted], as their first choice for a staging area. The [redacted], has been designated as the Brazos Area back up. The **Executive Committee** will also make a decision by this point whether or not Base Logistics should be called into action.

The probability of all areas staging out of one staging site, [redacted], will remain an open possibility. The Executive Committee will make this decision after damage assessments have been completed.

Below is a copy of the proposed staging area for the [redacted] and the [redacted]. Everyone should keep in mind that if for some reason we cannot stage at [redacted] will be the back-up location.

D. [redacted] System Operations Center ([redacted]SOC)

The System Operations Center (SOC) will maintain functional control of TNMP's transmission and distribution system. The primary location for the Systems Operations Center is [redacted]. System Operations has a Backup System Operations Center (BSOC) located at [redacted]. When a significant storm is approaching the Gulf Coast and TNMP facilities are in the cone of probability, The Director of System Operations or their designee will dispatch a contingent of SOC personnel to the BSOC to prepare for the transfer of SCADA monitoring and control to the BSOC. In the event of imminent storm landfall, The Director of System Operations or their designee will authorize the transfer of SCADA monitoring and control to the BSOC. If the SOC is not evacuated and remains functional, it will be a satellite office of the BSOC for the purpose of restoring of the Gulf Coast Region and monitoring situational awareness. At no time will any single region be controlled from different control centers. The Director of System Operations or their designee will make the determination when it is feasible to transfer SCADA monitoring and control back to SOC.

D.1 System Operations Dispatching

Dispatching Protocol for Texas will remain in effect during the restoration process. System Operations will maintain functional control of the system even in the unlikely event SCADA control is not available. This is necessary to keep ERCOT and neighboring utilities properly informed regarding the state of TNMP's system and to properly coordinate TNMP operations. Transmission related inquiry shall be directed to the Transmission Operator and all Distribution related inquiries shall be directed to the DOC Operator as presently handled during non-emergencies.

D.2 Pre-Storm Activity

Prior to a storm landfall, as customers prepare for evacuation and industrial facilities begin to shut down, load will drop dramatically. This loss of load will cause high voltage on the transmission system. [redacted]SOC will monitor the system load and voltage and make adjustments as needed. Adjustments may include switching substation capacitor banks out service or adjusting transmission transformer LTC's to maintain proper voltage control. In the event all substation resources have been removed from service, [redacted]SOC may instruct field personnel to remove distribution capacitor banks from service where practical.

D.3 During Storm

The Director of System Operations or their designee will coordinate with field supervisors and determine when it is no longer beneficial or safe for patrolling and re-energizing transmission lines that have tripped during the storm. It is recommended that distribution reclosers be left on and allowed to trip out "naturally". Certain circuits may be re-energized when local field personnel have communicated it safe to do so.

D.4 Post-Storm Activity

Damage assessment will begin as soon as it is safe to do so and a plan formulated to restore the system. The first priority will be to safely restore the transmission system and substations. Generally, the priority for restoration will be:

1) Transmission/Substations

Note: Industrial customer load should not be re-energized until it has been determined the Transmission System is stable.

2) Distribution Circuits with Critical Loads (Complete list is contained in Appendix B of the TNMP Blackstart Plan)
   a. ASOC, Police and Fire department, Hospitals, Water Supply and Wastewater Treatment Facilities, etc.
3) Distribution Circuits of High Importance
   a. TNMP Facilities, Health Care Facilities, Schools, Large Commercial, Etc.
4) Distribution Circuits with Residential Load
5) Fused Laterals

6) Service Transformers
7) Services

Procedure for restoring power to a substation:

1) Open all transmission breakers and circuit switchers through SCADA or manually where practical.
2) Open all distribution bus breakers through SCADA or manually where practical
3) Open all distribution feeder breakers through SCADA or manually where practical.
4) Open all distribution feeder breaker load side disconnects.
5) Inspect substation for damage.
6) Close source breakers to energize transmission line to substation.
7) Close breakers to energize substation high voltage bus.
8) Close substation transformer breaker(s) or circuit switchers to energize transformer.
9) Check for proper voltage.

Procedure for restoring power to a distribution circuit:

1) Inspect circuit for damage.
2) Isolate damaged line sections by opening line recloser (and load side disconnects), air switches, or fused cutouts.
3) Install Warning Cards on all opened devices.
4) Immediately report all field devices whose state has been changed from its normal position to the DOC. DOC will update the OMS with real time data.
5) Remove Warning Cards on adjacent structure and close distribution feeder breaker load side disconnects.
6) Place distribution circuit breaker recloser in the Off/Disabled position.
7) Close distribution circuit breaker.
8) Place distribution circuit breaker recloser in the On/Enabled position

Notes:

1) Switching programs prepared under this policy shall be marked as —System Restoration Procedure in the notes.
2) All switching will have completed switching programs for historical reference.
3) Flexibility of restoration will be analyzed on an individual basis throughout the various regions.
4) If it is not possible to comply with these procedures due to equipment failure, alternative solutions will be analyzed and approved by second dispatcher.

D.5 Public Utility Commission Reports

The Public Utility Commission shall be notified as soon as reasonably possible after a significant interruption has occurred. For interruptions lasting more than 24 hours updates shall be filed with the Commission at least twice a day, normally by 9:00 AM and 3:00 PM. After the event a summary report shall be filed with the Commission within 5 days. Approved reporting forms are available on the PUC website. Reports shall be forwarded to the Regulatory Department and the Regulatory Department shall file with the Commission.

D.6 [redacted] SOC and [redacted] BSOC Operations Contact Information

[redacted] System Operations Center ([redacted] SOC), [redacted]

Main Number (up to 23 lines)	[redacted]
Transmission Desk	[redacted]
Alt Transmission Desk	[redacted]
Outage Scheduler	[redacted]
DOC Operator NTX/CTX	[redacted]
DOC Operator GCR/WTX Texas	[redacted]
City PBX (via microwave)	[redacted]
Industrial Customer Emergency Phone (non-published via microwave)	[redacted]
Fax number (non-published)	[redacted]
Satellite Phone	[redacted]
SOC Texas Desk (via ERCOT network)	[redacted]
SOC Texas Desk (via ERCOT network)	[redacted]

Backup System Operations Center (BSOC) [redacted]

Main Line (up to 10 lines)	[redacted]
Transmission Desk	[redacted]
Alternate Transmission Desk	[redacted]
DOC Operator NTX/CTX	[redacted]
DOC Operator GCR/WTX	[redacted]
BSOC Texas Desk (via ERCOT network)	[redacted]
BSOC Texas Desk (via ERCOT network)	[redacted]
Satellite Phone	[redacted]

Contingency System Operations Center (CSOC) [redacted]

CSOC is TNMP's remote Control Center located at the [redacted] in [redacted]. Should TNMP System Operators occupy this facility they can be reached by utilizing the BSOC phone numbers which ring at both locations.

E. Telecommunications

E.1 Voice & Data Communications

A telecommunication plan for each area should be developed by the Area and Region Communication Coordinators to identify alternate communication facilities that can be used should normal communications be interrupted. In preparation for a major storm, hurricane, winter storm or other natural disaster designated, personnel from each service area should determine the number of portable and/or fixed voice communication devices and services required for disaster recovery operations.

Designees from each area should provide this information to the Communication Services Support Team (CSST) as listed under subsection E.5 as soon as reasonably possible. CSST will be responsible for obtaining, distributing and collecting the communication devices prior to and after such an event. Additional satellite phones, mobile phones and portable two-way radios may be required to replace lost or damaged units. These portable devices may also be assigned to assisting company personnel, electric utility mutual aid workers and/or electric utility contractors who are contacted and requested to work recovery efforts.

E.2 Communication Devices/Services

Satellite Phones - CSST shall arrange to have a given number of satellite phones available or shall contact satellite service agent(s), business center(s) and/or retail center(s) to either acquire the additional satellite phones or to put the vendor on notice for anticipated number of satellite phones and satellite phone accessories needed prior to or during disaster recovery efforts. All Iridium SAT phones are assigned a phone number local to the West TX area. Therefore, when placing a call from the SAT phone long distance changes may apply.

TNMP Satellite Phone Number Assignments

No.	Name/Site	Sat Number
1	[redacted]	[redacted]
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		

* This satellite line extends over WAN to CSOC and rings office in Texas City also.

E.3 Instructions For Placing Calls To/From A Satellite Phone

Satellite Phone Instructions

Follow instructions below for placing calls to/from your Iridium satellite phone. Additional contact information is provided below for questions or technical assistance with your phone or phone service.

NOTE 1: Requires holding the (0) button down until a (+) is displayed before dialing a number.

Place calls <u>FROM</u> satellite phone:

From satellite phone to satellite phone assigned an International phone number
Dial 00+International Phone number

From satellite phone to landline, mobile or sat phone assigned a 10-digit US phone no
Dial 001+10 digit US phone number

Place calls <u>TO</u> satellite phone assigned a 10-digit us or International phone number:

From a landline or mobile phone
Dial 1+ Satellite Phone Number

E.4 Satellite Phone Technical Support Information

Technical Support – PNMR Supply Chain (phone, phone accessories, service or SIM card)

[redacted]

Technical Support – TNMP (phone, phone accessories, service or SIM card)

[redacted]

Technical Support – Solstar (previously SatWest) (phone, phone accessories only)

[redacted]

Technical Support – Dial tone Services (DTS) (phone and phone accessory repairs only)

[redacted]

E.5 Other Communication Services Technical Support Information

Mobile Phones - CSST shall arrange with ABQ Capabilities Development to acquire any additional mobile phones with or without PTT functionality that may be needed for support of restoration efforts or to put the vendor on notice for anticipated number of mobile phones and mobile phone accessories needed prior to or during disaster recovery efforts.

Two-Way Portable Radios - CSST has up to 25 two-way portable radios available on hand. They will also contact two-way portable radio service agent(s), business center(s) and/or retail/rental center(s) to either acquire the additional two-way portable radios or to put the vendor on notice for anticipated number of two-way portable radios and two-way portable accessories needed prior to or during disaster recovery efforts.

[redacted]

-

F. COMMUNICATIONS- PUBLIC

F.1. FAMILY EMERGENCY CONTACT SOLUTION

As explained in Section B.5., family members can contact TNMP's media hotline to request that an employee who is working restoration and otherwise is unreachable be notified that a family emergency is under way. Family should call [redacted], which is TNMP's media hotline number and which will work even if phones are down at the Gulf Coast Region Office.

For more detail, refer to Section B.5. Communications: Employees' Families, on page 10.

F.2. KEY CUSTOMER CONTACT

The Regional Community Liaison will notify Government and Key Customers of power restoration status and remain in contact with emergency management teams. Each individual Business Unit should have this information included in its plan with regards to its respective area.

F. 3. NEWS MEDIA, CUSTOMER AND CALL CENTER CONTACT

TNMP Communications representatives will a) respond and proactively reach out to news media to provide information about hurricane preparedness, power restoration updates and safety information for broadcast and publication; b) proactive reach out and update customers and the public via social media, TNMP.com and messaging on the customer service automated phone system regarding status of restoration.

Field employees should be reminded to refer news media questions to TNMP Communications representatives at the number above, which also is listed on tnmp.com. Customer questions about the overall restoration strategy and progress should be referred to tnmp.com.

F.4. COMMUNICATIONS PLAN

There are five primary communication phases associated with hurricanes:

1. Beginning of hurricane season
2. Onset of a hurricane watch or warning for the TNMP service area
3. 48 hours before hurricane landfall
4. Landfall
5. Recover

The Hurricane Communications Plan below outlines phase responsibilities. The plan is strictly a guideline and may fluctuate as on-the-ground/-water realities change.

TNMP COMMUNICATIONS CONTACTS

On-Call Communications Rep: [redacted] (leave voicemail).
This also is the number to which news media should be referred.
It can be found on the **For News Media** page on **TNMP.com**

Start of Hurricane Season, June 1

STAKEHOLDER	COMMUNICATION TACTIC	RESPONSIBILITY
All supervisors, all locations	E-mail reminder about hurricane communications plan and asking them to advise employees about availability of media hotline for emergency family contact (if needed)	[redacted]
News Media & Social Media	Press release and social media posts with preparedness tips, safety tips, reminders that restoration could be lengthy and advisory that company has response plan in place	[redacted]
Employees	Distribution of Hurricanes: Family Emergencies wallet card to regional community liaisons and field supervosrs for sharing with employees and their family members. This includes the emergency number for family members seeking to contact otherwise unreachable family members. Intended families are all those in the Gulf Coast and any non-Gulf Coast employees who are mobilized to go to the region.	[redacted]

120 Hours Out

STAKEHOLDER	COMMUNICATION TACTIC	RESPONSIBILITY
All supervisors, all locations	E-mail reminder about hurricane communications plan and asking them to advise employees about availability of media hotline for emergency family contact (if needed)	[redacted]
News Media & Customers	Press release and social media posts with preparedness tips, safety tips, reminders that restoration could be lengthy and advisory that company has response plan in place	[redacted]
Customers (2)	Briefing for PNM Call Center, including updates on steps that may follow as the storm gets closer. PNM Call Center will review its staffing and shift-assignment plans.	[redacted]
Employees	Distribution of Hurricanes: Family Emergencies wallet card to regional community liaisons and field supervosrs for sharing with employees and their family members. This includes the emergency number for family members seeking to contact otherwise unreachable family members. Intended families are all those in the Gulf Coast and any non-Gulf Coast employees who are mobilized to go to the region.	Local Supervisors, [redacted]

96 & 72 Hours Out

STAKEHOLDER	COMMUNICATION TACTIC	RESPONSIBILITY
Customers	Planning and messaging continue, as warranted	[redacted]
PUC, Executive Branch, Legislators, Local Government, Large Customers and Community Stakeholders	Updated messaging provided daily for sharing with these audiences as needed throughout event	[redacted]
News Media	Respond to pre-landfall news inquiries, emphasize long restoration and safety	[redacted]

48 Hours Out

STAKEHOLDER	COMMUNICATION TACTIC	RESPONSIBILITY
News Media	Updated press release (tentative). Same information, but reflecting storm track updates.	[redacted]
Customers	Planning and messaging continue	[redacted]
PUC, Executive Branch, Legislators, Local Government, Large Customers and Community Stakeholders	Updated messaging provided daily for sharing with these audiences as needed throughout event	[redacted]
Retail Electric Providers	Phone and/or e-mail advisory to discuss preparations, including restoration preparations, outage call-handling and impact on market transactions.	[redacted]

24 Hours Out

STAKEHOLDER	COMMUNICATION TACTIC	RESPONSIBILITY
News Media	Updated press release (tentative). Same information, but reflecting storm track updates. If needed.	[redacted]
Customers	Planning and messaging continue	[redacted]
PUC, Executive Branch, Legislators, Local Government, Large Customers and Community Stakeholders	Updated messaging provided daily for sharing with these audiences as needed throughout event	[redacted]
Retail Electric Providers	Phone and/or e-mail advisory to discuss preparations, including restoration preparations, outage call-handling and impact on market transactions.	[redacted]
TNMP & PNMR-Texas Employees	Possible updates via memo, as warranted	[redacted]

ZERO HOUR *(When big outages get underway)*

STAKEHOLDER	COMMUNICATION TACTIC	RESPONSIBILITY
Customers	Social media, tnmp.com blog and IVR custom messages advising assessment planned and/or under way, lengthy ETRs throughout region in OMS and heavy emphasis on safety messages.	[redacted]
All Other Audiences	Via appropriate channel or employee, advisory of messages above being shared with customers (if and when warranted).	[redacted]

6 Hours In

STAKEHOLDER	COMMUNICATION TACTIC	RESPONSIBILITY
Customers (1)	Social media, tnmp.com and IVR custom messages advising assessment under way, set expectations for less-than-robust information in near-term, lengthy ETRs throughout region in OMS and heavy emphasis on safety messages.	[redacted]
Customers (2)	TNMP Communications, REP Relations, PNM Customer Service updates continue..	[redacted]
Any Audience (Potentially)	Photography of damage to TNMP facilities and of TNMP employees/contractors conducting repairs - for use via multiple external channels	[redacted]
News Media	Advisory mirroring Customers (1) message above	[redacted]
PUC, Executive Branch, Legislators, Local Government, Large Customers and Community Stakeholders	Updated messaging mirroring Customers (1) message above	[redacted]
TNMP & PNMR-Texas Employees	Possible updates via memo, as warranted	[redacted]

24 Hours In & Ongoing

STAKEHOLDER	COMMUNICATION TACTIC	RESPONSIBILITY
Customers (1)	Social media, tnmp.com and IVR custom messages advising assessment under way, set expectations for less-than-robust information in near-term, lengthy ETRs throughout region in OMS and heavy emphasis on safety messages.	[redacted]
Customers (2)	TNMP Communications, REP Relations, PNM Customer Service continue meetings.	[redacted]
Any Audience (potentially)	Photography of damage to TNMP facilities and of TNMP employees/contractors conducting repairs - for use via multiple external channels	[redacted]
News Media	Press release reflecting at least partial assessment being completed, restoration work starting, setting expectations for long restore times and heavy emphasis on safety.	[redacted]
PUC, Executive Branch, Legislators, Local Government, Large Customers and Community Stakeholders	Updated messaging mirroring Customers (1) and News media (1) messages above, adjusted as appropriate for specific audiences	[redacted]
TNMP & PNMR – Texas Employees	Possible updates via memo, as warranted	[redacted]

F.5. GUIDELINES FOR COMMUNICATING WITH EMPLOYEES

- Employees, like the general public, will turn to the electronic media for information during the first moments after impact.
- Accurate information is essential. Employees will be more likely to comply with warning messages that they perceive as credible.
- Tell employees you will be open and honest, and will provide info as fast as you can.
- Communicate with on-duty employees through normal communications channels and provide them with the same information being provided to the media.
- Provide employees with regular, on-time briefings about the status of the crisis.
- Honesty is always the best policy, especially when dealing with employees. Announce bad news yourself rather than waiting for the media to do it for you. Provide details on what is being done to correct a problem.
- Don't wait for all the details to come out before releasing information, but be aware of providing preliminary or unconfirmed information. If you must, make it clear the situation may change.
- Don't minimize the problem, make speculations, or blame anyone for anything. Also, DO NOT release information that violates a person's privacy.
- In the event of a fatality, get word to employees as soon as possible. Word will spread quickly to spouses, so provide a means where they can get information as to the status of their husband/wife before the name is released. Beware of the larger issues involved, such as safe work practices, etc., and address those issues

F.6. COMMUNICATING WITH CUSTOMERS

- Many people may be answering questions. Don't forget to coordinate with and distribute information to parts of the organization that dispenses information so that we don't provide customers or other audiences confusing or outdated information.
- Notify employees to direct reporters to TNMP Communications, including the media page on TNMP.com

G. STORM PERSONNEL/ORGANIZATIONAL FLOW CHART

The **Executive Committee**, [redacted] will monitor the storm advancement, initiate the Class 3/4/5 Hurricane Plan and coordinate strategic activities. Communication notices will be sent out if a hurricane appears to be imminent.

G.1. CORE GROUPS/ORGANIZATIONAL FLOW CHART/SHADOW ORGANIZATION

Core Groups/Volunteers

Each Business Unit will establish a core group. The core groups will be responsible for staying if a hurricane is projected at landfall to be a Category 2 or lower on the Saffir-Simpson Hurricane scale, or if a hurricane is designated a Category 3 on the Saffir-Simpson Hurricane scale. The Executive Committee will have to deem it safe for the core group to stay. The same process will be followed for winter and other potential storm threats. For those situations where the core group does not evacuate, the group will stage in a designated area so restoration efforts can begin within 12 hours after a storm has made landfall. If the storm is a Category 4 hurricane or better, the core group will leave early if possible, and stage in the vicinity of Waco or Temple Texas so they can return as quickly as it is considered safe.

The core group will consist of the Field Supervisor from each area along with 4 ET's of his choice. Manager – Team II, [redacted] will choose a core group from the Substation Area. This group will consist of [redacted] and 4 Substation Technicians. The Director, TNMP Business Unit, [redacted], and Director, TNMP Regional Engineering, [redacted], will also designate a core group. All core groups should be established and in place no later than *June 1st* of each year. The core group will be given time to get their family situated safely before reporting to work.

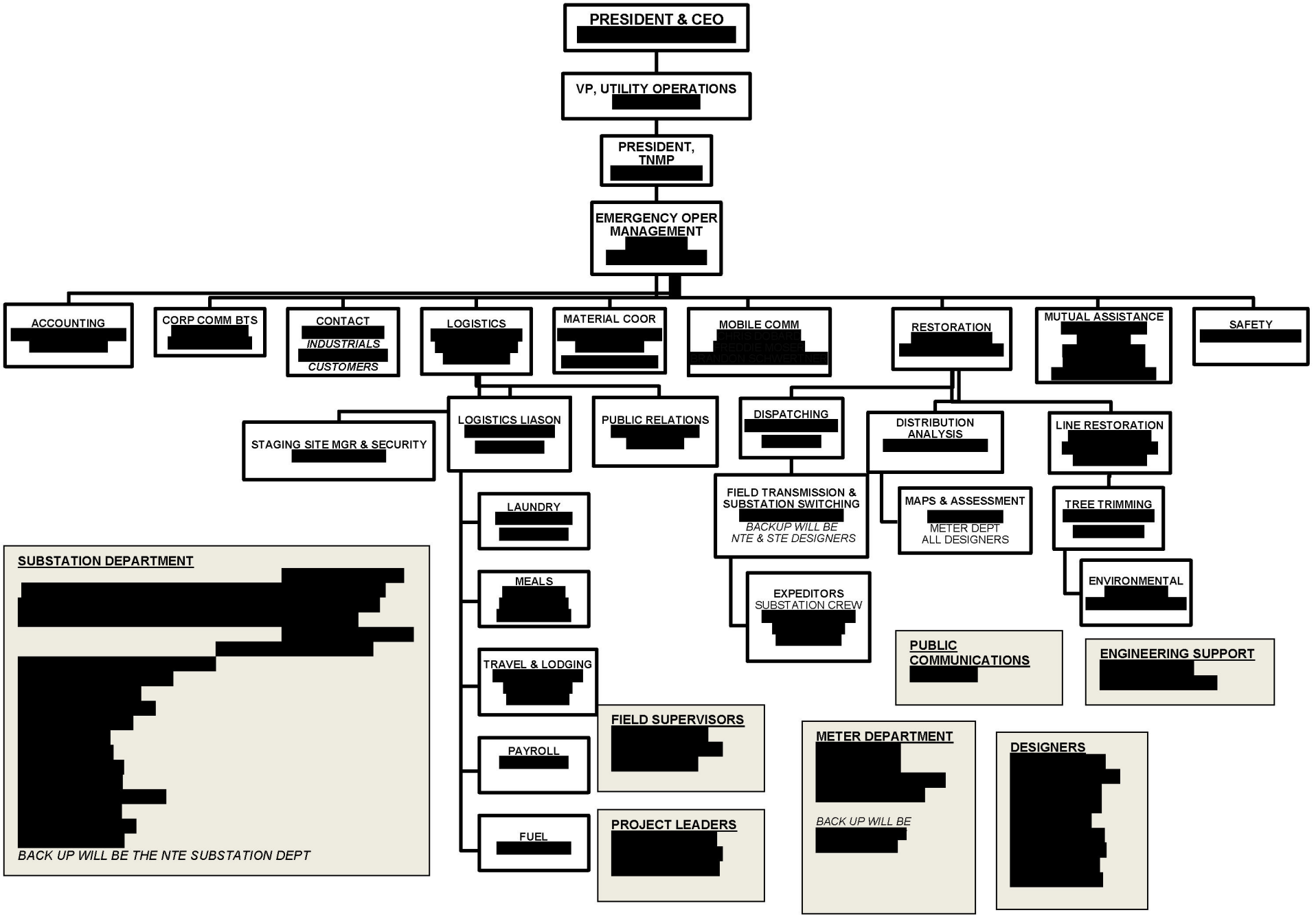
All volunteers *(employees)*, with the skills of the Core Group will be allowed to stay, subject to the core group shelter in place limitations stated above. All volunteers are subject to approval by their Field Supervisor upon an assessment of their job skills. This is necessary so the original Core Group will maintain a good mix of skills. If there is an abundance of personnel on standby in one location and a lack of personnel in another location, the extra personnel can always be required to report to the undermanned location to assist either before the storm strike or after the storm has cleared the area.

If there is a mandatory evacuation, employees will be paid eight hours straight time per day, not to exceed 40 hours per week, once TNMP has made the evacuation decision. If an employee chooses to leave and there is no mandatory evacuation ordered, the employee will be required to take PTO. Employees should leave contact information with the Core Group. Once the evacuation has been lifted employees will be required to report to work within 24 hours.

Organizational Flow Chart/Shadow Organization

An organizational flow chart has been created to show designated personnel and their areas of responsibility. It should be kept in mind that this chart is subject to change as needed. A shadow organization has also been created to serve as a backup for selected personnel. The shadow personnel are listed under each designated person and should be followed in that order.

The Organizational Flow Chart/Shadow Organization is shown on the following page.


PRESIDENT & CEO
VP, UTILITY OPERATIONS
PRESIDENT, TNMP
EMERGENCY OPER MANAGEMENT
ACCOUNTING
CORP COMM BTS
CONTACT
INDUSTRIALS
CUSTOMERS
LOGISTICS
MATERIAL COOR
MOBILE COMM
RESTORATION
MUTUAL ASSISTANCE
SAFETY
STAGING SITE MGR & SECURITY
LOGISTICS LIASON
PUBLIC RELATIONS
DISPATCHING
DISTRIBUTION ANALYSIS
LINE RESTORATION
LAUNDRY
MEALS
TRAVEL & LODGING
PAYROLL
FUEL
FIELD TRANSMISSION & SUBSTATION SWITCHING
BACKUP WILL BE NTE & STE DESIGNERS
MAPS & ASSESSMENT
METER DEPT
ALL DESIGNERS
TREE TRIMMING
ENVIRONMENTAL
EXPEDITORS
SUBSTATION CREW
SUBSTATION DEPARTMENT
BACK UP WILL BE THE NTE SUBSTATION DEPT
FIELD SUPERVISORS
PROJECT LEADERS
METER DEPARTMENT
BACK UP WILL BE
PUBLIC COMMUNICATIONS
ENGINEERING SUPPORT
DESIGNERS

G.2. SUSPENDING NORMAL WORK SCHEDULES

ET's and their supervisors will have to work together to determine the appropriate time that restoration work before a storm hits will need to cease. ET's will have local knowledge as to the benefit of continued work. Supervisors will monitor the storm conditions, calling in field personnel when appropriate. A lot of work will be required after the storm so restoration work before a storm hits tends not to be productive. For safety purposes work should cease when sustained storm winds exceed 40 mph and restoration work should not begin until the eye of the storm has passed and sustained winds are less than 40 mph.

G.3. LOCAL EMPLOYEE PHONE LIST

Comprise a list of employees who are staying and a list of those who are leaving. This list should include the employee's name, classification, home phone number, cell phone number, pager number and specific responsibilities. For those employees leaving, include their destination and phone number. Any employees not specifically referred to in this plan shall be assigned to the Region Office once the storm is over. Contact shall be made through their immediate supervisor designated personnel.

G.4. DUTIES AND RESPONSIBILITIES

Each Area will have a specific plan to support the Regional Plan. A duty assignment list will be developed with employee's specific duties identified each year prior to hurricane season. Prior arrangements should be made with all critical outside resources and contractors plus phone numbers and contact names should be listed and kept current. Assigned personnel task is as follows:

G.5 DAMAGE ASSESSORS

Employees will be assigned to a designated geographic location within the region with the primary responsibility of surveying the affected area after a storm to estimate material and manpower requirements to make necessary repairs. These employees will be provided a set of location maps to be used to note damage and may be assigned to work with outside crews to help prioritize efforts during reconstruction. This employee list should be formalized on each Area's plans and the Executive Committee informed as soon as is practical in the event of a storm entering the Gulf. Begin assessments with reported outages to transmission circuits and substations. [redacted] and [redacted] will coordinate the damage assessment of each substation. There is a duty list included in this plan showing which substation will be assessed by whom.

Someone will be designated to fly the transmission and distribution lines for Bay Area and Mainland Business Units so an accurate assessment of both systems can be evaluated. Someone will be assigned to also go in order to video the damage. Two people will also be assigned to fly the system in the Brazos Business Unit for damage assessments. The following company will be used for this service:

[redacted]

MANPOWER, FLEET & EQUIPMENT COORDINATORS

Personnel will be assigned the function of identifying manpower needs from the initial damage assessment reports and directing these resources to areas with priority. Each Field Supervisor should work with other Field Supervisors to properly allocate resources plus work with management to locate and acquire additional manpower from other Regions and contractors as required. This duty would logically be assigned to each Field Supervisor. Field Supervisors will be assigned the task of identifying and acquiring the necessary equipment needed during the reconstruction effort. Resource lists should be kept updated regarding contractors and rental companies that supply cranes, all terrain vehicles, excavating equipment, debris removal equipment, aerial patrol equipment, mobile fueling services including a commitment for pre-storm fueling, tire suppliers and tire repair services, generator suppliers and others. Arrangements by each Area's Field Supervisor for relocating critical equipment to high ground should be made prior to a force 3 or greater storm. Resources for each Area should be provided in their own respective plans. Resources such as city and county crews for debris removal should be developed in each area. This duty should be assigned to the Field Supervisor***. Please be aware that if trucks are rented for restoration purposes, additional insurance should be taken out. Insurance coverage under the PNM policy includes cars' and SUV's only.***

FOOD AND LODGING COORDINATORS

Each area should maintain contact lists for hotels, motels, restaurants and catering services that would be available for logistical support during the reconstruction effort. Appropriate lodging accommodations must be made prior to in-coming crews and contractors to ensure their comfort while here. Arrangements for food and supplies required by outside crews should be made prior to their arrival and during their stay. It should also be emphasized that all contacts and agreements, including payment arrangements, be made within each area with suppliers yearly as the plan is updated. The Regional Community Liaison and Team Assistants should be responsible for this action. If a large-scale event occurs, the Executive Committee may ask Base Logistics to assist operations with food, lodging and other logistic requirements.

TNMP should make arrangements to cover all expenses of loaned or contracted crews. PCards can play a vital role, but are not to be abused in this instance. Local restaurants will be used when possible. Support personnel will be used to get meals to crews working in the field whenever possible to minimize lost productive daylight hours. Efforts to supply at least two hot meals per day should be made. Logistical personnel should develop this.

REGION EMERGENCY RESPONSE COORDINATOR & MUTUAL ASSISTANCE AGREEMENT

All emergency response requests should go through a member of the Executive Committee. Approximately half of the Company's storm restoration resources are located in the Gulf Coast region. In the event of a hurricane or severe storm, it may be necessary to have up to 200 additional personnel available. Mobilization of Company line and tree trimming crews from Central, North and West Texas regions will be an integral part of these additional manpower needs. The balance of any additional needs will be provided by contract line and tree trimming crews, and mutual assistance crews.

G.6. MUTUAL ASSISTANCE LIST COMPANY WIDE [INTERNAL TNMP]

The following represents the order in which to call crews for assistance from outside the Gulf Coast Region. Listed with the employee counts are the proper contact names. If possible, arrangements should be made to fly in crews from New Mexico. Other support personnel may be made available due to a storm's severity.

CENTRAL TEXAS [redacted] — Wk# [redacted] Cell# [redacted] — Drive In Crews

Director of TNMP T&D Business Unit

Sr. ET	1
ET5	7

[redacted]

LEWISVILLE [redacted] — Wk# [redacted] Cell# [redacted] — Drive In Crews

Director of TNMP T&D Business Unit

Sr. ET	1
ET5	3
ET4	2
ET3	2

[redacted]

NORTH TEXAS [redacted] — Wk# [redacted] Cell# [redacted] — Drive In Crews

Director of TNMP T&D Business Unit

Sr. ET	1
ET5	7

[redacted]

WEST TEXAS [redacted] Wk# [redacted] Drive In Crews
Cell# [redacted]
Director of TNMP T&D Business Unit

Sr. ET	1	[redacted]
ET5	1	
ET4	1	
ET3	1	

GULF COAST REGION [redacted] ***FOR ASSIST. TO OTHER REGIONS***

BAY AREA [redacted]

[redacted], Director of TNMP T&D Business Unit
[redacted] *- Field Supervisor*

Sr. ET	1	[redacted]
ET5	3	

BRAZOS [redacted]

[redacted], Director of TNMP T&D Business Unit
[redacted] *- Field Supervisor*

Sr. ET	1	[redacted]
ET5	3	

MAINLAND [redacted]
[redacted], Director of TNMP T&D Business Unit
[redacted] *- Field Supervisor*

Sr. ET	1	[redacted]
ET5	2	
ET3	2	
T 1-2	1	
Other	1	

G.7. PERSONNEL PERSONAL SUPPLIES

A. TNMP ID badges - ensure each employee has their badge.
B. Emergency Contact Form - ensure each line item is filled out.
C. Personnel Item Check Off List - list provided

CLOTHING	SAFETY EQUIPMENT	FIRST AID	TOILETRIES
T-shirts (10 pairs)	Rubber Gloves	First Aid Kit	Deodorant
Briefs (10 pairs)	Leather Gloves	Band-Aids	Body Soap
Socks (10 pairs)	Safety Glasses	Sting Gel	Shampoo
Blue Jeans (7 pairs)	Work Gear	Aspirin	Conditioner
Nomex Shirts (all)	Rain Gear	Muscle Cream	Powder (cornstarch)
*Work Boots - Safety Toe	Hard Hat	Maalox	Toothbrush
*Rubber Boots - Safety Toe		Rolaids	Toothpaste
		Tums	Razor
		Decongestants	Razor Blades
		Medication	Shaving Cream
		Insect Repellent	Sunscreen
		Desitine	Lip Balm
		Contacts/Solution	
		Glasses	Brush/Comb

G.8. DISASTER RESPONSE TEAM/EQUIPMENT

TNMP crews from outside the Region should arrive in the Gulf Coast Region with all appropriate tools and their trucks fully stocked, including, but not limited to:

- ✓ Fuses and fuse doors
- ✓ Copper wire, #6 & #4
- ✓ Guy wire, connectors and a few anchors
- ✓ Chainsaws
- ✓ Extra first aid supplies, Band-Aids, sting-gel, etc

1. The Food and Lodging Coordinators/Base Logistics will reserve hotel rooms for crews.
2. The Field Supervisors may consider placing or requesting a local employee for the affected area with an outside crew or mix outside crewmen into area crews.
3. Consideration should be given to rotating fresh crews into the Region for long term recovery efforts, two weeks or longer. Outside crews should be well informed of the work they are expected to do. All recovery personnel should be informed of the status of repairs on a regular basis. Morale should be kept high to maximize recovery efforts.
4. Supplies, clothing, etc. should be provided to outside crews when needed. This should include laundry services for long stays. Many outside crewmembers can arrive at the recovery site unprepared for a long stay.
5. Communications with outside crews should be maintained during this trip to the recovery site and during their stay. Someone should meet them at a pre-agreed site on the way into the damaged area and help to orient them during the first hours of work at a minimum.

G.9. CONTRACTOR CONTACT & NUMBERS

The Field Supervisors will make requests for tree trimming assistance through the designated storm boss or [redacted]. **Tree's Incorporated,** who has agreed to provide as many trimming crews as necessary, will be contacted. The contact person is [redacted] whose cell number is [redacted].

OUTSIDE CREW ORIENTATION

A Safety Summary has been put together in pamphlet form, which should be given to all Mutual Assistance crews coming into the Gulf Coast Region for restoration efforts. Also there is a safety video that will be viewed by all incoming crews.

STORES COORDINATORS

Selected personnel will be responsible for evaluating material needs from damage assessment reports and locating needed materials from vendor stock in other Regions. Also, responsible for making transportation arrangements to transport required materials in a timely manner. Transportation resources should be identified and updated yearly. Storekeepers in other Regions should be used as resources to assist in locating materials as needed. Field Supervisors are charged with establishing staging areas for material distribution during major recovery efforts with the intent of providing materials to outside crews in a timely manner. Crews waiting on materials during productive working hours (daylight) should be avoided if possible. Coordinating the stores should be done by each Materials Coordinator with assistance as needed.

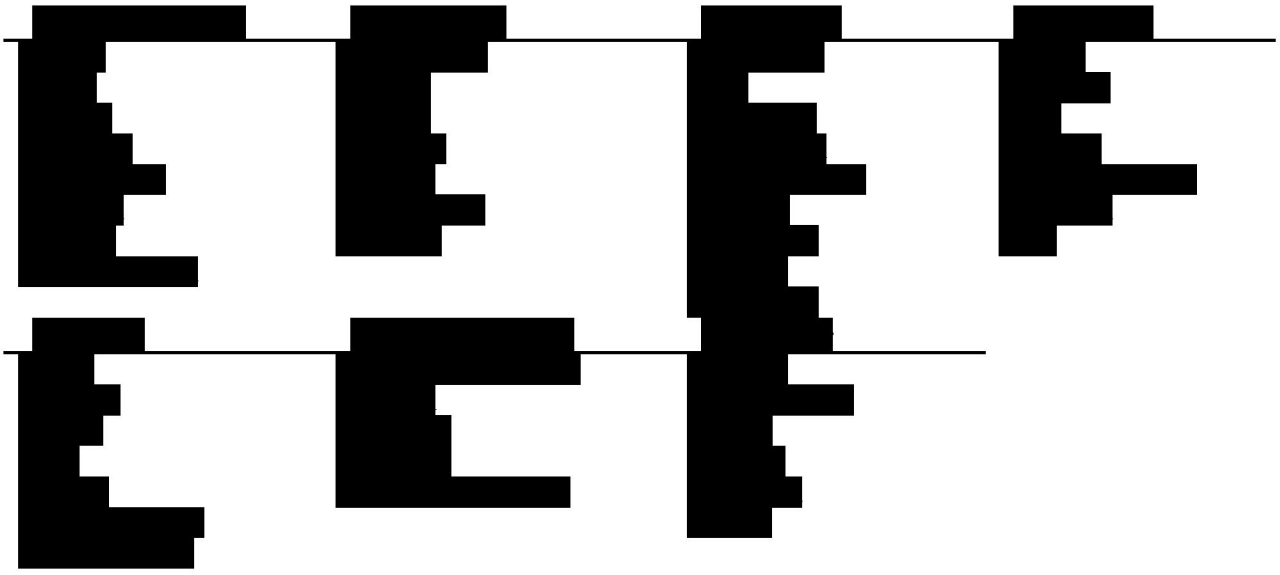
SECURITY COORDINATOR

Selected personnel will be responsible for working with [redacted] to determine security needs at all equipment locations plus any company facilities that sustain damage during the storm.

H. SUBSTATION CREWS

H.1. SUBSTATION RESPONSIBILITY LIST

The following substation personnel will be responsible for the listed substations. It may become necessary to supply the Dispatch Center with voltage and current data from each substation in the event of a prolonged power outage. They will be responsible for reporting to Chris Gerety who will be coordinating with each Field Supervisor as needed.



[redacted] and [redacted] may call upon the Field Supervisors to send Energy Technicians to support the reporting process from each of the substations as listed above. The critical points of reporting to ERCOT in the Gulf Coast Region are:

North Alvin –
P.H. Robinson -
West Columbia Main -
Caddo and Apache -

Any one of the employees above may be required to provide MW values on the hour for each line interconnected in the TNMP Gulf Coast Region in the event of a communications related emergency.

Substation & Relay Personnel

Employee Name	Home Phone No.	Cell Phone No. 1	Cell Phone No. 2
[redacted]			

I. SAFETY & ENVIRONMENTAL

I.1. SAFETY & MEDICAL

Safety rules apply during and after a storm hits. NO EXCEPTIONS. All safety related injuries or incidents should be reported as soon as possible to the safety department.

A storm time decision will be made as to the necessity of bringing in medical personnel if it is deemed necessary.

SAFETY INVESTIGATIONS: IF A SAFETY INVESTIGATION IS NEEDED, STEVE ANDERSON AND DESIGNATED PERSONNEL WILL HANDLE AS REQUIRED

Safety Repersentative	Cell Phone	Office
[redacted] / Gulf Coast Sr Safety Consultant	[redacted]	[redacted]
[redacted] / North Texas Sr Safety Consultant	[redacted]	
[redacted] / Central-West Texas Sr Safety Consultant	[redacted]	
[redacted] / Safety Manager - Albuquerque,NM	[redacted]	[redacted]
[redacted] / Director, Safety - Alburquerqeu, NM	[redacted]	[redacted]

I.2. ENVIRONMENTAL ISSUES

PNMR Environmental Services Department (ESD) will provide manpower and resources at the request of TNMP management. Damage to oil filled electrical equipment, construction centers and other equipment and facilities owned by TNMP may result in the release of regulated materials to the surrounding environment. ESD will be prepared to assist with and/or conduct the following:

- Performance of field assessments,
- Intake and tracking of leaking transformers and other oil-filled equipment
- Coordinate remediation/response activities with outside vendors
- Submit required notices and documentation to regulatory agencies.

All oil spills and environmental issues should be reported immediately to [redacted]. He can be reached at the following number:

[redacted]

J. BTS EMERGENCY RECOVERY PROCEDURES

Business Technology Services (BTS) will assist the Gulf Coast during the activation of the Emergency Operations Plan (EOP) plan. The team will be responsible for the removal of all computing equipment within the environment for storage at the Alvin location. Once the event has ended BTS will move the hardware back to the required locations, connect hardware back to the corporate network, and validate that all systems are running as expected. BTS will provide/reserve five (5) corporate laptops (2 for Brazoria Co and 3 for Galveston Co) that will be ready for immediate deployment and will be used by stage site teams for email and communications.

In the event of a disaster, the EOP team will notify and advise the BTS Service Desk ([redacted]) of the type emergency and whether employees in the Gulf Coast have been placed on alert or currently mobilizing. The Service Desk representative will immediately notify the Client Services Manager. If employees are currently mobilizing for the disaster, the representative should then begin to provide message center support as soon as possible. In the event of a disaster alert, the on-call Service Desk representative(s) and IS management will monitor the situation to determine when message center support should be initiated. In most circumstances, it should be initiated upon the occurrence of the disaster, such as a hurricane making landfall.

K. FAMILY FIRST PLAN/PREPAREDNESS PLANNING

The single most important aspect of disaster preparedness is planning! You must have a plan that has been well thought out and is known to your entire family. A plan that is known to only a part of the family is of no use. The plan must be reviewed periodically to ensure full understanding. A "mock" disaster drill is also a very good idea. The time to prepare for a natural disaster is months or years before it occurs. Lines will be long and supplies short in the hours before or after a disaster.

⇨ Advise immediate family of Family First Emergency Contact option for emergencies in case you are unreachable. See section B.54.

The following plans are meant to be suggestions for your consideration. The plans are not meant to be all-inclusive. Each individual must do what is best for his/her own family. More information is available on the Internet. Several organizations have very good websites that can be used or modified to fit your families needs. The needed items would be much different for an ice/winter storm than for a hurricane. Some of the websites are listed below;

FEMA
http://www.naem.com/

The American Red Cross
http://www.redcross.org/prepare/makeaplan.html

There are many more excellent websites available that can be used if you have access to a personal computer at home or at your public library.

DISASTER PLAN

- You and your family must know where each of you will go in the event of a flood, tornado, hurricane, ice/winter storm or other natural disaster.
- Make a list of emergency shelters in your area. Consult your city governmental offices for a copy of their disaster plan and familiarize yourself with the plan.
- Obtain a copy of your school districts plan, if you have children of school age.
- Contact members of your immediate family and extended family, i.e. aunts, uncles, grandparents, etc. and include them in your plan.

DISASTER SUPPLY KIT

Food Supplies

√ Water: Two quarts to one gallon per person per day (a weeks supply is recommended)
√ Ice: Can be purchase if there is advance warning
√ Shelf package juice and milk boxes
√ Canned and powdered milk
√ Beverages (powdered or canned, fruit juices, instant coffee, tea)
√ Prepared foods (canned soups, beef, spaghetti, tuna, chicken, ham, packaged pudding)
√ Canned vegetables and fruit
√ Dried fruits
√ Snacks (crackers, cookies, hard candy, nuts)
√ Snack spreads (peanut butter, cheese spreads, and jelly)
√ Bread, Cereals
√ Sugar, salt, pepper
√ Extra formula, baby food
√ Dry and canned pet food

Hardware

√ Hand tools-hammer, screwdrivers, and shovel
√ Power screwdriver or drill (battery)
√ 4' by 8' sheets of plywood to put over doors and windows before a hurricane
√ Plastic sheeting to cover furniture

√ Rope
√ Sturdy working gloves for entire family
√ Duct tape
√ Canvas tarps
√ Nails and Screws- assorted
√ Flashlights and extra bulbs and batteries
√ Battery operated radio
√ Fully charged battery operated lanterns (candles and Kerosene lanterns are a fire hazard)
√ Matches
√ Large trash can with tight lid and plastic garbage bags
√ Working fire extinguishers
√ Scissors

Kitchen Supplies

√ Manual can opener and bottle opener
√ Pocket knife
√ Camp stove and canned fuel along with camp set of pots and pans
√ Ice Chests or coolers
√ Paper plates, napkins and paper towels, plastic cups, knives, forks and spoons

Medical Needs

√ Medic alert tags
√ Insect repellent sprays and candles
√ Feminine hygiene items
√ Sunscreen
√ Soap and shampoo
√ First aid handbook and first aid kit
√ Extra over the counter medicine for colds and allergies
√ Children's medicine
√ Prescription medicine
√ Bandages, tape and cotton swabs
√ Antiseptic lotion
√ Tweezers and needles
√ Disinfectant
√ Water purification tablets and plastic jugs for water
√ Plastic to line bathtub

These are a few items that may be needed by you and your family in the event of a natural disaster. These items may be needed in your home or they may need to go with you in the event of an evacuation. Items can be added or taken away from this list to suit individual family needs and situations. Many of these items can be placed in a large trash can or barrel with a tight lid. The items should be listed on an inventory on top of the can and should be inspected every six months.

COMMUNICATION PLAN OUTLINE

Communications between family members is vital in the event of a natural disaster. Nothing can be as nerve wracking as not knowing the whereabouts of a loved one! That is why a good communications plan is so important. Some points to consider are listed below. Please remember that each family may have unique needs and this is only an outline.

- Designate a friend or relative outside your town or area as your family contact in the event that you are separated from family members during a natural disaster or in case of the loss of your electrical or phone service.
- In the case of a tropical storm, hurricane or other storm, designate someone outside of the area affected as your family contact.
- Agree upon a place to meet if family members get separated, have an alternate meeting place in case the original is not available.
- Have a set of hand held radios for emergency communications or some of the new public frequency radios available (Motorola Walkabouts). All phone lines and cell towers may be out of service or too busy to be used.
- Have a list of emergency phone numbers that is readily available at the house. Make several copies and make sure that all family members carry a copy with them.
- Go over the communications plan that you decide upon and make sure everyone knows what to do.

Evacuation Plan Outline

- Get a good map and plan various evacuation routes, avoid low-lying areas. This is especially valuable in the event of flooding from rivers, streams, tropical storms or flash floods.
- Do several test runs of different routes.
- In the event of a flash flood, remember you will not be able to evacuate. Instead, seek higher ground.
- For times of extreme heat or cold, identify locations where you can seek relief from these conditions for hours at a time: a movie theater, a mall or the home of a friend or relative.

FOOD SUGGESTIONS FOR RESTORATION PURPOSES

Breakfast

Fruits	Greek Yogurt	Nuts
Eggs	Turkey Bacon	Turkey sausage
Bagels	Rice Cakes	Whole-grain breads
Unsweetened Canned Fruit	Energy Bars	Banana Oatmeal Muffins
Oatmeal	Granola	Peanut butter

Snacks

Apples	Oranges	Banana's
Almonds/Nuts	Carrot/Celery sticks	Vegetable Chips
Raisins	Dried Fruit	Popcorn
Banana Oatmeal Cookies	Hummus	Watermelon
Energy Bars		

Afternoon/Evening Meals

Grilled Chicken	Turkey	Ham
Whole Wheat Spaghetti	Salads	Vegetable Stir Fry
Brown/White Rice	Grilled Salmon	Turkey Burgers
Chicken/Turkey Wraps	Steak (Lean)	Fish
Whole Wheat Pasta	Roasted Vegetables	Beans
Breads/Buns (Whole Wheat)	Low Fat Cheese	Potato's

Beverages

Water	GreenTea	Unsweetened Juices
Low Sodium Tomato Juice	Cranberry Juice	Low Fat Milk
Orange Juice	Lemon/Lime Water	Coffee (Caffeinated & De-Caffeinated)

Other

Paper Plates	Napkins	Cups
Utensils	Trash Bags (Large)	Salt & Pepper
Large Ice Chest	Salt & Pepper	Large Coffee Makers
BBQ Pit	Charcoal/Wood	Griddles/Electric Fry Pan

BAY AREA PLAN AND ASSIGNMENTS

Restoration Guidelines: All work that is undertaken must Follow TNMP Safety Guidelines, which are the same as for normal work practices. The Area Work Coordinator shall determine the working hours for all employees involved in the restoration efforts and will be responsible for providing fresh teams so that proper rest time can be maintained. The Coordinator should also be able to give the approximate days that employees would be needed to work in the restoration efforts.

Contacts-When and Who

The Company will assign the Area Field Supervisor to be the initial contact person for each Business Unit. If the Field Supervisor is not available to assume these duties, [redacted], or someone she designates shall perform this duty.

A. LOCATIONS

A.1 Primary/Secondary Reporting Locations

The Business Unit Management Team will update and put this plan into effect. The **Core team** will stage along with the Mainland group at the [redacted] SOC Office. After landfall, primary headquarters will be at the Gulf Coast Regional Office if possible or the designated staging site. We will meet each night to assess the day's efforts and plan for the next day's activities, until normal operations are resumed.

Core Team – [redacted] Additional personnel can stay on a volunteer basis, subject to management approval. ***All released employees are expected to return to work 24hrs after the storm.***

A.2 Staging Sites and Equipment

Location I

[redacted]

Location II

[redacted]

Location III

[redacted]

Alternate Staging Sites

Location	Phone/Fax	Address	Notes
[redacted]	[redacted]	[redacted]	[redacted]

B. COMMUNICATIONS

B.1 Local City Management Personnel

Contact Cities and Key Customers – [redacted]

Notify Government and Key Customers of hurricane status and remain in contact with emergency management teams.

City Emergency Management Personnel

COMMUNICATE WITH ALL PRIOR TO THE EVENT

City of Friendswood

Title	Name	Work Phone	Cell	Home Phone
Mayor	[redacted]	[redacted]		
City Manager	[redacted]	[redacted]	[redacted]	
Asst. City Manager	[redacted]	[redacted]	[redacted]	
Deputy Director FMO/OEM	[redacted]	[redacted]	[redacted]	
Fire Marshal/EMC	[redacted]	[redacted]	[redacted]	
Deputy Fire Marshall	[redacted]	[redacted]	[redacted]	
Police Chief	[redacted]	[redacted]	[redacted]	[redacted]
Fire Chief	[redacted]	CONTACT DISPATCH ONLY	281-996-3300	

***NOTE: Per City : For an emergency, the first point of contact is dispatch. For general coordination, begin with FMO/OEM.**

City of League City

Title	Name	Work Phone	Cell	Home Phone
Mayor	[redacted]	[redacted]	[redacted]	
City Manager	[redacted]	[redacted]	[redacted]	
Asst. City Manager	[redacted]	[redacted]		
Public Information	[redacted]	[redacted]		
Emergency Management	[redacted]	[redacted]	[redacted]	
Police Chief	[redacted]	[redacted]		[redacted]
Fire Chief	[redacted]	[redacted]		
Information	[redacted]	[redacted]	[redacted]	

City of Alvin

Title	Name	Work Phone	Cell	Home Phone
Mayor	[redacted]	[redacted]		
City Manager	[redacted]	[redacted]		
Emergency Management	[redacted]	[redacted]	[redacted]	
Police Chief	[redacted]	[redacted]		[redacted]
Fire Chief	[redacted]	[redacted]	[redacted]	[redacted]

City of Hillcrest Village

Title	Name	Work Phone	Cell	Home Phone
Mayor	[redacted]	[redacted]	[redacted]	
Mayor Pro Tempore	[redacted]	[redacted]		
Emergency Management	[redacted]		[redacted]	
Alderman Water	[redacted]	[redacted]		
Alderman Lighting & Beautification	[redacted]		[redacted]	
Alderman Building & Planning	[redacted]		[redacted]	
Alderman Roadways/Drainage	[redacted]		[redacted]	
Marshall Law Enforcement	[redacted]		[redacted]	
Office Administrator	[redacted]	[redacted]		
City Secretary	[redacted]	[redacted]		

City of Pearland

Title	Name	Work Phone	Cell	Home Phone
Mayor	[redacted]	[redacted]		
City Manager	[redacted]	[redacted]	[redacted]	
Assistant City Manager	[redacted]	[redacted]		
Assistant City Manager	[redacted]	[redacted]		
Emergency Management	[redacted]	[redacted]		
Fire Chief	[redacted]	[redacted]		

C. PERSONNEL

All personnel are normally expected to return to work 24 hours after the storm clears through the coast. This time frame could vary due to the severity of the storm. Keep in contact with the Area Field Supervisor.

C.1 Local Personnel Phone List

NAME	TITLE	PAGER	CELLULAR	HOME
Bay Area Management Personnel				
[redacted]	Director, TNMP T&D Bus. Units	None	[redacted]	[redacted]
[redacted]	Reg. Community Liaison	None	[redacted]	[redacted]
[redacted]	Field Supervisor	None	[redacted]	
[redacted]	Project Leader		[redacted]	[redacted]
Bay Area Team Assistants/Dispatch Clerks				
[redacted]	Team Assistant	None	[redacted]	
[redacted]	Team Assistant	None	[redacted]	
Bay Area Team Leaders				
[redacted]	Sr. ET	None	[redacted]	[redacted]
[redacted]	Sr. ET	None	[redacted]	[redacted]
[redacted]	Sr. ET	None	[redacted]	[redacted]
[redacted]	Sr. ET	None	[redacted]	[redacted]
Bay Area Designers				
[redacted]	Sr. Engineering Tech	[redacted]	[redacted]	[redacted]
[redacted]	Designer	[redacted]	[redacted]	[redacted]
[redacted]	GIS COOR	None	[redacted]	[redacted]
[redacted]	Designer		[redacted]	[redacted]
[redacted]	Designer		[redacted]	

	TITLE	PAGER	CELLULAR	HOME
Bay Area Material Coordinator				
[redacted]	Material Coor.	None	[redacted]	
Bay Area Maintenance				
[redacted]	Maintenance Mechanic	None	[redacted]	
Bay Area Inspector/Locator				
[redacted]	Sr. Linespotter	None	[redacted]	
[redacted]	Sr. Linespotter	None	[redacted]	
Steve Anderson	Gulf Coast-Safety	None	[redacted]	
Bay Area ETs				
[redacted]	ET 5	None	[redacted]	
[redacted]	ET 2	None	[redacted]	
[redacted]	ET 5	None	[redacted]	
[redacted]	ET1	None	[redacted]	
[redacted]	ET4	None	[redacted]	
[redacted]	ET 5	None	[redacted]	[redacted]
[redacted]	ET 3	None	[redacted]	
[redacted]	ET 4	None	[redacted]	
[redacted]	ET 3	None	[redacted]	
[redacted]	ET 3		[redacted]	
[redacted]	ET 5	None	[redacted]	
[redacted]	ET 5	None	[redacted]	[redacted]
[redacted]	ET 5	None	[redacted]	[redacted]
[redacted]	ET 4		[redacted]	
[redacted]	ET 1		[redacted]	
[redacted]	ET 3		[redacted]	
League City on-call-phone		**None**	[redacted]	
Alvin on-call-phone		**None**	[redacted]	
Friendswood on-call-phone		**None**	[redacted]	

C.2 League *City Service Center Personnel (assigned to Bay Area)*

[redacted]	AMS Tech	Team Leader	None	[redacted]

League City Service Center		[redacted]	Back Door	[redacted]

D.DUTIES AND RESPONSIBILITIES

A duty assignment list shall be developed with employees specific duties updated annually. Prior arrangements shall be made with all critical outside resources and contractors. Phone numbers and contact names shall be listed and kept current. Assigned personnel tasks are as follows:

D.1 Damage Assessors

Aerial should happen within 6-12 hours after landfall

Distribution patrols -assessment teams- should happen 24 hours after landfall - upon evacuation team return

Energy Techs *(ETs)* and Engineering Department personnel are assigned substations/circuits to assess the damage and restore service to critical circuits if possible. Initially we will isolate line segments, etc. to get high priority circuits energized, then begin the damage assessment. These assessments will be reported hourly to the Field Supervisor. **The Team-Leaders/Line Designers (assessment organizers) listed below are responsible for the assessment kits and will pass out the kits for damage assessments. Each kit shall**

contain One Line Maps (the Designers assigned will be responsible for current updated maps), assessment forms, pencils/pens and street maps. The assessment organizers will collect the information from the ETs assigned to the substations, prioritize the assessments and forward work packets to the staging sites.

After all assessments are complete the ETs assigned to the substations, will become Storm Crew Representatives (SCRs). The SCRs will lead contracting crews, and tree trimming crews until the restoration is completed.

Tony Hudson will designate engineers for assessment reviews at the staging site.

Substation Assignments

Alvin Substation	[redacted]- Assessment Organizer
Friendswood/Seminole Substations	[redacted]-Assessment Organizer
Magnolia	[redacted]-Assessment Organizer
League City Substation	[redacted]-Assessment Organizer
South Shore	[redacted]-Assessment Organizer

D.2 Operations / Manpower Coordination – Assigned to [redacted]

This position will identify manpower needs from the initial damage assessment and communicate information to the Director, TNMP T&D Business Unit Manager, [redacted], who will then communicate with the designated storm boss.

D.3 Fleet and Equipment Coordination – Assigned to [redacted]

Selected personnel will be assigned the task of identifying and acquiring the necessary equipment needed during the reconstruction effort. Resource lists should be kept updated in regards to contractors rental companies that supply cranes, all-terrain vehicles, excavating equipment, debris removal equipment, aerial patrol equipment, mobile fueling services including a commitment for pre-storm fueling, tire suppliers and tire repair services, generator supplier, and others.

D.4 Food and Lodging Coordination – Assigned to [redacted]

Selected personnel will be assigned the task of maintaining contact lists for motels, restaurants, and catering services that would be available during the restoration effort. Arrangements for food and supplies for crews shall be made upon decision by Management Team. Contacts and agreements including payment arrangements shall be made with these supplies yearly as the plan is updated.

D.5 Material / Stores Coordination – Assigned to [redacted]

Selected personnel will be assigned the task of coordinating material needs. Material suppliers and transportation resources shall be identified and updated yearly. Material Coordinators in other regions shall be used as resources to assist in locating materials. The Project Leader is charged with establishing staging areas for material distribution during major recovery efforts with the intent of providing materials to crews in a timely manner.

D.6 Communications Coordinator and System Monitoring

Radio Dispatchers – [redacted]

Selected personnel will be assigned the task of coordinating communications equipment with [redacted] to secure handheld radios, emergency mobile phones, etc. A communication plan for each area should be developed by the Area and Region Communication Coordinators to identify potential communication facilities that can be used if normal communications are interrupted.

D.7 Public Relations Coordination

All media requests shall be referred to [redacted] via the TNMP Media Hotline (listed on tnmp.com). Public messages will be coordinated by TNMP Communications, working with Operations and public-facing employees, and will be distributed to same. Messages also will be distributed to the PNM Call Center.

D.8 Office and Customer Coordination

Work Orders – *Team Assistants*

Once a Hurricane or other storm Warning has gone into effect, Team Assistants will notify Computer Support Center and have them notify CIS and Network to have the printers switched and the call will be logged. This process will take an estimate of 4-5 hours.

League City Service Center – Team Assistants - Complete Customer Form; customer's name, address, phone number and nature of concern.

Team Assistant Runner or -Back Office Help- [redacted].

Team Assistant - is assigned to be a work order runner in the event the phone lines are down and the network is down. This Team Assistant is to pick up list of outages and deliver to BABU & MBU Field Supervisors. The **Team Assistant Runners -** will resume regular assignments once the transmission lines are restored and most circuits.

E. CONTRACTOR CONTACTS AND NUMBERS

Trees Inc

[redacted]	Cell#	[redacted]
[redacted]	Cell#	[redacted]

Refer to the contractor's spreadsheet that has the full list of construction vendors for Texas. It is updated annually

OMI

OMI [redacted]

Heavy Equipment Contact List

[redacted]

Emergency Fuel and Tire Supplier

[redacted]

E.1 Region Emergency Response Coordination

Regional Control Center - (*Not to be mistaken for Dispatch Center)* – [redacted] Assigned the task of communicating with the Regional Executive Committee at the Regional Control Center.

E.2 Food and Lodging

Hotel and Motel Information/Laundry Services

Hotel	Contact	Phone/Fax	Address
[redacted]			

Restaurant and Food Services

Restaurant	Contact	Phone/Fax	Address	Delivery	Serve:
20/50	[redacted]			Yes	Yes
				No	Yes
				Yes	Yes
				No	Yes
				Yes	Yes
				Yes	Yes
				Yes	Yes
				No	Yes

E.3. OTHER

Supplies Needed for Staging

Snacks	*Beverages*	*Other (3 Day Supply)*
Potatoes Chips (10 Boxes Ind.)	Apple Juice (5 Cases)	Meat
Crackers (20 Boxes Ind.)	Cranberry Juice (Case)	Lunch Meat
Graham Crackers (Case)	Grape Juice (3 Cases)	Mayo & Mustard
Pretzels (Case)	Orange Juice (5 Cases)	Bread
M&Ms (Case)	Instant Tea (2 Large Cans)	Salt & Pepper
Peanuts	Coffee (10 Lbs)	Ziplock Bags (Sm & Lg)
Gum (Case)	Soft Drinks (20 Cases)	Sugar (25 Lbs)
Hard Candy (Case)	Bottled Water (5o Gal)	Sweet & Low (Box)
		Coffee Cream
		Wood

Utensils
Fry Pan
Large Coffee Makers
Griddles/Electric Pans
Pot (10 Gallon Alum.)
BBQ Pit
Charcoal

F. DAMAGE ASSESSMENT GUIDELINES

F.1 Minor Storms

After severe weather moves through the area, the severity of the storm needs to be communicated to the Field Supervisor or Project Leader. One or the other will then need to make several decisions.

- Do we need to inform the Director?
- Will we need to inform the officers of a major outage that has lasted over an hour?
- If the storm moves through after hours, do we need to bring in personnel to handle the dispatching?
- Is there enough damage to warrant a documented damage assessment, or will just a patrol of the affected area by the Field Supervisor or Project Leader be enough to predict manpower needs?
- How much manpower is needed, internal and external? Should communication between Field Supervisor's begin now?
- Do we need all the ETs or do we save some for the next shift?

If it is decided that the call volume is too large for normal dispatching procedures and that we will need additional manpower to restore service, we need to apply the following steps.

Call the TNMP Business Unit Director, and provide information to the Regional Community Liaison
A) Call in a Team Assistant to dispatch to the guys in the field, someone to assist the Team Assistant (at this time all calls already dispatched to the guys in the field need to be communicated to the Team Assistant in the office that is dispatching, she will give the ETs one call at a time from this point on, and track the ET's location by using a local mapping system). After all circuits are energized, organize the outages by read routes for efficient results (This keeps the ETs from traveling all over town). Do not pass out work tickets, and put the ET's initials on the ones he is working for closing later.

At this time a decision on manpower needs will be made. If it is daylight the Field Supervisor or Project Leader will patrol the affected area and determine if we need to do a further damage assessment by circuit, with assessment forms and assistance from the Engineers and Designers or just determine manpower needs from his

experience and conversations with the personnel in the field. **(If a storm comes through in the middle of the night, this will be done as soon as possible, at this time you might want to alert the other regions to get troops on stand-by just in case)**. You will need to go with your gut feeling to determine the amount of additional ETs, Contractors, and Tree trimmers that should be called in to restore service. D**o not trust the call volume, it never hurts to call in too much help**. If several poles are down or several transformers are damaged, call the material coordinator in.

The next step will be going back to the command post. Depending on how many outages you have you may need to call in additional Designers, etc. to help the Team Assistant. As outages are completed, we will make phone calls to customers to see if their power has been restored. We will utilize large maps of the service territories, with dry erase markers, etc. to track our ETs, and put their initials on all possible tickets.

Calls will be dispatched to ETs in the vicinity in which they are working to keep travel times down. No tickets will be passed out and we will dispatch the calls to the ETs one at a time. For pole change outs and transformer changes a temporary sketch from asset viewer or a copy of the maps will be handed to the construction crews with a material list. The next day all the outage reports will be made from the tickets.

The work will be prioritized as follows:

1. Transmission
2. Distribution Feeders by Priority, all should be ranked for priority
3. Critical Care Facilities, Schools, Large Commercial Etc.
4. Fused Laterals
5. Transformers
6. Services

F.2 Major Storms

Within the first 12-24 hours after a storm moves through the Field Supervisor will fly the business unit to assess damage. If needed, within 24 hours *(upon the return of the evacuation group,* the following crews will report to the assigned substations, split up and do a damage assessment/re-energize critical circuits if possible. The damage assessment sheets will be reviewed by the Field Supervisor and work planning team every evening. The next morning work packets will be passed out to the storm crew representative's. The assigned crews will follow the following guidelines to restore power.

1. Work with SOC and the substation crews to get the transmission up and running.
2. Bring the feeders circuits (backbone) back up starting with the high priority Ckt's first.
3. After all the circuits are energized, check all critical load/care facilities for power.
4. After the circuits are energized and all critical load/care facilities are up and running, we will start working fused laterals, after all laterals are up and running we will work transformers and services.

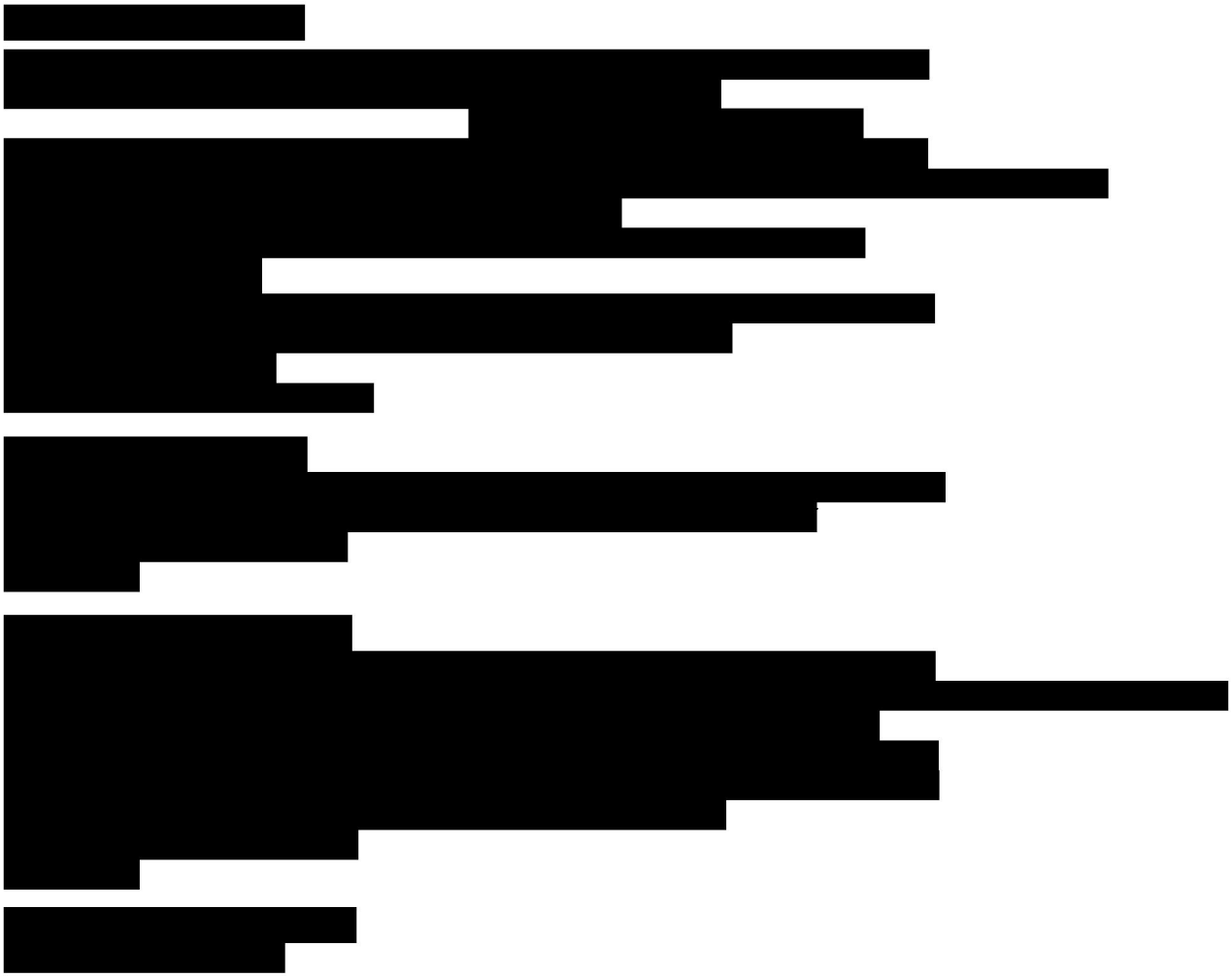
In a major event ETs, Designers, and Engineers will be assigned to tree trimming crews and utility crews. Each Storm Crew Rep *(SCR*) will be charged with the following.

1) Meeting the crew every morning.
2) Leading them to the job site.
3) Keeping time sheets.
4) Getting lunch delivered, to the crew. ***(During all major events lunch will be delivered to job site)***
5) Patrolling the area in which the crew is working, and refusing Etc.
6) Obtaining clearances, and hot line orders.
7) Emergency locates.

G. CRITICAL CIRCUIT LISTING

G.1. Critical Facilities List

During major events the employees assigned below will perform the assessments and lead the restoration for the stations/circuits listed. Depending on the size of the event, it is possible that employees will use their personal vehicles to lead contracting crews once we begin the restoration. Mileage will be paid. In smaller events if your station/circuits are not affected you will be placed where the outages are located.



G.2. CIRCUIT LISTING

[redacted]

G.3. CIRCUIT ASSIGNMENT

G.4. CRITICAL CARE CUSTOMERS

The residential customers/premises that have complied with all requirements to be designated as Critical Care can be accessed three ways:

1) Through OMS which shows what premises are out and which are designated CritCare;
2) COGNOS report at Customer Account, LSUP Code;
3) Through Single Screen Display (SSD), which is available to the DOC operators; and,
4) Via the REP Liaison SharePoint site, organized by business unit area and premise. All REP Liaison personnel have access.

Contact [redacted] and/or [redacted] for assistance.

A hard copy is also available in the Lewisville Regional Office.

G.5. OTHER

During storm restoration we will deliver poles and transformers to substations.
Old poles will be piled up on the side of the roads.
***DO NOT** bring them in and **DO NOT** leave them in the back yards.*
Working Hours - Management Team
Working hours for all employees will be from 6:00am to 8:00pm, possibly 9:00pm Lodging & Food - Logistical Team
Confirmed locations for lodging will be posted upon facility assessment
Eating Schedules:
Breakfast –6:00 am to 7:00am
Lunch- Provided as needed during the day Dinner- 8:00 pm

G.6. MUTUAL ASSISTANCE LIST COMPANY WIDE MATERIAL STORES

Name Location Phone

[redacted]

IRBY

[redacted]

FIELD SUPERVISORS (TEXAS)

WORK CELL

[redacted]

FLOATING CREW AND NIGHT SHIFT

Team Leader - Whichever Team Leader is on call at the time.
Team Members
ET's on call

Vehicle Assignments

[redacted]

Disaster Response Team/Equipment

Fleet and Equipment Inventory – [redacted] **- Bay Area Project Leader** [redacted] **- Bay Area Maintenance Mechanic**

Vehicle Type	# of Vehicles	Notes
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]		[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	
[redacted]	[redacted]	
[redacted]	[redacted]	
[redacted]	[redacted]	
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	
[redacted]	[redacted]	
[redacted]	[redacted]	[redacted]

BRAZOS EOP PLAN AND ASSIGNMENTS

INTRODUCTION

The order of priority when preparing for an emergency or hurricane is as follows:

(1) Protect human life,

(2) Seek to prevent or minimize personal injury,

(3) Reduce the exposure of property to damage,

(4) Minimize damage to property that cannot be relocated and

(5) Seek to restore normal operations as quickly as possible.

Having a workable plan that can be implemented in a timely and effective manner is the key ingredient in accomplishing these prioritized goals.

In the case of a hurricane, winter storm or other natural weather event, preparing for it successfully depends on how easily and how orderly we all act even though chances may be great that the storm will not hit us. Timetables for implementing the various stages of the plan will depend on the storm's forward speed/direction, probability of a storm hit and the expected intensity of the storm and accompanying weather conditions.

The following pages contain information on how to address specific problems. No plan can address every conceivable problem that will be encountered. Recovery personnel will have to rely on their own knowledge and experience when unexpected problems occur.

Restoration Guidelines: All work that is undertaken must follow TNMP Safety Guidelines, which are the same as for normal work practices. The Area Work Coordinator shall determine the working hours for all employees involved in the restoration efforts and will be responsible for providing fresh teams so that proper rest time can be maintained. The Coordinator should also be able to give the approximate days that employees would be needed to work in the restoration efforts.

Contacts-When and Who

The Company will assign the Area Field Supervisor to be the initial contact person for each Business Unit. In the event that the Field Supervisor is not available to assume these duties, Pauline Moore, or someone she designates shall perform this duty.

A. LOCATIONS

A.1. PRIMARY/SECONDARY REPORTING LOCATIONS

The Brazos Area Management Team will bunker in the [redacted], along with the **Core Team** and any volunteers, until a mandatory evacuation is called. After landfall, primary headquarters will be at the [redacted]. The secondary location will be at the [redacted]. The team will lead the restoration efforts meeting each night to assess the day's efforts and plan for the next day's work until normal operations can be resumed.

Core Team **-** [redacted]. Other employees will *be assigned as needed.* Additional personnel can stay on a volunteer basis, subject to management approval. All released employees are expected to return to work 24hrs after the storm passes.

A.2. STAGING SITES AND EQUIPMENT

ASSIGNED TO [redacted]

Location I

[redacted]

CT's and Meter Reading Vehicles

[redacted]

Engineering
E/C
E/C [redacted]

Alternate Staging Sites

Location	Phone/Fax	Address	Notes
[redacted]			

A.3. WORK HOURS/ORDERS

All work will cease and employees will be called in when 40 MPH sustained winds are reached.

Working Hours
7:00 AM to 8:30 PM
Work will begin at 7:00AM
Work will cease at 8:30 PM
30 minute Lunches

A.4. RELOCATION OF VEHICLES

Company vehicles will be relocated to [redacted] where the elevation is 72' above sea level. The alternate location is [redacted].

B. COMMUNICATIONS

B.1. LOCAL CITY MANAGEMENT PERSONNEL

ASSIGNED TO [redacted]

Notify Government and Key Customers of hurricane status and remain in contact with emergency management teams.

City Emergency Management Personnel

City of Angleton

Title	Name	Work Phone	Cell	Home Phone
Mayor	[redacted]	[redacted]	[redacted]	
Interim City Manager	[redacted]	[redacted]		
Emergency Management	[redacted]	[redacted]	[redacted]	
Police Chief	[redacted]	[redacted]	[redacted]	

Fire Chief	[redacted]	[redacted]		

City of West Columbia

Title	Name	Work Phone	Cell	Home Phone
Mayor	[redacted]	[redacted]	[redacted]	
City Manager	[redacted]	[redacted]	[redacted]	
Police Chief Emergency Management	[redacted]	[redacted]	[redacted]	
Fire Chief	[redacted]		[redacted]	

City of Brazoria

Title	Name	Work Phone	Cell	Home Phone
Mayor	[redacted]	[redacted]	[redacted]	
Mayor Pro Tem	[redacted]	[redacted]		
City Manager	[redacted]	[redacted]		
Emergency Management	[redacted]	[redacted]	[redacted]	
Police Chief	[redacted]	[redacted]	[redacted]	
Fire Chief	[redacted]	[redacted]	[redacted]	

City of Sweeny

Title	Name	Work Phone	Cell	Home Phone
Mayor	[redacted]	[redacted]		
City Manager	[redacted]	[redacted]	[redacted]	
Fire Marshall Emergency Management	[redacted]	[redacted]	[redacted]	
Police Chief	[redacted]	[redacted]	[redacted]	
Fire Chief	[redacted]	[redacted]	[redacted]	
Dir. Public Works	[redacted]	[redacted]	[redacted]	
Sweeny Community Hospital Public Affairs	[redacted]	[redacted]		

Village of Bailey's Prairie

Title	Name	Work Phone	Cell	Home Phone
Mayor	[redacted]	[redacted]	[redacted]	
Brazoria County Sheriff's Office	[redacted]	[redacted]		
Angleton Fire & EMS	[redacted]	[redacted]		

Town of Holiday Lakes

Title	Name	Work Phone	Cell	Home Phone
Mayor	[redacted]	[redacted]	[redacted]	
Mayor Pro Tem	[redacted]	[redacted]		

Coordinator	[redacted]	[redacted]	[redacted]
Police Chief	[redacted]	[redacted]	[redacted]
Fire Chief	[redacted]	[redacted]	
City Hall		[redacted]	

C. PERSONNEL

C.1. PERSONNEL PHONE LIST

	TITLE	CELLULAR	HOME
Management			
[redacted]	Director, T&D Business Unit	[redacted]	
	Field Supervisor		
	Project Leader		
	Engineer		
Operation Personnel			
[redacted]	ET 5	[redacted]	
	Sr. ET		
	ET 5		
	Sr. ET		
	Sr. ET		
	ET 5		
	ET 5		
	ET 5		
[redacted]	ET 5	[redacted]	
	ET		
	ET 5	[redacted]	
	ET		
	ET 2	[redacted]	
	ET 3		
	ET 1	[redacted]	
	Helper		
	Team Asst.	[redacted]	
	Materials Coordinator		
	Sr. Engineering Tech		
	EC		
	Designer		
[redacted]	Substation/Relay	[redacted]	
	Substation		
	Substation		
Angleton on Call			
West Columbia on Call			
Sweeny on Call			

Brazos Customer Techs

[redacted]	AMS Service Tech		[redacted]
	AMS Service Tech		
Unlisted Numbers			
W. Columbia		[redacted]	
West Columbia Construction		[redacted]	

D DUTIES AND RESPONSIBILITIES

A duty assignment list shall be developed with employees specific duties updated annually. Prior arrangements shall be made with all critical outside resources and contractors. Phone numbers and contact names shall be listed and kept current. Assigned personnel tasks area as follows:

D.1. DAMAGE ASSESSORS

[redacted], Brazos Area Field Supervisor, will contact damages assessors starting with the following:
Transmission Aerial Patrol -*ASSIGNED TO* [redacted]

[redacted]

Distribution Patrols - Assessment Teams - Should happen 24 hours after landfall - Upon Evacuation Team return.

Energy Technicians and Engineering Department personnel are assigned sub-stations/circuits to assess the damage and restore service to critical circuits if possible. Initially we will isolate line segments, etc. to get high priority circuits energized and then begin damage assessments. These assessments will be reported hourly to the Field Supervisor. The Team-Leaders/Line Designers (assessment organizers) listed below are responsible for the assessment kits, and will pass out the kits for damage assessments. Each kit shall contain One Line Maps (the E/C assigned will be responsible for current updated maps), assessment forms, pencils/pens, and street maps. The assessment organizers will collect the information from the ETs assigned to the sub-stations, prioritize the assessments and forward work packets to the staging sites. After all assessments are complete, the ETs assigned to the substations will become Storm Crew Representatives (SCRs). The SCRs will lead contracting crew and tree trimming crews until the restoration is completed.

Substation Assignments

Angleton Substation - [redacted]
West Columbia Substation - [redacted]
Brazoria Substation - [redacted]
Sweeny Sub - [redacted]
Old Ocean Sub - [redacted]

D.2. OPERATIONS/MANPOWER COORDINATION

ASSIGNED TO [redacted]
This position will identify manpower needs from the initial damage assessment and communicate information to the Director, TNMP Business Unit Manager [redacted], who will then communicate with the designated storm boss.

D.3. FLEET AND EQUIPMENT COORDINATION

ASSIGNED TO [redacted]
Assigned the task of identifying and acquiring the necessary equipment needed during the reconstruction effort. Resource lists should be kept updated in regard to contractors rental companies that supply cranes, all-terrain vehicles, excavating equipment, debris removal equipment, aerial patrol equipment, mobile fueling services including a commitment for pre-storm fueling, tire suppliers and tire repair services, generator supplier, and others.

D.4. FOOD AND LODGING COORDINATION

ASSIGNED TO [redacted]
Assigned the task of maintaining contact lists for motels, restaurants, and catering services that would be available during the restoration effort. Arrangements for food and supplies for crews shall be made upon decision by Management Team. Contacts and agreements including payment arrangements shall be made with these supplies yearly as the plan is updated.

D.5. MATERIAL/STORES COORDINATION

ASSIGNED TO [redacted]
Assigned the task of coordinating material needs. Material suppliers and transportation resources shall be identified and updated yearly. Material Coordinators in other regions shall be used as resources to assist in location of materials. The Project Leader is charged with establishing staging areas for material distribution during major recovery efforts with the intent of providing materials to crews in a timely manner

D.6. COMMUNICATIONS COORDINATOR AND SYSTEM MONITORING -

Radio Dispatchers – [redacted]

Assigned the task of coordinating communications equipment with [redacted] in order to secure handheld radios, emergency mobile phones, etc. A communication plan for each area should be developed by the Area and Region Communication Coordinators to identify potential communication facilities that can be used if normal communications are interrupted.

D.7. PUBLIC RELATIONS COORDINATION

All media requests shall be referred to [redacted] via the TNMP Media Hotline (listed on tnmp.com). Public messages will be coordinated by TNMP Communications, working with Operations and public-facing employees, and will be distributed to same. Messages also will be distributed to the PNM Call Center.

D.8. OFFICE AND CUSTOMER COORDINATION

ASSIGNED TO [redacted]

Assigned the tasks of coordinating Brazos Business Unit personnel and handling customer calls, damage claims and walk-in traffic.

Duties

Work Orders - Team Assistants

Once a Hurricane Warning has gone into effect [redacted] will call [redacted] and have them notify CIS and Network to have the printers switched and the call will be logged. This process will take an estimate of 4-5 hours.

E. CONTRACTOR CONTACTS AND NUMBERS

[redacted]

Heavy Equipment Contact List

[redacted]

Emergency Fuel and Tire Supplier

[redacted]

Tires

[redacted]

E.1. REGION EMERGENCY RESPONSE COORDINATION

Regional Control Center - (Not Dispatch Center) – [redacted]

Assigned the task of communicating with the Regional Executive Committee at the Regional Control Center.

E.2. FOOD AND LODGING

Hotel and Motel Information/Laundry Services

Hotel	Phone/Fax	Address	Price, Laundry Facilities
[redacted]			

- Personal Visit/Phone Call Columbia lakes worked out well in Rita
- Letters of Agreed Upon Terms; 48 hour notice, Hurricane Warning notice, cost per room, 40 rooms

Restaurant and Food Services

Restaurant	Phone/Fax	Address	Delivery 20/50 Servings
[redacted]			

- Personal Visit/Phone Call
- Letter of Agreed Upon Terms; Credit Card Use, marked off space for 20 –50 individuals

E.3. OTHER

Uncommon Affairs will supply the afternoon and evening meals, unless we activate Base Logistics.

Supplies Needed for Staging

Snacks	*Beverages*	*Other (3 Day Supply)*
Potatoes Chips (10 Boxes Ind.)	Apple Juice (5 Cases)	Meat
Crackers (20 Boxes Ind.)	Cranberry Juice (Case)	Lunch Meat
Graham Crackers (Case)	Grape Juice (3 Cases)	Mayo & Mustard
Pretzels (Case)	Orange Juice (5 Cases)	Bread
M&Ms (Case)	Instant Tea (2 Large Cans)	Salt & Pepper
Peanuts	Coffee (10 Lbs)	Ziplock Bags (Sm & Lg)
Gum (Case)	Soft Drinks (20 Cases)	Sugar (25 Lbs)
Hard Candy (Case)	Bottled Water (5o Gal)	Sweet & Low (Box)
		Coffee Crea
		Wood

Utensils
Fry Pan
Large Coffee Makers
Griddles/Electric Pans
Pot (10 Gallon Alum.)
BBQ Pit
Charcoal

F. DAMAGE ASSESSMENT GUIDELINES

F.1. MINOR STORM

After severe weather moves through a business unit the severity of the storm needs to be communicated to the Field Supervisor or the Project Leader. One or the other will then need to make several decisions.

¨Do we need to inform the manager?

♦Will we need to inform the officers of a major outage that has lasted over an hour?

♦Is there enough damage warrant a documented damage assessment, or will just a patrol of the affected area by the Field Supervisor or Project Leader be enough to predict manpower needs?

♦How much manpower is needed, internal and external? Should communication between Field Supervisors begin now?

♦Do we need all the ETs or do we save some for the next shift?

At this time a decision on manpower needs will be made. If it is daylight the Field Supervisor or Project Leader will patrol the affected area and determine if further damage assessment by circuit should be done, with assessment forms and assistance from the Engineers and Designers. A determination of the manpower needs should be made by conversations with the personnel in the field. If a storm comes through in the middle of the night, this will be done as soon as possible.

The next step will be going back to the command post. Depending on how many outages you have you may need to call in additional Designers, etc. to help the Team Assistant. As outages are completed, we will make phone calls to customers to see if their power has been restored. We will utilize large maps of the service territories, with dry erase markers to track our ETs. Calls will be dispatched to ETs in the vicinity in which they are working to keep travel times down. No tickets will be passed out, we will dispatch the calls to the ETs one at a time. For pole change outs and transformer changes a temporary sketch from asset viewer or a copy of the maps will be handed to the construction crews with a material list. The next day all the outage reports will be made from the spreadsheets.

The work will be prioritized as follows.

Transmission
Distribution Feeders by Priority, all should be ranked for priority
Critical Care Facilities, Schools, Large Commercial Etc.
Fused Laterals
Transformers
Services

F.2. MAJOR STORM

After the storm moves through the area, the following crews will report to the assigned substations, split up and do a damage assessment. The Field Supervisor will review the damage assessment sheets. The Field Supervisor will make a decision on the amount of crews he believes is needed to restore power.

The assigned crews will follow the following guidelines to restore power.

→Work with SOC and the Substation crews to get the transmission up and running.
→Bring the feeders circuits back up starting with the high priority Ckt's first.
→After all the circuits are energized, check all critical load facilities for power.
→After the Circuits are energized and all critical load facilities are up and running, we will start working fused laterals, after all laterals are up and running we will work transformers and services.

In a major event, ETs, Designers and Engineers will be assigned to tree trimming crews, and utility crews. Each will be charged with the following

1) Meeting the Crew every morning.
2) Leading them to the job site.
3) Keeping time sheets.
4) Getting lunch delivered, to the crew.
   (During all major events lunch will be delivered to job site)
5) Patrolling the area in which the crew is working, and refusing Etc.

F.3. OTHER

During hurricane restoration we will deliver poles and transformers to substations.

Old poles will be piled up on the side of the roads, do not bring them in and do not leave them in the back yards.

Bring all transformers into the yard.

Working Hours - Management Team

Working hours for all employees will be from 6:00am to 8:00pm or possibly 9:00pm

Lodging & Food - Dawn Fuller

Confirmed locations for lodging will be posted upon facility assessment

Eating Schedules:
Breakfast - 6:00am to 7:00am
Lunch - Provided as needed during the day, box lunches on the job site
Dinner - 8:00pm or possibly 9:00pm

G. CRITICAL CIRCUIT LISTING

G.1. CRITICAL FACILITIES LIST

[redacted]

G.2. CIRCUIT LISTING *(NUMBER OF CUSTOMERS LISTED)*

Total Customers Brazos Business Unit [redacted]

G.3. CIRCUIT ASSIGNMENT

[redacted]

G.4 MUTUAL ASSISTANCE LIST COMPANY WIDE MATERIAL STORES

Name	Location	Phone
[redacted]		

[redacted]

FIELD SUPERVISORS (TEXAS)

	Work	Cell
[redacted]		

MAINLAND PLAN AND ASSIGNMENTS

Gulf Coast Region Storm Alert Stages- Follow the flow chart from 120 hours out.

Restoration Guidelines: All work that is undertaken must follow TNMP Safety Guidelines, which are the same as for normal work practices. The Area Work Coordinator shall determine the working hours (day light to dark in most cases) for all employees involved in the restoration efforts and will be responsible for providing fresh teams so that proper rest time can be maintained. The Coordinator should also be able to give the approximate days that employees would be needed to work in the restoration efforts.

Contacts - When and Who

The Company will assign the Area Field Supervisor to be the initial contact person for each Business Unit. In the event that the Field Supervisor is not available to assume these duties, [redacted], or someone she designates shall perform this duty.

A. LOCATIONS

A.1 Primary/Secondary Reporting Locations

The Business Unit Management Team will update and put this plan into effect. The **Core team** will bunker along with the Bay Area at the [redacted] SOC Office through storms. After landfall, primary headquarters will be at the Gulf Coast Regional Office if possible or the designated staging site. We will meet each night to assess the day's efforts and plan for the next day's activities, until normal operations are resumed.

Core Team - [redacted]***, Senior Techs and ETs on call will have the option to stay.***

Additional personnel can also stay on a volunteer basis, subject to management approval; all will be confirmed at the 96 hour timeline.

All released employees are expected to return to work 24 hrs after the storm passes.

A.2 Staging Sites and Equipment

ASSIGNED [redacted]

Location I
Equipment Staging: All the units in the Mainland will be moved to

SOC CENTER [redacted]

[redacted]

Location II

Alternate Staging Sites

Location	Phone/Fax	Address	Notes
[redacted]			

A.3. WORK HOURS

Work will cease and Core Team will be called in when **40 MPH** sustained winds are reached.

Working Hours

7:00 AM to 8:30 PM or daylight to dark

30 minute Lunches

One ET and an AT-37 will be available for emergencies from 8:30 pm-7:00am.

Anyone working outside these hours needs to communicate with the Field Supervisors.

A.4 RELOCATION OF COMPANY VEHICLES

Company vehicles will be relocated to [redacted] SOC prior to evacuation.

B. COMMUNICATIONS

B.1 Local City Management Personnel

Contact Cities and Key Customers - [redacted] and other personnel as designated.

Notify Government and Key Customers of hurricane status and remain in contact with emergency management teams.

City Emergency Management Personnel

City of Texas City

Title	Name	Work Phone	Cell	Home Phone
Mayor				
Emergency Management				
Community Development				
Police Chief				
Fire Chief				

City of Dickinson

Title	Name	Work Phone	Cell	Home Phone
Mayor				
City Manager				
Police Chief				
Fire Marshall				
City Secretary				

City of La Marque

Title	Name	Work Phone	Cell	Home Phone
Mayor				
City Manager				
Emergency Management				
Police Chief				
Deputy Fire Chief				
Public Information Officer				

C. PERSONNEL

(see also the PTT list Exhibit 4)

C1. Personnel Phone List/Experience

Management Personnel	TITLE	CELL PHONE	HOME
	Director		
	Field Supervisor		
	Project Leader		

Operation Personnel

UA #	Name	Home Phone	Title	Work Phone	Personal Cell
			Sr. Tech		
			Sr. Tech		
			Sr. Tech		
			Sr. Tech		
			Sr Linespotter		
			Tech 5		

[redacted]	[redacted]	[redacted]	Tech 5	[redacted]	[redacted]
[redacted]	[redacted]		Tech 5	[redacted]	[redacted]
[redacted]	[redacted]		Tech 5	[redacted]	[redacted]
[redacted]	[redacted]		Tech 3		[redacted]
[redacted]	[redacted]		Tech 4		[redacted]
[redacted]	[redacted]		Tech 5	[redacted]	[redacted]
[redacted]	[redacted]				[redacted]
[redacted]	[redacted]		Tech 2		[redacted]
[redacted]	[redacted]		Tech 4		[redacted]
[redacted]	[redacted]		Tech 2		[redacted]
[redacted]	[redacted]		Field Supervisor TCC	[redacted]	[redacted]
[redacted]	[redacted]		Project Leader	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	Mechanic	[redacted]	[redacted]
[redacted]	[redacted]		Material Coordinator	[redacted]	[redacted]
[redacted]	[redacted]		Inventory Tech	[redacted]	[redacted]
[redacted]	[redacted]		Team Asst III	[redacted]	[redacted]
	[redacted]		Tech 3		
	[redacted]				
[redacted]	[redacted]				
[redacted]	[redacted]				
[redacted]	[redacted]				
[redacted]	[redacted]	[redacted]			

League City Service Center Personnel Assigned to Mainland

Name		UA#	Position	Cell Phone#
[redacted]		[redacted]	CST	[redacted]
[redacted]		[redacted]	CST	[redacted]
[redacted]		[redacted]	CST	[redacted]

D. DUTIES AND RESPONSIBILITIES

A duty assignment list shall be developed with employees specific duties updated annually. Prior arrangements shall be made with all critical outside resources and contractors. Phone numbers and contact names shall be listed and kept current. Assigned personnel tasks area as follows:

D.1 Damage Assessors

TRANSMISSION AERIAL PATROL

[redacted] WILL FLY LINE PATROL FOR BAY AREA BU AND THE MAINLAND BU

[redacted]

OPERATIONS/ SUB STATION PERSONNEL WILL WORK TOGETHER TO GET TRANSMISSION AND SUBS REENERGIZED.

Distribution Patrols – High Level Assessment Teams—should happen 24 hours after landfall-Upon Evacuation Team Return

On the initial high level assessment we will look at the most damaged circuit from each sub, count the number of poles down and % of the circuit that is intact. We will multiply the number of poles down on that circuit times the number of circuits fed from that sub. Then we will add all the substation totals to get a good estimate of the poles down for a high level prediction of manpower, length of the event and discuss with upper management.

Energy Techs and Engineering Department personnel are assigned substations/circuits to assess the damage, restore service to critical circuits if possible. Initially we will isolate line segments, etc. to get high priority circuits energized, then begin the High level damage assessments. These assessments will be reported hourly to the Field Supervisor. **The Team-Leaders/Line Designers listed below are responsible for the One Line Maps (the Designer assigned will be responsible for current updated maps), assessment forms, pencils/pens, street maps.**

After all the high level assessments are complete, the ETs and designers assigned to the sub stations will become Storm Crew Representatives (SCRs). The SCRs will lead contracting crews, and tree trimming crews until the restoration is completed. SCR will document every asset that is changed out or installed.

Substation Assignments: No circuit will be energized without notifying the employee assigned to the substation below. Sub Station crews will open disconnects above every feeder breaker that locks out during a storm for employee safety.

[redacted] and one designee-Assessment Organizer
[redacted] and one designee -- Assessment Organizer
[redacted] and one designee-Assessment Organizer
[redacted] and two designees -- Assessment Organize
[redacted] and two designees-- Assessment Organizer
[redacted] and two designees-- Assessment Organizer
[redacted] and one designee-Assessment Organizer
[redacted] and one designee -- Assessment Organizer

D.2 Operations/Manpower Coordination

[redacted]

This position will identify manpower needs from the initial damage assessment and communicate information to the Business Unit Manager; Pauline Moore will then communicate with the designated storm boss.

D.3 Fleet and Equipment Coordination

[redacted]

Selected personnel will be assigned the task of identifying and acquiring the necessary equipment needed during the reconstruction effort. Resource lists should be kept updated in regards to contractor's rental companies that supply cranes, all terrain vehicles, excavating equipment, debris removal equipment, aerial patrol equipment, mobile fueling services including a commitment for pre-storm fueling, tire suppliers and tire repair services, generator supplier, and others.

Vehicle Type	Number of Vehicles	Notes
[redacted]		

D.4 Food and Lodging Coordination

[redacted]

Assigned the task of maintaining contact lists for motels, restaurants, and catering services that would be available during the restoration effort. Arrangements for food and supplies for crews shall be made upon decision by Management Team. Contacts and agreements, including payment arrangements, shall be made with these supplies yearly as the plan is updated.

D.5 Material/Stores Coordination

[redacted]

Assigned the task of coordinating material needs. Material suppliers and transportation resources shall be identified and update yearly. Material Coordinators in other regions shall be used as resources to assist in location materials. The Project Leader is charged with establishing staging areas for material distribution during major recovery efforts with the intent of providing materials to crews in a timely manner.

STORM KITS – 3-7 day supply

SAFETY EQUIPMENT
Rubber Gloves
Safety Glasses
Work Gear Leather Gloves Rain Gear Hard Hat

FIRST AID SUPPLIES
First Aid Kit
Band Aids
Insect Repellent

D.6 Communications Coordinator and System Monitoring

[redacted]

Radio Dispatchers – [redacted]

Assigned the task of coordinating communications equipment with [redacted] in order to secure hand held radios, emergency mobile phones, etc. A communication plan for each area should be developed by the Area and Region Communication Coordinators to identify potential communication facilities that can be used if normal communications are interrupted.

D.7 Public Relations Coordination

All media requests shall be referred to [redacted] via the TNMP Media Hotline (listed on tnmp.com). Public messages will be coordinated by TNMP Communications, working with Operations and public-facing employees, and will be distributed to same. Messages also will be distributed to the PNM Call Center.

D.8 Office and Customer Coordination

[redacted]

Assigned the tasks of coordinating Mainland Business Unit personnel and handling customer calls, damage claims and walk-in traffic.

Duties
Assist with the staging site. The Team Assistant Runner's will resume regular assignments once the transmission lines are restored and most circuits.

E. CONTRACTOR CONTACTS AND NUMBERS

[redacted]

Refer to the contractor's spreadsheet that has the full list of construction vendors for Texas, it is updated annually.

[redacted]

E.1 Region Emergency Response Coordination

Regional Control Center - (Not Dispatch Center) – [redacted],
Assigned the task of communicating with the Regional Executive Committee at the Regional Control Center.

E.2 Food and Lodging

[redacted]

Restaurant and Food Services

Restaurant	Phone/Fax	Address	Delivery	20-50 Servings
[redacted]				

F. DAMAGE ASSESSMENT-GUIDELINES

The work will be prioritized as follows:
Transmission, Distribution Feeders by Priority, all should be ranked for priority, Sewer lifts, Critical Care Facilities, Schools, Large Commercial Etc., Fused Laterals, Transformers and Services

F.1 Major Storms

*******If the circuit is locked out, all disconnects will be opened up for safety.**

Within the first 12-24 hours after a storm moves through the Field Supervisor/Engineer will fly the business unit if possible to assess damage. If air space is not available the patrols will begin on foot/using ATV's. If needed, **within 24 hours** *(upon the return of the evacuation group),* the following crews will report to the assigned

substations, split up and do a damage assessment/re-energize critical circuits if possible. The initial high level assessment (*Detailed in D-1*) will be communicated to the Field Supervisor. **After all the high level assessments are complete, the ETs and designers assigned to the sub stations will become Storm Crew Representatives (SCRs). The SCRs will lead contracting crews, and tree trimming crews until the restoration is complete. SCR will document every asset that is changed out or installed.**

The assigned crews will follow the following guidelines to restore power.

Work with SOC and the substation crews to get the transmission up and running.
Bring the feeders circuits (backbone) back up starting with the High priority Circuits first, Medium and Low.
Before every circuit is energized it will be communicated through the ET responsible for the Sub Station. The ET will communicate with the Field Supervisor the time the circuit was energized.
After all the circuits are energized, check all critical load/care facilities for power.
After the circuits are energized and all critical load/care facilities are up and running, we will start working the largest fused laterals and work our way down to the smaller laterals, after all laterals are up and running we will work transformers and services.

All locations where we floated the primary, etc. to re-energize the circuit will be worked after all the main feeders are energized.

In a major event, ETs, Designers and Engineers will be assigned to tree trimming crews and utility crews. Each Storm Crew Rep *(SCR)* will be charged with the following.

1) Meeting the crew every morning.
2) Leading them to the job site.
3) Keeping time sheets (every morning a head count, every evening a head count and turn in completed time sheet for the crews you are responsible for).
4) Getting lunch delivered, to the crew if needed. ***(During all major events lunch loaded at the staging site)***
5) Patrolling the area in which the crew is working, and refusing Etc.
6) Obtaining clearances, and hot line orders.
7) Emergency locates.
8) Document every asset that is replaced or installed, and track every foreign pole replacement in a separate file.

G. CRITICAL CIRCUIT LISTING

G.1. Critical Facilities List & Circuit Listing

During major events the employees assigned below will perform the assessments and lead the restoration for the stations/circuits listed. In smaller events if your station/circuits are not affected you will be placed where the outages are located. Each Circuit Boss will be responsible for making sure the disconnects are open on each de-energized circuit and will contact the Field Supervisor before energizing each circuit. If possible the bolded circuits need to be restored first along with the Gulf Coast Water facilities. (WB include circuits this year that provide station service)

Substation	Circuit	Priority LEVEL	Priority to Energize	Critical Load	CKT Boss/SCR	C-Count
		Low				
		Low				
		High	4TH			
		Medium				
		Low				
		High-1	1ST			
		High-3	3RD			
		High-2	2ND			
		Low				
		Medium	4TH			
		High-1	1ST			
		Medium	3RD			
		Low				
		High-2	2ND			
		High-1	1ST			
		Medium	2ND			
		Low				
		Medium	3RD			

[redacted]		[redacted]	Medium	3RD	[redacted]	[redacted]	[redacted]
[redacted]		[redacted]	Medium	1ST	[redacted]	[redacted]	[redacted]
[redacted]		[redacted]	Low			[redacted]	[redacted]
[redacted]		[redacted]	Medium	2ND	[redacted]	[redacted]	[redacted]
[redacted]		[redacted]	Medium		[redacted]	[redacted]	[redacted]
[redacted]		[redacted]	Low			[redacted]	[redacted]
[redacted]		[redacted]	Low		[redacted]	[redacted]	[redacted]
[redacted]		[redacted]	Low		[redacted]	[redacted]	[redacted]
[redacted]		[redacted]	Medium		[redacted]	[redacted]	[redacted]
[redacted]		[redacted]	Low			[redacted]	[redacted]
[redacted]		[redacted]	High-2	2ND2	[redacted]	[redacted]	[redacted]
[redacted]		[redacted]	Medium	3RD	[redacted]	[redacted]	[redacted]
[redacted]		[redacted]	High-1	1ST	[redacted]	[redacted]	[redacted]
[redacted]		[redacted]	Medium	1ST	[redacted]	[redacted]	[redacted]
[redacted]		[redacted]	Low	3RD	[redacted]	[redacted]	[redacted]
[redacted]		[redacted]	Medium		[redacted]	[redacted]	[redacted]
[redacted]		[redacted]	Medium	2ND	[redacted]	[redacted]	[redacted]

G.2. CRITICAL CARE CUSTOMERS

The customers/residential premises that have complied with all requirements to be designated as Critical Care can be accessed three ways:

1). Through OMS which shows what premises are out and which are designated CritCare;
2). COGNOS report at Customer Account, LSUP Code;
3). Through Single Screen Display (SSD), which is available to the DOC operators; and,
4). Via the REP Liaison SharePoint site, organized by business unit area and premise.
5). All REP Liaison personnel have access.

Contact [redacted] and/or [redacted] for assistance.
A hard copy is also available in the Lewisville Regional Office.

G.3. OTHER

DURING HURRICANE RESTORATION WE WILL LOAD ALL MATERIAL FOR THE DAY AT THE DOG TRACK.

In Texas City, OLD POLES can be piled up on THE SIDE OF THE ROADS as long as they are cut into small manageable pieces. DO NOT LEAVE THEM IN THE BACK YARDS. ALL TRANSFORMERS SHOULD BE BROUGHT BACK TO THE DOG TRACK (EXCEPT FOR LEAKERS THEY WILL GO TO FRIENDSWOOD)

Eating Schedules:

Breakfast - 6:00am to 7:00am

Lunch - Provided as needed during the day, box lunches on the job site DINNER - 8:00PM

Lodging & Food - Logistical Team

Confirmed locations for lodging will be posted upon facility assessment

Building Assessments:

Regional Office – subject to high water

League City Service Center – identified as a possible staging area

G.4 MUTUAL ASSISTANCE LIST COMPANY WIDE MATERIAL STORES

Name Location Phone

[redacted]

FIELD SUPERVISORS (TEXAS)

Work Cell

[redacted]

FLOATING CREW AND NIGHT SHIFT

One ET and an At-37 for a fire calls/emergency.

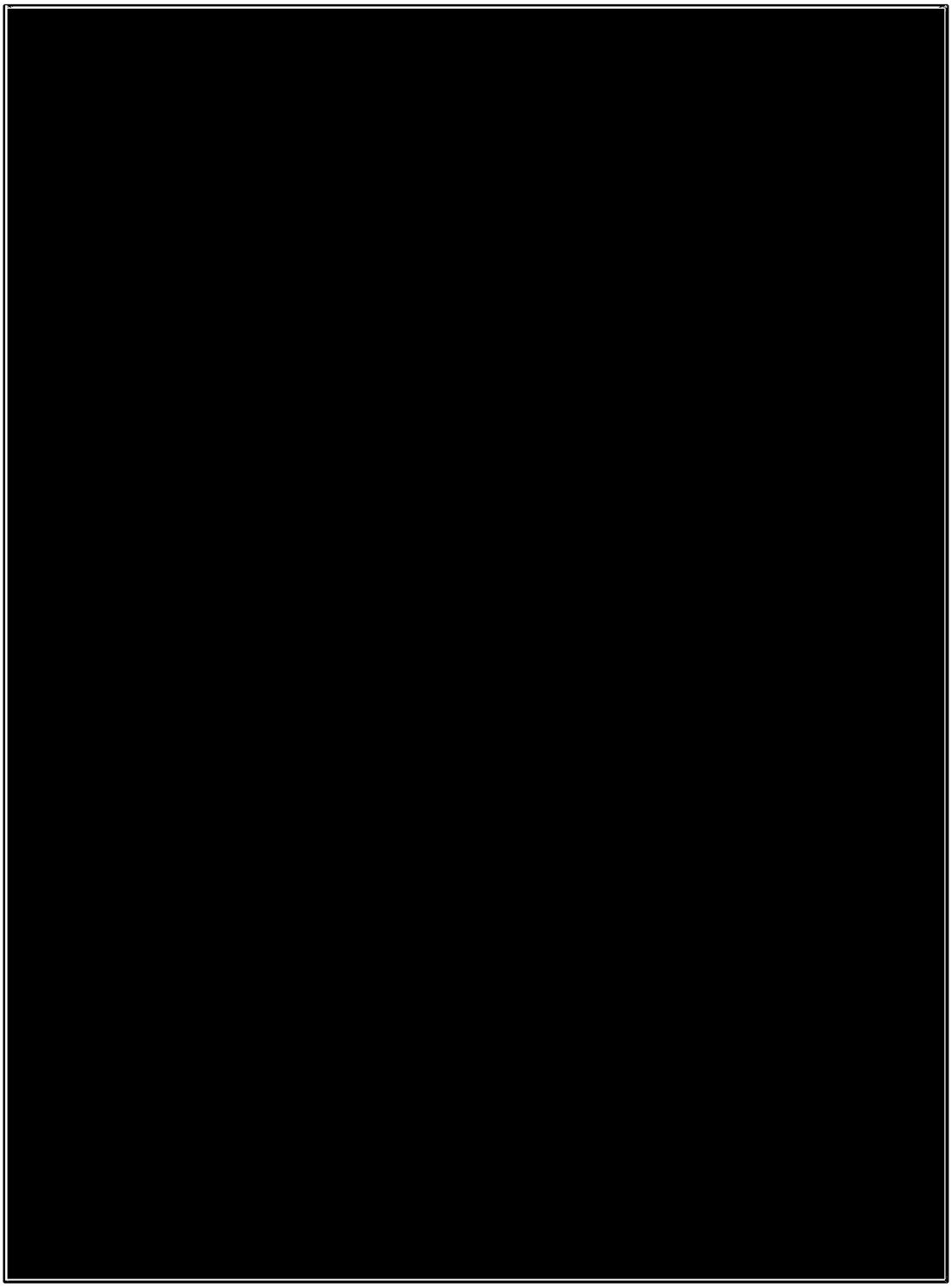
Pick one of the ETs-On Call

H. EOP – TNMP Influenza Pandemic Plan

TNMP adopts this plan to prepare for and respond to a threat of influenza or other pandemic that causes serious widespread illness. It will also be used to identifiy critical operation and business functions, and trigger business planning activities depending on the scenario.

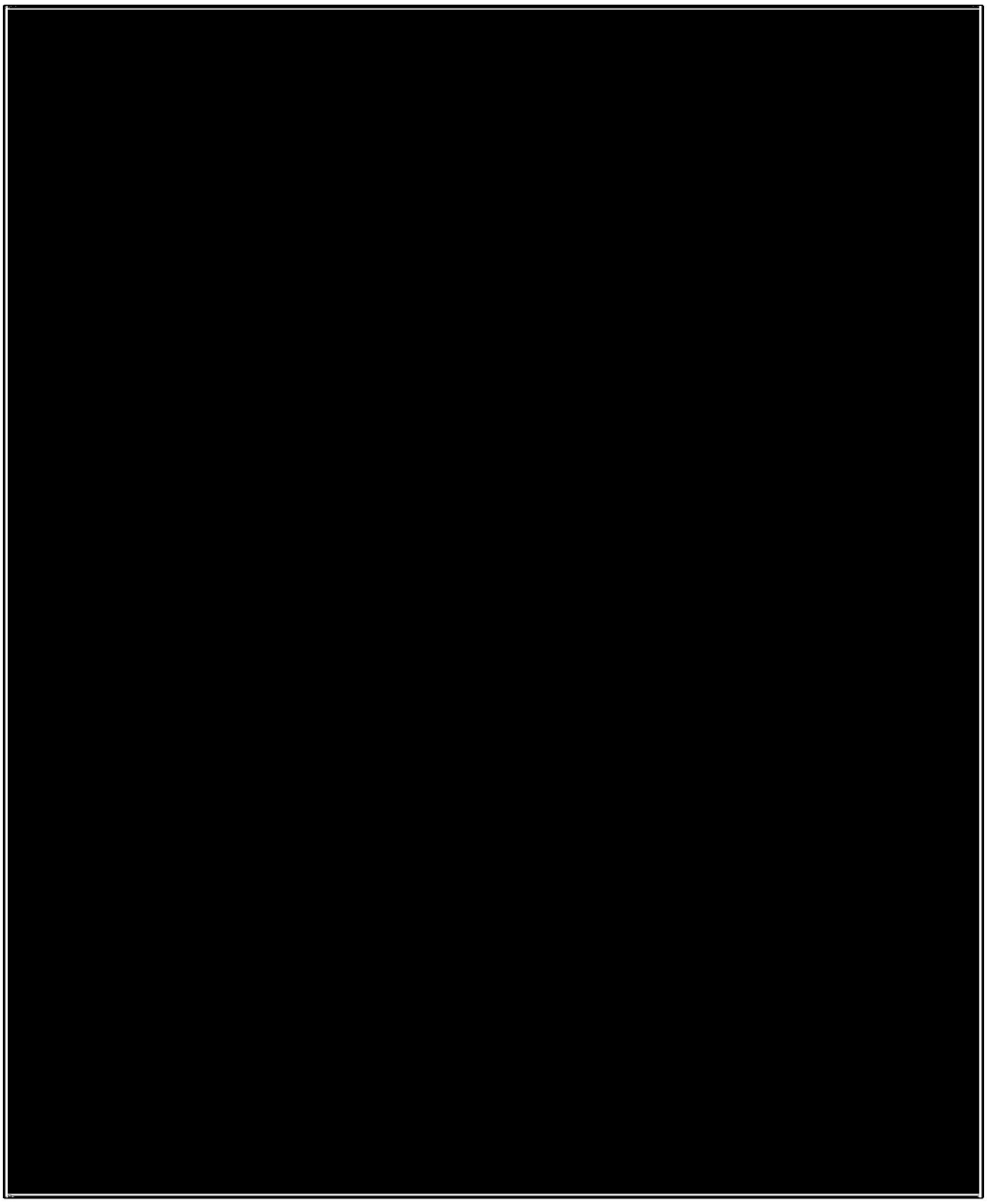
The TNMP Pandemic plan is below for your viewing.

Texas Pandemic Plan 02072012.pdf

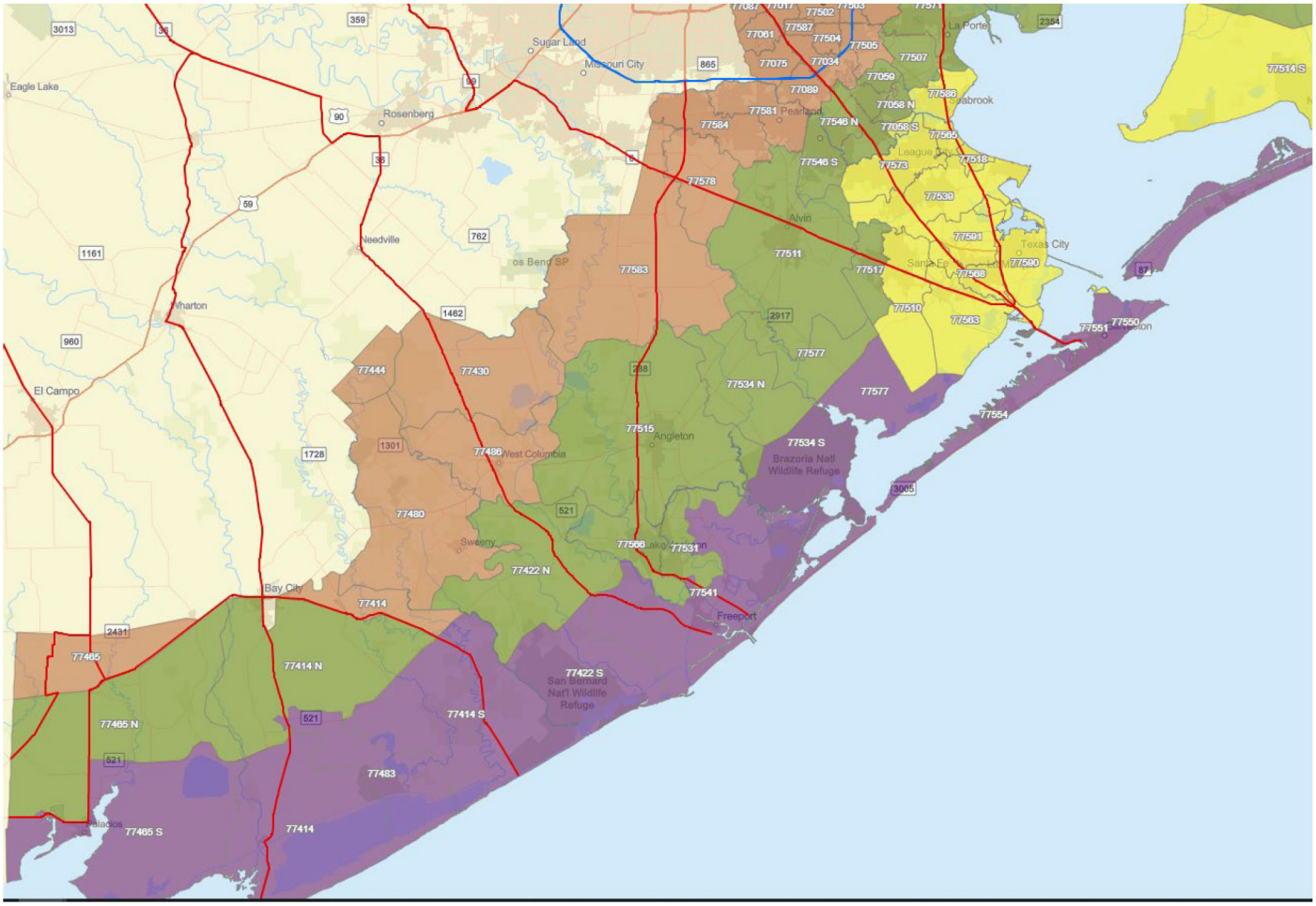


BASE LOGISTICS

Emergency Contact Phone Numbers



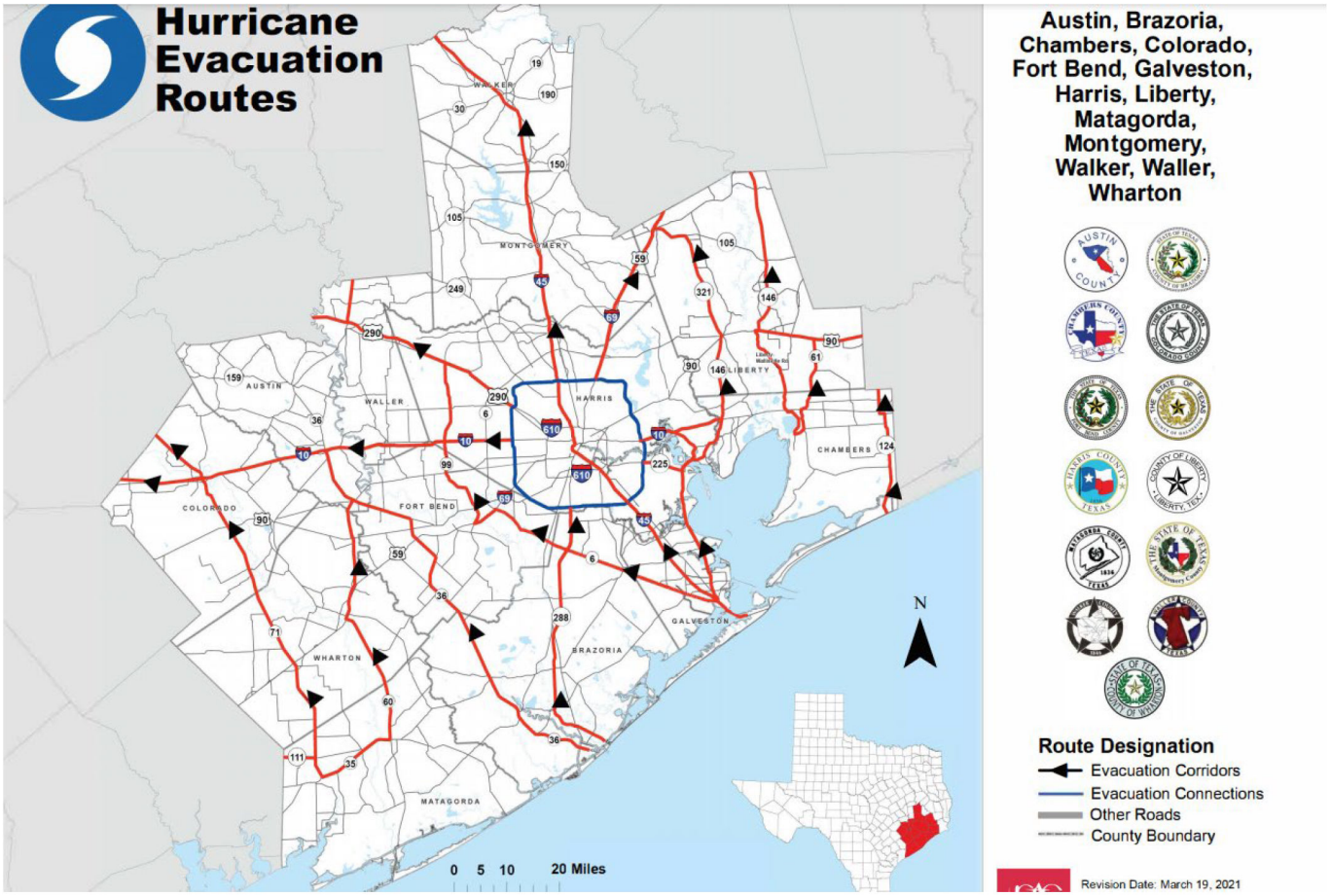
HOUSTON AREA EVACUATION ZONES



Hurricane Evacuation Zones

- Zip-Zone C
- Zip-Zone B
- Zip-Zone Coastal
- Zip-Zone A

HURRICANE EVACUATION ROUTES



Appendix "A"

PNM Resources	BTS Emergency Recovery Procedures (ERP) for Gulf Coast Region	PNM Resources

Business Technology Services (BTS) will assist the Gulf Coast during the activation of the Emergency Operations Plan (EOP) plan. The team will be responsible for the removal of all computing equipment within the environment for storage at the Alvin location. Once the event has ended BTS will move the hardware back to the required locations, connect hardware back to the corporate network, and validate that all systems are running as expected. BTS will provide/reserve five (5) corporate laptops (2 for Brazoria Co and 3 for Galveston Co) that will be ready for immediate deployment and will be used by stage site teams for email and communications.

In the event of a disaster the EOP team will notify an advice the BTS Service Desk ([redacted]) of the type emergency and whether employees in the Gulf Coast have been placed on alert or currently mobilizing. The Service Desk representative will immediately notify the Client Services Manager. If employees are currently mobilizing for the disaster, the representative should then begin to provide message center support as soon as possible. In the event of a disaster alert, the on-call Service Desk representative(s) and IS management will monitor the situation to determine when message center support should be initiated. In most circumstances, it should be initiated upon the occurrence of the disaster, such as a hurricane making landfall.

Technical Operations Procedures

1. Technical Operations Teams

Identify technical operations team roles, high level responsibilities and primary and backup team members.

Recovery Team & Level of SME	Responsibilities	Number of Assigned Resources
Client Services Manager	**Allocate resources and coordinate removal of computing resources**	**(1)**
Client Services Lead	**Assist technicians with technical issues and serves as a back up to Client Services Manager**	**(1)**
Contract Provider Lead	**Assign resources and coordinate travel if needed.**	**(1)**
Contract Desktop Technicians	**Remove computing hardware when EOP plan is initiated. During recovery, place hardware back in required locations. Validate systems are up and running.**	**(2)**
Telecom Manager	**Assign personnel to key roles and coordinate travel if needed. May need local employees or contractors to assist.**	**(1)**
Telecom Engineer	**Contact all telecomm carriers (AT&T, CenturyLink, Comcast, Verizon, and Windstream) to address potential outage and restoration during the storm or post storm periods.**	**(1)**

2. *Recovery Steps*

BTS Recovery Task Checklist						
#	Tasks and Actions	Responsibility	Estimated Duration	Actual Start Date / Time	Actual Stop Date / Time	Assumptions / Dependencies / Instructions
1.	Receive EOP Declaration Notification	BTS Client Services				• Gulf Coast declares EOP plan is in effect and sends notification
2.	Allocate resources and coordinate removal of computing hardware.	Client Service Manager				• Kick off communication with technicians and deploy necessary resources
3.	Coordinate travel and assign available resources	Contract Provider Lead				• Coordinate travel for additional resource to come from Dallas to support the move
4.	Remove required hardware from affected location	Desktop Technicians				• Disconnect servers and desktops for transportation to Alvin ASOC
5.	Connect AutoCAD server and file server to the network for access	Desktop Technicians				• Corporate network LAN's will be available and connected to the hardware. Power on and validate access
6.	Move machines back to primary location	Desktop Technicians				• During recovery, technician will move machines back to required location
7.	Validate machines are back online and working as expected	Desktop Technicians				• Technicians will validate with users that hardware is working as expected after redeployment
8.	Confirm EOP is closed and validate Service Delivery	Client Service Manager				• Client services will check with responsible groups to ensure EOP has ended and confirm Service delivery is complete
9.	Pre Storm Documentation	Telecom Personnel				• Document all pre storm alarms on Network, PBX, and Carrier alarms if applicable.
10.	Assign Employees, Contractors	Telecom Manager				• Assign personnel to key roles and coordinate travel if needed. May need local employees or contractors to assist.
11.	Contact Telecom Carriers	Telecom Engineer and Personnel				• BTS Telecomm team will Contact all telecomm carriers (AT&T, CenturyLink, Comcast, Verizon, and Windstream) to address potential outage and restoration during the storm or post storm periods
12.	Network	Telecom Personnel				• BTS Telecomm team will strive to assure our LAN is available during storm activity to provide Lync and e-mail. If needed, additional network switches may be provided to support users.
13.	Communications	Telecom Personnel				• BTS Telecomm team will strive to assure telecommunications are available during storm activity. Cell phone usage may be necessary, if available, as an alternative.
14.	Post Storm Documentation	Telecom Personnel				• Document all pre storm alarms on Network, PBX, and Carrier alarms if applicable.
15.	Follow Up and Restoration	Telecom Personnel				• Call-out Communication Contractors/TNMP crews to address potential outages

Servers and Devices and Hardware

Identify recovery servers, devices and dedicated equipment located at the recovery site.

Hardware Location	Hardware Type (Desktop/ Server)	Computer Name	Hardware Model	Recovered (Y/N)	Redeployed (Y/N)	Hardware Operational (Y/N)
[redacted]	[redacted]	[redacted]	[redacted]			
[redacted]	[redacted]	[redacted]				
[redacted]	[redacted]	[redacted]	[redacted]			
[redacted]	[redacted]	[redacted]				
[redacted]	[redacted]	[redacted]	[redacted]			
[redacted]	[redacted]	[redacted]	[redacted]			
[redacted]	[redacted]	[redacted]	[redacted]			
[redacted]	[redacted]	[redacted]	[redacted]			
[redacted]	[redacted]	[redacted]	[redacted]			
[redacted]	[redacted]	[redacted]	[redacted]			

Hardware Location	Hardware Type (Desktop/ Server)	Computer Name	Hardware Model	Recovered (Y/N)	Redeployed (Y/N)	Hardware Operational (Y/N)
[redacted]						

3. *Connecting to VPN*

Installing and connecting to VPN – [redacted]

Click **Install** at bottom of screen

Next

When prompted, enter User ID and Password that you log in on your work computer. This will start the install for Cisco AnyConnect Secure Mobility Client if it is not already installed.

Once the client is installed, pin a shortcut to the task bar for ease to connect:

Click the Start symbol in the lower left of your computer screen

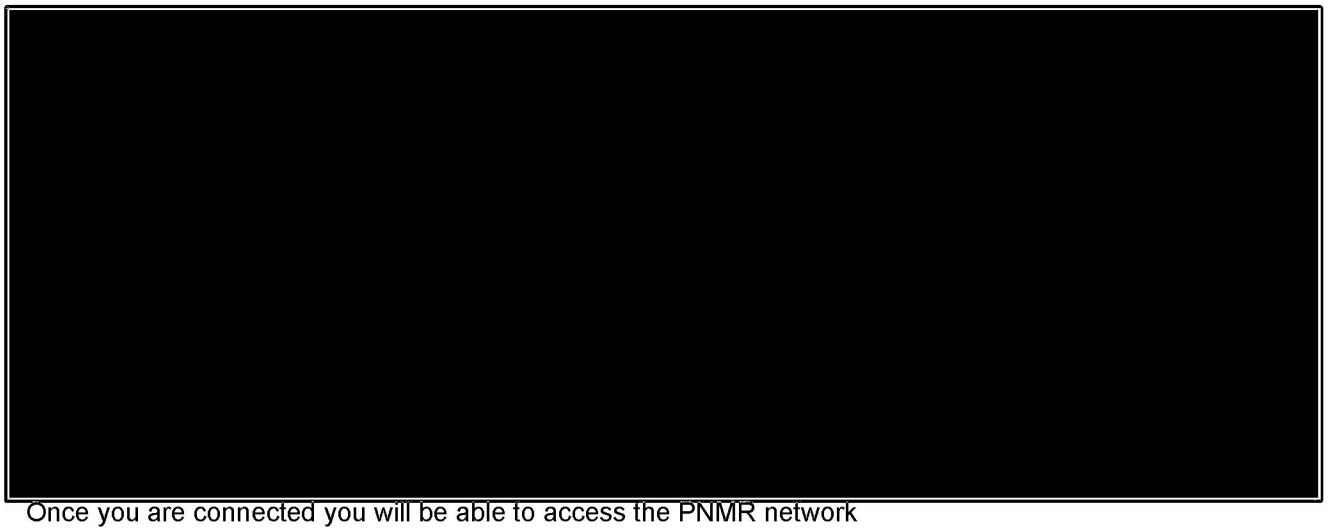
Right click on Cisco AnyConnect Secure Mobility Client and click Pin to Taskbar

To connect: Click the Cisco AnyConnect icon from the task bar 

Next
Connecting to VPN – [redacted]

In the Ready to connect box enter: [redacted] (if not present) and click Connect.

Enter your User name and password.



Once you are connected you will be able to access the PNMR network

If there are any issues with connecting to VPN immediately contact the Service Desk at [redacted] for assistance. All users who will be using VPN must have [redacted] If the user doesn't have these permission please request through [redacted].

BTS telecom will provide network switches for additional connectivity if needed at the [redacted]SOC.

Appendix "B"

Vegetation Management Plan
Texas-New Mexico Power Company
P.U. C. Subst. R. 25.96(e)

Each utility shall maintain a Vegetation Management Plan (Plan) that describes the utility's objectives, practices, procedures, and work specifications for its distribution assets. A full copy of the Plan shall be provided to the commission within ten days (10) of receipt of the request. A utility shall review and update its Plan by December 31 of each year. The Plan shall include, at a minimum, a description of the utility's:

(1) Tree pruning methodology, trimming clearances, and scheduling approach;

TNMP employs a vegetation management program that relies on trained arborists and dedicated software – Clearion software – to determine those circuits whose condition requires clearing.

TNMP uses a two-phased approach which allows the Company the most effective management of costs associated with these activities. Its vegetation management program has been developed to take both time and condition into account. The time-based component incorporates mowing, herbicide treatment, hazard tree removal and trimming and the condition-based component provides for TNMP to address hazard tree removal and tree trimming based on site inspections and outage incidents.

TNMP's program uses a system-wide GIS-based software solution from Clearion Software to improve efficiency by interfacing the TNMP's facilities mapping system – Arc FM - to automate the vegetation management process and provide help with record-keeping.

TNMP recommends specific schedules according to growth rate and types of trees located in the geographic area and the types and configuration of electric distribution facilities in proximity of vegetation. The company monitors system reliability reports continually to reduce the recurrence of outages and to address repeating worst performing circuits. Work plans remain flexible because vegetation management schedules change occasionally according to need.

All tree pruning is be governed by approved principles of modern arboriculture and adhere to ANSI A300 and Z133 standards and utilizes the natural pruning method. Utility representatives, in cases, can grant exceptions to these pruning standards where mechanical trimming equipment is used. Pruning shall be done in a manner that protects current tree health and with regard for future growth and development.

Pruning Considerations

The re-growth rate of the tree species (how fast the branches grow back after pruning);
The wood strength of the tree species (what is the chance of the branch breaking under the load of strong wind, snow, ice);
The voltage conducted by the line (the hazard presented by the branch contacting the line; the higher the voltage, the greater the hazard);

Tree removal considerations. In some cases, it may be preferable to remove the tree. For example, when repeated severe pruning is necessary or when the tree is declining and unsafe;

Limbs overhanging electric facilities. Remove or shorten dangerous limbs – those overhanging limbs with a high potential for breaking or bending into conductors due to ice, snow or wind loading (be aware of included bark at the branch bark ridge);

Trimming Primary and Secondary Wires – look for obvious situations such as deflected wires, branches rubbing insulated wires and broken or hanging tree branches

Pole-to-House and Street Light Service Wires - only if a branch is significantly pushing against or is lying on the wire.

Removal Considerations

- Remove all tall-growing trees within the width of the right-of-way.
- Remove all tall-growing brush that has the potential to grow closer than the minimum clearance specified for a specific voltage line.
- Hazard Trees.
- All trees and brush should be cut as close to the ground as practical.
- Remove all fast-growing and undesirable tree species.
- Remove all second growth from stumps cut on previous pruning cycles.

Consider removing trees where the cost of removing is equal to or less than trimming

(2) Methods used to mitigate threats posed by vegetation to applicable distribution assets;

TNMP utilizes a Level 1 Assessment as defined in ANSI A300 Part 9 section 93.4.2.1. The company's best practices identify diseased, dead, and structurally compromised trees and mitigate such hazards on and adjacent to its easements and right-of-way (ROWs).

(3) Tree risk management program;

TNMP utilizes a Level 1 Assessment as defined in ANSI A300 Part 9 section 93.4.2.1. The company's best practices identify diseased, dead, and structurally compromised trees and mitigate such hazards on and adjacent to its easements and right-of-way (ROWs).

(4) Participation in continuing education by the utility's internal vegetation management personnel;

All TNMP Vegetation Management personnel are ISA Certified Arborist/Utility Specialists and maintain required CEU's annually by attending statewide events such as Texas Vegetation Management Association and ISA Texas Chapter meetings. They also have attended local workshops and events at which occasional CEU's are earned.

(5) Estimate of the miles of circuits along which vegetation is to be trimmed or method for planning trimming work for the coming year;

(6) Plan to remediate vegetation-caused issues on feeders which are the worst vegetation-caused performing feeder list for the preceding calendar year's System Average Interruption Duration Index (SAIDI) and System Average Interruption Frequency Index (SAIFI); and,

TNMP will analyze a number of different criteria to determine the most efficient way to improve reliability. The company will prioritize vegetation – caused worst performing feeders using SAIFI and SAIDI. Each regional forester is responsible for analysis of that list and for addressing their worst performing vegetation – caused feeders each year. Other criteria for determining priority include customer count, outage locations, line patrols, customer tickets, protective device operations, and reactive work. Vegetation will be treated, pruned or removed as needed to provide safe clearance from the overhead facilities and to limit those feeders from reappearing on the worst performing feeder list

(7) Customer education, notification, and outreach practices related to vegetation management.

TNMP contractors notify homeowners with appropriate Door Hangers provided by TNMP prior to work commencing. They provide contact information on Door Hanger and field calls from property owners. TNMP also seeks written permission for removals from the property owner, when required.

TNMP's *From Seed to Shade: A Tree Care Guidebook* was developed to provide information to its customers regarding proper tree care and selection. It's available to help customers select, plant, and maintain the right tree in the right place for their homes.

Customer Satisfaction Survey cards are left at each residence where tree work is performed. Customers are encouraged to comment on the tree work, notification, and tree crew performance. The cards are business reply cards that can be dropped in the mailbox. Responses are captured in spreadsheet to measure customer satisfaction levels.

TNMP Foresters initiate and participate annually in tree planting events celebrating both Earth Day and Arbor Day throughout the state. This allows the *Right Tree, Right Place* message to be the disseminated to the public around our service territory. Other activities such as proper tree pruning for municipalities and Christmas Tree chipping events have also been held.

TNMP Vegetation Management Program Specifications

Vegetation Management Program specifications shall adhere to the industry accepted standards of ANSI A300 and ZI33.1.

The objectives of the Vegetation Management Program (hereinafter called the "Program") are to help provide a safe and reliable electric system for the general public and to minimize tree-related outages. The objectives of the Program are to be achieved while maintaining positive customer relations and utilizing sound environmental practices.

Definitions
The following words and phrases shall have the definitions set forth below when used in these specifications:

Basal treatment - Herbicide application covering the entire stem to approximately 18 inches above the soil.

Brush - a woody plant that is less than 4 inches DBH, that is not part of an existing tree, and that may reach the conductor at maturity.

Brush Unit - one square yard of brush-covered ground. A brush unit may consist of partial units scattered throughout the electrical corridor. Brush area shall be measured at the drip line.

Brush work - trimming, clearing brush and applying a herbicide to the cut stems, or only applying herbicide to brush.

Clearance- the distance between vegetation and the conductors.

Coniferous- any of the cone-bearing trees or shrubs, mostly evergreens.

DBH - "diameter at breast height" - the diameter of individual tree trunks or individual stems of brush measured at a point 4.5 feet above the ground.

Deciduous - any perennial plant that sheds its leaves annually, at the end of a growing season.

Demand tree trimming - trimming or removing trees on a customer requested or emergency basis. Also may include tree work associated with line construction projects. This is typically required when trees have grown into the conductors, or are close to the conductors, and have created a potentially dangerous situation. This may also include special trimming or chipping work.

Directional pruning- a form of natural pruning used to encourage tree regrowth away from the conductor. It is accomplished by removing limbs growing toward the conductors entirely at the branch collar near the trunk of the tree, or by pruning to lateral branches that are at least one-third the diameter of the limb being cut and are growing away from the conductor.

Drop-crotching - is a crown reduction technique in which a tree trimmer makes proper pruning cuts at crotches, removing the larger limb and favoring the smaller. For electric line clearance, the trinm1er would remove limbs growing toward the conductors and favor those growing away from the conductors. This usually results in a "V11 shaped appearance of the tree crown and is frequently referred to as "V –trimming." See definition of "natural pruning," for further description.

Evergreen - any plant that retains its leaves/needles year-round.

Foliar herbicide application- the application of a herbicide to the leaves or needles of a target plant.

Hazard trees - trees that are located off the right of way, have a high probability for failure and are of sufficient height to contact the conductors and/or structures and guy wires if they were to fall in that direction, and should be cleared. Conditions could include but are not limited to the following: Dead, dying or diseased, leaning trees, weak branches, shallow root system, root failure, internal decay, canker or canker root.

Herbicide- a chemical pesticide used to control, suppress, or kill plants.

Natural pruning - a method by which branches are cut to the branch collar at a suitable parent limb, the trunk of the tree, or an appropriately sized lateral branch. This method of pruning is sometimes called 11df0p-crotchinglt, "proper pruning", Qf 111ateral trimming,"

Preventative maintenance - trimming or removing vegetation on a systematic basis typically by, but not

limited to, circuit or grid, and in a manner intended to achieve system reliability.

Pruning - the removal of dead, dying, diseased, interfering, objectionable, and/or weak branches of trees or shrubs using proper arboricultural techniques.

Removal - completely removing an entire tree as close as practical to ground level and applying herbicide to the cut stump when appropriate.

Right-of-way- a transmission or distribution right-of-way, an easement, a utility easement, or any other corridor of land paralleling, on both sides, an overhead transmission or distribution line, and in respect of which TNMP has certain rights.

Rounding over - the making of many small cuts so that a tree underneath the conductors is rounded over in a uniform curve. This creates an unhealthy tree condition and results in rapid regrowth directly back toward the electrical conductors. This is not an acceptable practice.

Safety zone work - removing all overhang and cutting back limbs to a minimum clearance of 10 feet from the energized conductor.

Selective herbicide - a herbicide that, when applied to a mixed population of plants, will control specific species without injury to others.

Shearing - the making of many small cuts so that a tree adjacent to the conductors is sheared in a uniform line. This is not a generally acceptable practice.

Side pruning - using natural pruning methods to cut back or removing side branches that are threatening the conductors; required where trees are growing adjacent to conductors.

Stump treatment - applying an approved herbicide to the outer ring (cambium) portion of the stump to reduce or eliminate re-growth.

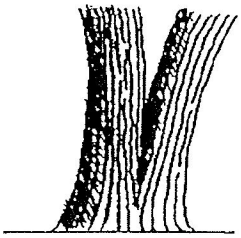
Sucker growth - the re-growth within the tree that originates near the cuts made during the previous trimming.

Topping- cutting back the upper crown of a tree to a uniform horizontal line, leaving multiple stubs. This is an improper and unacceptable trimming technique.

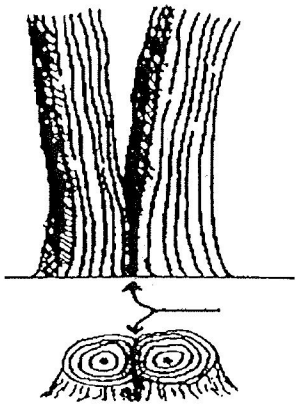
Tree - a perennial plant with a woody trunk measuring at least four (4) inches DBH, and having one set of annual rings at ground level or more than one set of annual rings not separated by included bark.

Trees that grow adjacent to one another and share an apparent common base completely separated by "included bark" are considered to be distinct trees. "Included bark" is bark that is included within the wood of a tree, or between the woody stems of separate trees, creating a physical separation between the trees.

Single tree: A tree that splits above the ground line and has no visible included bark seam down to the ground line.



Multiple trees: Any tree that splits at the ground line or any tree that splits above the ground line but has a visible included bark seam down to the ground line.



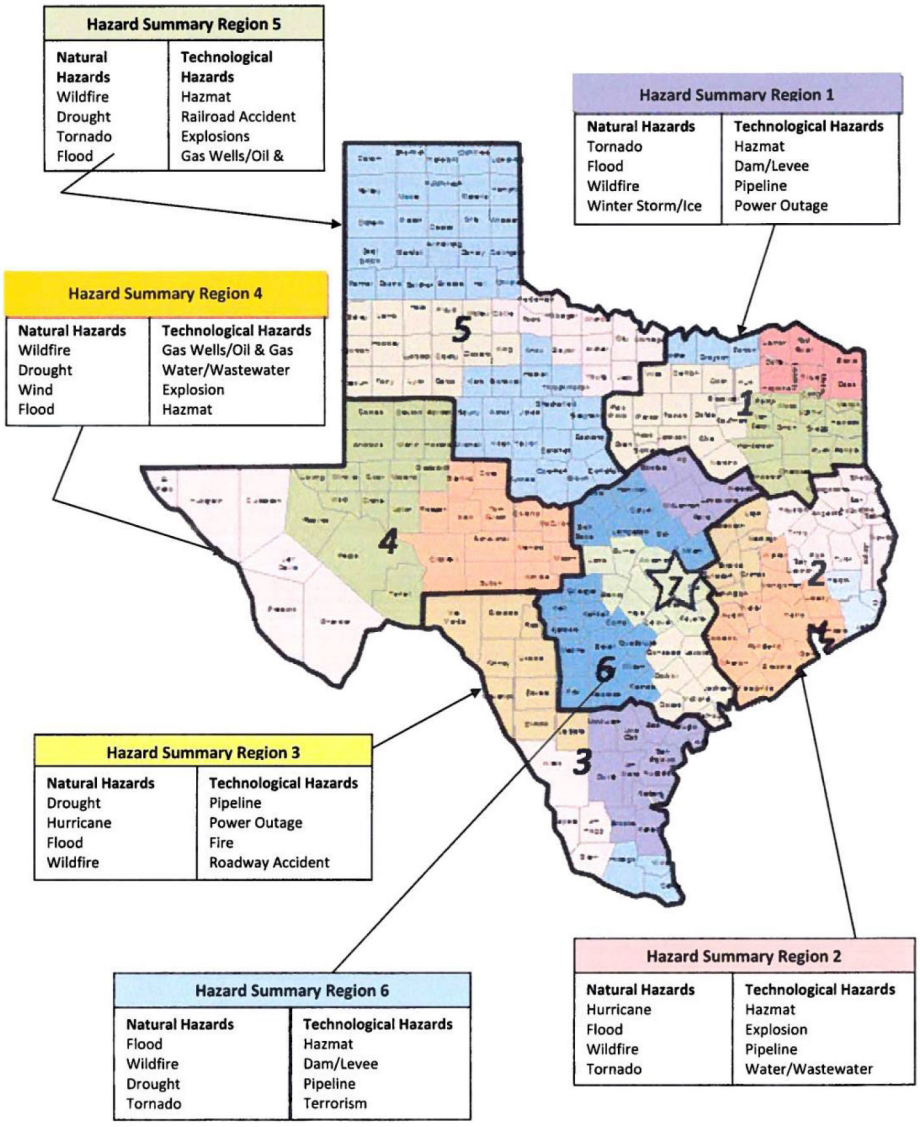
Tree crown - the upper portion of the tree; the branches or leaf area.

Trimming- cutting back tree branches or shrubs to shape or reduce the size of the tree or shrub.

V-trim - using natural pruning methods to cut back large portions of the upper crown of a tree. This is required when trees are located directly beneath a conductor. Also known as crown reduction pruning or drop crotching.

Vegetation -all the plant (flora) life in a particular region. A plant community, assemblage, or aggregation with distinguishable characteristics.

I.3. Vegetation Management with Texas Map of Hazards & Mitigation by region



Appendix “C”

FIRE DEPARTMENTS/ VOLUNTEER & CITY-OPERATED
DIAL 9-1-1 FIRST

EMERGENCY MANAGEMENT OFFICES/PERSONNEL

	COMMUNITY	RESPONSIBLE ENTITY	CONTACT	County	Emergency Management Offices
CTX	[redacted]				

GULF COAST **County** **Emergency Management Offices**

[redacted]

NTX **County** **Emergency Management Offices**

[redacted]

	County	Emergency Management Offices
NTX	[redacted]	

	County	Emergency Management Offices
WTX	[redacted]	

ANNEX A

WEATHER EMERGENCY ANNEX FOR RESPONDING TO A COLD OR HOT WEATHER EMERGENCY

SUMMARY

When either a cold or hot weather scenario is forecast to impact the various regions of TNMP's service territory, Emergency Operations Plans (EOP) are in place to address the operating conditions that could accompany such an event. Executive and local management are constantly monitoring conditions as forecast by local meteorological resources, such as the National Weather Service, NOAA, and a subscribed weather service (StormGeo) in order to make the determination of when to either notify resources of potential system issues or fully activate the affected area's Emergency Operations Plan. The goal is to provide each operating area enough notice to assess potential impacts, gauge resources (both human and materials), and develop effective mitigation strategies. The following guidelines are documented and used under a cold or hot weather scenario along with various checklists developed from past weather emergencies.

EXTREME COLD SCENARIO

Typically, a cold weather event is forecast days in advance of impact. The additional time allows for each operating area to evaluate the weather forecast and answer the following three questions:

1. What range of temperatures are to be expected?
2. Will any forms of precipitation accompany the expected weather (i.e., cold/freezing rain, sleet, snow, or ice accumulation)?
3. What is the expected duration of the event?

As discussed in each area's Emergency Operations Plan, during severe weather scenarios TNMP's Executive Committee is responsible for monitoring and evaluating the needed response and communicating with each area's Director in order to begin planning a response and accompanying mitigating actions. Once the three questions are answered to the best of the Executive Committee's evaluation, the operating area's response will be led by that specific area's Director and will include the following first steps:

1. An evaluation of existing TNMP resources on hand will be completed (i.e., number of TNMP technicians available in each operating area);
2. Determination of what areas are projected to be impacted and whether or not resources should be shifted from one area to another if available to be spared;
3. Determination of what outside resources are available and which can be dispatched (i.e., contractors performing work in the area) depending on projected need;
4. Determination of materials on-hand once an evaluation of potential damage is completed (i.e., preparations for an ice storm scenario which predicts the need for extensive reconstruction);
5. Assessment of needed vegetation management resources due to high wind/freezing precipitation scenarios;
6. Discussion regarding the anticipation that TNMP will potentially need additional resources provided from Mutual Assistance groups, and;
7. Initial communication to customers regarding the pending forecast, potential impacts, and preparations that TNMP is undertaking.

Once the first steps are complete, assignments are made at the local level to execute Plans based off of the information gathered. Resources are then assigned to the execution of cold weather protocols within TNMP substations and field equipment and include the following checklist items:

- Transmission/Distribution circuit breakers which contain Sulfur Hexafluoride (SF6) gas should be inspected, or the last inspection reviewed to verify sufficient gas pressure;
- Heater circuits in SF6 gas breakers should be tested and verified for functionality;
- Sufficient oil levels and heating equipment for substation transformers and Load Tap Changer (LTC) equipment should be verified;
- Functionality of temperature monitoring equipment is verified (i.e., transformer winding temperature gauges and trip devices);
- Remote monitoring capability via SCADA for critical circuit breaker operating data (i.e., low gas pressure) and temperature monitoring data for substation transformers should be verified by substation personnel and operations personnel at TNMP's System Operations Center (SOC);
- Cold weather additional supplies such as additional SF6 gas/transformer oil is on hand with locations known;

- Locations and conditions of mobile substations are identified and ready if deployment is necessary.

Operations personnel are also simultaneously making the following preparations:

- Materials stock levels are verified and Irby is notified of the potential of impacts to the TNMP system;
- Operations personnel verify resource numbers and accompanying vehicle needs;
- Cold weather gear checklists are verified for field employees (winter FR coats/overalls, proper footwear, gloves, etc.);
- If potentially hosting outside crews lodging and food requirements are determined and secured;

Executive and local management remain in constant communication until the event is concluded. "Lessons Learned" sessions are conducted to evaluate performance and prepare for future events.

EXTREME HEAT SCENARIO

Similar to the cold weather scenario, the hot weather scenario usually provides a sufficient amount of time for TNMP to prepare for the event. Additionally, due to the nature of the Texas climate, TNMP's system is designed to perform in the hot weather scenario since it's the more likely event to occur. The hot weather scenario tends to lend itself to different initial questions, such as:

1. What is the range of temperatures expected and where will they occur across the state?
2. Does the temperature range exceed the normal design parameters for TNMP's facilities?
3. What is current loading and are any facilities expected to experience overloading or overheating?
4. Does each area have a contingency plan to perform field switching to alleviate any facilities prone to overload?
5. Although TNMP's system is designed primarily to meet summer loads, do we expect any equipment failures that would require additional staffing beyond normal levels?

Many of the same preparation steps used in the cold weather scenario will be used in the hot weather scenario, including:

1. An evaluation of existing TNMP resources on hand will be completed (ex., number of TNMP technicians available in each operating area)
2. If needed, determination of what areas are projected to be impacted and whether or not resources should be shifted from one area to another if available to be spared;
3. If needed, determination of what outside resources are available and can be dispatched (ex., contractors performing work in the area) depending upon projected need;
4. Determination whether or not summer storms will accompany the hot weather and if additional reconstruction materials are needed;
5. Initial communication to customers regarding the pending forecast, potential impacts, and preparations that TNMP is undertaking to address additional load resulting from the hot weather.

TNMP technicians will assess the following conditions for TNMP's substation equipment once the first steps are complete:

- Temperature monitoring devices for substation transformers are functional and are remotely monitored at SOC (if capability exists);
- Cooling fans, radiators and oil circulation systems for substation transformers are functional and remotely monitored at SOC (if capability exists);
- Oil levels for substation transformers and Load Tap Changers are verified by field personnel and any issues mitigated;
- Loading points and alarms are functional and are being monitored via SCADA at SOC;
- AC units in each control house are verified as functional as to not impact remote monitoring capability by SOC;
- Additional oil, gas, or other fluids are on hand and available.

Operations personnel remain in a standby position and are ready to respond to any potential switching requests or overload scenarios that occur under the extreme heat scenario. Additionally, Engineering personnel may dispatch Operations personnel to take amp readings or perform voltage checks in the event that loading

conditions are observed to be approaching facility ratings. Additionally, Engineering personnel may dispatch Operations personnel to take amp readings or perform voltage checks given loading conditions.

CONCLUSION

TNMP is well-versed and prepared to respond to both the extreme cold and hot weather scenarios as described above. No two weather events are the same, but by utilizing previous experience, maintaining experienced personnel who have deal with prior extreme or severe events, performing effective after-action event reviews, and focusing on continuous improvement TNMP is confident that it will be able to effectively respond to either scenario.

ANNEX B
LOAD SHEDDING, RESTORATION, AND CRITICAL LOAD REGISTRATION PROCEDURES

SUMMARY

TNMP is required by ERCOT protocols to maintain an effective Load Shedding and Restoration Plan in order to maintain ERCOT's system integrity in the event of an emergency. TNMP maintains a documented Load Shed Plan that was created by TNMP's System Planning Department and is utilized by System Operators located at TNMP's System Operations Center (SOC) if necessary. This document is updated annually, and training is performed annually for all of TNMP's System Operators who may be called upon to use it. TNMP utilizes this document to provide evidence of compliance with associated ERCOT and NERC Operating standards, as well. The following excerpt describes the Plan's purpose:

"The purpose of TNMP's Load Shed Plan is threefold. One purpose of the plan is to ensure fulfillment of TNMP's obligation to do its part in arresting frequency decline during EEA 3 conditions within the ERCOT Interconnection. The second purpose of the Plan is to provide guidance to System Operators on what to expect and actions to take following separation of TNMP's transmission systems from the ERCOT interconnection, which may require load shed per this plan. The third purpose of the Plan is to provide System Operators an overview on mitigation of post-contingency SOL exceedances (specifically MVA and kV SOL exceedances) within the TNMP Transmission Operator Area, which may require load shed per this plan."

TNMP works annually with ERCOT to determine the required amount of load which will need to be available for load shed based upon the previous year's ERCOT peak load and TNMP's percentage share of that load during peak. Once the yearly requirement is known, System Planning and technical personnel located at SOC utilize an automated routine within TNMP's SCADA system to select certain feeders across the TNMP system to be included in any load shedding event. These feeders are selected based upon factors including:

- Total load on the feeder;
- Customer types on the feeder, focusing on not including facilities which are critical to life and public safety/wellbeing (i.e.., hospitals, communications facilities, water/wastewater facilities, police stations, etc.) and do not have backup generation;
- Total obligation that TNMP is determined to meet;
- Geographical location of feeders, trying not to focus all feeders in one specific area;
- Other operational concerns impacting electric service delivery (i.e.., natural gas customers who are critical for natural gas generation);
- Other potential critical loads;

The following load shed procedures are derived from TNMP's most recent Load Shed Plan and will describe TNMP's procedure for the controlled shedding of load and restoration once the event has concluded and ERCOT has provided notification of the end of the event:

1. EEA 3 – SHEDDING LOAD

When ERCOT calls to direct the shedding of load they will provide a load shed value. The call should be similar to the following:

"ERCOT has implemented EEA Step 3. ERCOT is instructing all Transmission Operators to shed their share of XXXX MWs. Transmission Operators are to report to ERCOT when this task is complete and provide the amount of load shed."

The XXXX MWs (in 100 MW increments) value represents the entire load within ERCOT to be shed. TNMP is responsible for shedding a percentage of this load. TNMP's initial 2021 load shed share was 2.62 MW per 100 MW. On 3/1/22, TNMP's load shed share will increase to 2.67 MW per 100 MW pending ERCOT Operations information.

Once ERCOT has provided the amount of load to shed, TNMPs System Operators shall proceed to Section 2 – Load Shed Application to implement load shedding.