Filing Receipt

Filing Date - 2024-09-06 01:55:43 PM

Control Number - 56822

Item Number - 160

PROJECT NO. 56822

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

RESPONSE OF ONCOR ELECTRIC DELIVERY COMPANY LLC TO COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION

TO THE HONORABLE PUBLIC UTILITY COMMISSION OF TEXAS:

Oncor Electric Delivery Company LLC ("Oncor") files this response to the aforementioned requests for information ("RFIs").

I. Written Responses

Attached hereto and incorporated herein by reference are Oncor's written responses to the aforementioned requests for information. Each such response is set forth on or attached to a separate page upon which the request has been restated. Such responses are also made without waiver of Oncor's right to contest the admissibility of any such matters upon hearing. Oncor hereby stipulates that its responses may be treated by all parties exactly as if they were filed under oath.

II. Inspections

In those instances where materials are to be made available for inspection by request or in lieu of a written response, the attached response will so state. For those materials that a response indicates are voluminous, materials will be provided in electronic format through an Oncor FTP file sharing site upon request. Requests for voluminous materials should be directed to Regulatory@oncor.com. To review materials that a response indicates may be inspected at their usual repository, please call Joni Price at 214-486-2844. Inspections will be scheduled so as to accommodate all such requests with as little inconvenience to the requesting party and to company operations as possible.

III. Clarifications on Certain Definitions and Scope of Certain RFIs

By agreement Oncor's "Impacted Area" relating to Hurricane Beryl includes the following 14 Texas counties within its service territory: Anderson, Angelina, Cherokee, Freestone, Henderson, Houston, Leon, Nacogdoches, Red River, Rusk, Smith, Trinity, Van Zandt, and Wood. In any other county not specifically identified in which Oncor has meaningful information to provide regarding Hurricane Beryl, Oncor will note that in individual RFI responses.

By agreement the terms "Derecho" or "Derecho Event" mean, with respect to Oncor, the storms and weather events on May 16-17, 2024, that eventually formed the Derecho Event and which occurred in or were in close proximity to the following 8 Texas counties within Oncor's service territory: Bastrop, Burnet, Concho, Mason, McCulloch, Tom Green, Travis, and Williamson. In any other county not specifically identified in which Oncor has meaningful information to provide regarding the Derecho Event, Oncor will note that in individual RFI responses.

Oncor further notes that after Hurricane Beryl's landfall on Monday, July 8, 2024, its East Texas service territory within the Impacted Area had power restored by Wednesday, July 10, 2024, to all Oncor customers who experienced an outage caused by Hurricane Beryl and were capable of safely receiving power. Oncor's RFI responses regarding the duration and aftermath of Hurricane Beryl will consist of information within that timeframe, unless otherwise noted.

Similarly, Oncor notes that the Derecho Event within its service territory generally occurred on May 16, 2024, with power restored by May 17, 2024, to all Oncor customers who experienced an outage caused by the Derecho Event and were capable of safely receiving power. Oncor's RFI responses related to duration and aftermath of the Derecho Event will consist of information within that timeframe, unless otherwise noted.

Commission Staff has also clarified the intent and scope of certain RFIs. Those negotiated clarifications will be stated in individual RFI responses.

IV. Statement of Confidentiality

Oncor has designated certain documents attached to its RFI responses as confidential ("Confidential Information") pursuant to 16 Texas Administrative Code ("TAC") § 22.71(d), Sections 4 and 6 of the Commission's standard Protective Order, and the Texas Public Information Act ("TPIA").[1] The materials containing Confidential Information have been designated as "Protected Materials" pursuant to the Commission's standard Protective Order and consistent with the TPIA, which exempts the Confidential Information from public disclosure.

Oncor has designated Attachment 1 to each of the following RFI responses as containing "Protected Materials": 1-10; 1-79; 1-105; and 1-107.

Each document is designated as "Protected Materials" pursuant to the Commission's standard Protective Order and consistent with TPIA §§ 552.101 and 552.110(a). Section 6 of the

[1] TEX. GOV'T CODE §§ 552.001-552.353.

Commission's standard Protective Order states that subsets of "Protected Materials" include materials containing information on commercially sensitive business operations. The Confidential Information falls under the exemption from public disclosure in TPIA § 552.101, which covers information considered confidential by law, and TPIA § 552.110(a), which protects certain proprietary, trade secret, and commercial information. As described below, each of the materials labeled as "Protected Materials" meets this criteria.

Oncor designated the above attachments to its responses to RFIs 1-10, 1-79, 1-105 and 1-107 as "Protected Materials" in accordance with Sections 4 and 6 of the Commission's standard Protective Order to protect non-public details concerning the detailed locations, procedures and operations regarding Oncor's electrical infrastructure, including sensitive operational information. Disclosure of this information could be useful to a person planning an attack on critical infrastructure, as the Confidential Information responding to RFIs 1-79 and 1-105 contains strategic, highly specific locational information of Oncor's facilities, including detailed maps of serial numbers of certain units. The Confidential Information responding to RFI 1-10 and 1-107 contain detailed, specific information relating to the security, procedures and/or operations of Oncor facilities, including emergency restoration and load shedding procedures. If disclosed publicly, this information could expose Oncor and its customers to an unreasonable risk of harm by increasing the vulnerability of critical infrastructure to an attack. All of this information is treated confidentially and not disclosed publicly by Oncor. Therefore, this information is designated as "Protected Materials" in accordance with Sections 4 and 6 of the Commission's standard Protective Order and TPIA §§ 552.101 and 552.110.

Undersigned counsel for Oncor reviewed the above-described information sufficiently to state in good faith that the Confidential Information is exempt from disclosure and merits the "Protected Materials" designation in accordance with the Commission's standard Protective Order and the TPIA.

Respectfully submitted,

By: */s/ Winston Skinner*

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ATTORNEY FOR ONCOR ELECTRIC DELIVERY COMPANY LLC

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing has been filed on the PUC Interchange, and served via email, on this the 6th day of September, 2024, in accordance with the Commission's Second Order Suspending Rules in Project No. 50664.

Samantha L. Segerstrom

Request

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

a. The date the drill was conducted;
b. The category of hurricane drilled and any conditions (e.g., where the hurricane made landfall, date hurricane made landfall, status of infrastructure and vegetation management activities in affected area, aid received vs aid requested from mutual assistance programs, total number of customers in anticipated affected area) used in the drill;
c. A description as to how the drill conducted in 2024 differed materially from the previous annual drill;
d. The identity of all third-party vendors that assisted in either conducting or preparations for the 2024 hurricane drill;
e. The identity of all other electric, water, sewer, or telecommunication utilities that were invited to participate in your 2024 hurricane drill and a description of their participation;
f. The identity of all local government, trade associations, medical and eldercare facilities, community organizations, PGCs, and REPs that were invited to participate in your 2024 hurricane drill and a description of their participation;
g. How performance during the 2024 hurricane drill was measured; and
h. Any feed-back whether internally or externally from a third-party vendor or party invited to participate in the 2024 hurricane drill.

Response

The following response was prepared by or under the direct supervision of Paul Folger.

a. Oncor's Spring 2024 major storm drill that was scheduled for 05/29/2024 was cancelled due to System Emergency Center Incident Command System ("ICS") Level Storm DSD24019 that began on 05/27/2024. The last major storm drill that Oncor conducted was on 11/08/2023.

b. With respect to the 11/08/2023 major storm drill Oncor conducted, it included Storm Overview: Severe Winter Ice Storm but did not include hurricane conditions. The main impacted areas included in the drill were in Oncor's Metro West Region, specifically the Fort Worth North, Arlington/Benbrook/Cleburne, Brownwood/Mineral Wells, and Wichita Falls districts (and associated transmission districts) totaling approximately 297,000 customers. It contemplated acquisition of 2,600 full time employees (FTEs) through mutual assistance.

c. The drill conducted by Oncor on 11/08/2023 was created to exercise a winter storm scenario similar to historical winter weather events that have impacted the Oncor territory, while the drill conducted on 04/19/2023 was created to exercise severe spring storm conditions, also similar to Oncor historical storm impacts. Oncor typically exercises its emergency response plans during these mock restoration events.

d. Third-party vendors do not assist in conducting or preparing Oncor's major storm drills.

e. No electric, water, sewer, or telecommunication utilities were invited to participate in Oncor's 2024 Spring major storm drill or in Oncor's 11/08/2023 major storm drill.

f. No local governments, trade associations, medical or eldercare facilities, community organizations, PGCs, or REPs were invited to participate in Oncor's 2024 Spring major storm drill scheduled for 05/29/2024 or in Oncor's 11/08/23 major storm drill. Oncor notified TDEM in advance of the drill.

g. Oncor's major storm drills, including the 11/08/2023 major storm drill, are measured for performance by Oncor's ICS team's abilities to:
   - Make the best use of all available resources during a System Emergency;
   - Test Oncor's ability to restore system outages caused by weather;
   - Test communication protocols;
   - Identify gaps in current documentation and/or processes and define actions to remediate those gaps; and
   - Increase situational awareness amongst the ICS.

   Oncor sends out an internal survey to all participants at the conclusion of each major storm drill to score the following:
   - Quality of pre-drill and drill-day information packets;
   - Collaboration method performance, ISC calls, WebExs, etc.;
   - Lessons learned; and
   - Opportunities for improvement.

h. Attachment 1 to this response provides the internal feedback received from participants in Oncor's 11/08/2023 major storm drill.

ATTACHMENT:

ATTACHMENT 1 - 2023 Winter Major Storm Drill Survey Results, with Oncor employee names and email addresses redacted, 1 page

Finished	RecordedDate	RecipientLastName	RecipientFirstName	RecipientEmail	Q2 Provide ICS Secti	Q3	Q4	Q5	Q6_1	Q6_2	Q7
Finished	Recorded Date	Recipient Last Name	Recipient First Name	Recipient Email	Provide ICS Section name:	Describe any lessons learned/process improvements you identified in the drill:	Is your contact information (cell, home phone, emergency contact etc.) up to date in UtiliPro?	Is your Work location up to date in UtiliPro?	Rate the quality of the following: - Pre-Drill Information	Rate the quality of the following: Drill-Day Information	Provide any recommendations on how we can improve storm drills in the future.
TRUE	12/8/2023 11:38	[redacted]	[redacted]	[redacted]	Western Region Storm Repair Centers	Identifying the heaviest damage locations and developing a process to get the necessary resources engaged.	Yes	Yes	Very Good	Good	Possibly use past storm data to simulate the storms.
TRUE	12/8/2023 12:03	[redacted]	[redacted]	[redacted]	Distribution Operations Resources	Responding as a test.	Yes	Yes	Excellent	Excellent	Test
TRUE	12/8/2023 12:50	[redacted]	[redacted]	[redacted]	EDOC Operations	Excellent practice and good way to communicate with all the stakeholders in a safe environment	Yes	Yes	Excellent	Very Good	Numbers on OMS report contradicted themselves Recommend (from a scenario perspective) removing a key drill participant (e.g., a regional director) due to an illness or other situation that renders that leader unavailable to participate in the drill.
TRUE	12/8/2023 15:10	[redacted]	[redacted]	[redacted]	Safety	No additional improvements	Yes	Yes	Excellent	Excellent	
TRUE	12/8/2023 16:06	[redacted]	[redacted]	[redacted]	Transmission Grid Operations (TGO)		Yes	Yes	Very Good	Very Good	
TRUE	12/11/2023 14:23	[redacted]	[redacted]	[redacted]	Media	Identified new Wire articles that could be helpful to have on hand for winter storms (since drafted and prepared to publish as needed!)	Yes	Yes	Excellent	Excellent	
TRUE	12/13/2023 8:17	[redacted]	[redacted]	[redacted]	Distribution Operations Resources	The key to success is clear and precise communication..	Yes	Yes	Very Good	Very Good	
TRUE	12/13/2023 8:21	[redacted]	[redacted]	[redacted]	Western Region Storm Repair Centers		Yes	Yes	Very Good	Very Good	
TRUE	12/13/2023 8:25	[redacted]	[redacted]	[redacted]	Technology	Hello Team, The 2023 Storm drill was well coordinated and it was a huge success, kudos to the teams coordinated and participated. I am happy to be part of the drill, I have only one recommendation if it make sense, no much change were noticed from technology incidents reporting and response standpoint, if we consider 2021, 2022 & 2023 drill tasks. Believing, it might be a good exercise, if we consider adding/removing incident reporting scope from yearly lessons learned of resolved incidents, any bad weather situations that we experienced or predicting, and with any new systems in place. Team can consider to extended drill practice to different enterprise teams each year in order to bring the awareness within the technology teams on how criticality the weather impacts to Oncor Operations in storm situations. Thanks for asking for the feedback and considering improvements.	Yes	Yes	Excellent	Excellent	
TRUE	12/13/2023 8:26	[redacted]	[redacted]	[redacted]	Media		Yes	Yes	Very Good	Very Good	
TRUE	12/13/2023 8:28	[redacted]	[redacted]	[redacted]	Distribution Operations Resources	Manage the WebEx spaces to ensure users know when the general calls are taking place.	Yes	Yes	Very Good	Excellent	Work on managing the WebEx spaces effectively. Some people did not know when general conference calls taking places so they stayed in the deliberation webEx spaces.
TRUE	12/13/2023 9:34	[redacted]	[redacted]	[redacted]	Media	Repetition and ability to also meet new employees who are new to the company and our process was helpful	Yes	Yes	Excellent	Excellent	
TRUE	12/13/2023 12:28	[redacted]	[redacted]	[redacted]	Safety	There was confusion between Corporate Safety and Environmental Safety. Might need additional clarification before the next drill.	Yes	Yes	Excellent	Very Good	I would like a better understanding of what is the final copy of the drill packet. I went into the drill thinking that we had the final copy, but we were given an updated copy sometime during the drill.
TRUE	12/13/2023 14:40	[redacted]	[redacted]	[redacted]	Transmission Grid Operations (TGO)		Yes	Yes	Very Good	Very Good	Please see feedback from Mike Flores

Request

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

Response

The following response was prepared by or under the direct supervision of Paul Folger.

No. Oncor does not seek participation of its customers during a major storm drill.

Request

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

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

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

Response

The following response was prepared by or under the direct supervision of Paul Folger.

Yes.

a. Actual storm conditions are assessed and can be integrated into Oncor's major storm drills within six months after the occurrence of a major storm event.

b. As explained in Oncor's response to Staff RFI Set No. 1, Question No. 1-01, Oncor's major storm drill that was scheduled to take place on May 29, 2024 was cancelled due to severe thunderstorm impacts to Oncor's service territory. The 2024 Spring major storm drill planned to include conditions and events based on the March 2, 2023 severe thunderstorm that impacted Oncor's system.

Request

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

Response

The following response was prepared by or under the direct supervision of Paul Folger.

Oncor was not invited by any electric, water, sewer, or telecommunication utilities to participate in their 2024 hurricane or major storm drill.

Request

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

Response

The following response was prepared by or under the direct supervision of Keith Hull.

Before and after July 8, 2024,Oncor used the following resources, and monitored each of the listed factors, for each listed resource for storm tracking purposes:

1. National Weather Service Office notices:
   -Dallas-Fort Worth;
   -Shreveport;
   -Norman;
   -Lubbock;
   -Midland/Odessa;
   -San Angelo;
   -Amarillo; and
   -Austin.

2. National Weather Service Storm Prediction Center predictive outlook:
   -Day 1 Convective Outlook;
   -Day 2 Convective Outlook;
   -Day 3 Convective Outlook;
   -Risk Summary;
   -Storm Summary;
   -Day 1 Fire Weather Outlook; and
   -Day 2 Fire Weather Outlook.

3. Texas A&M Forest Service (Active wildfires, fire size, percent containment):
   -Active wildfires;
   -Fire size (acreage); and
   -Percent containment.

4. Oncor Transmission Information System (OTIS) Wildfire Mitigation Tool:
   -Current wildfire incidents;
   -Wildfire perimeters;
   -Oncor asset map; and
   -Oncor boundary map.

5. National Weather Service Fire Weather:
   -Current red flag warnings impacting Oncor's service territory.

6. Oncor Red Flag Map:
   -Map of counties with active red flag warnings.

7. National Hurricane Center:
   -7-day tropical outlook;
   -Warnings/cone images; and
   -Key messages.

8. IBM:
   -Heat forecasts;
   -Head Discussion;
   -Winter precipitation forecast; and
   -Provides support for significant weather situational awareness calls.

9. Oncor's on-staff meteorologist.

Request

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

Response

The following response was prepared by or under the direct supervision of Keith Hull.

The number of days that a storm can be identified prior to impacting Oncor's system varies depending on the type of weather being tracked. Oncor's internal Emergency Preparedness and Mutual Assistance team monitors and provides weather reporting daily within Oncor so storms are proactively identified, monitored, and reported to potentially impacted Oncor organizations. Oncor's on-staff meteorologist also assesses potential storm impacts to Oncor's system daily and reports potential impacts internally to employees and externally to Oncor's customers through social media channels.

Request

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

Response

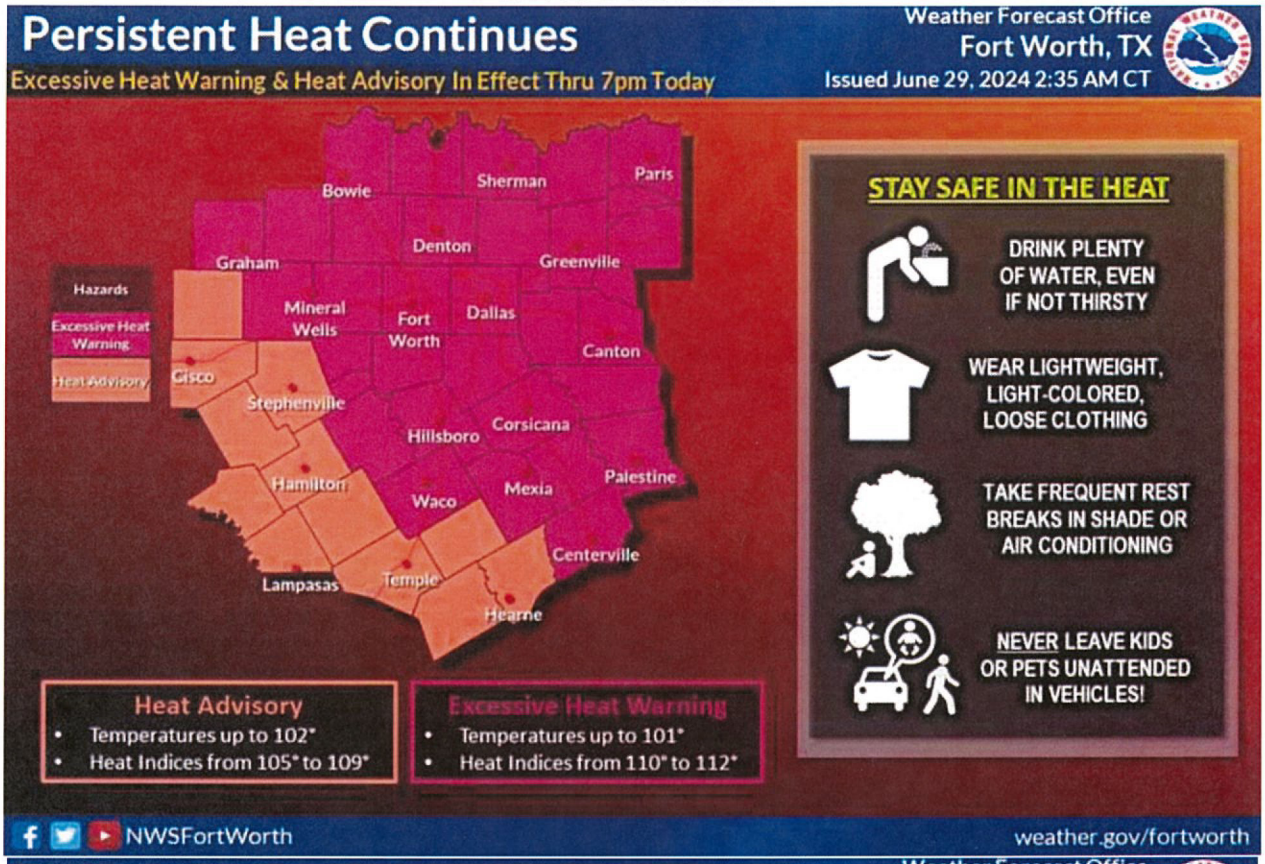
The following response was prepared by or under the direct supervision of Keith Hull.

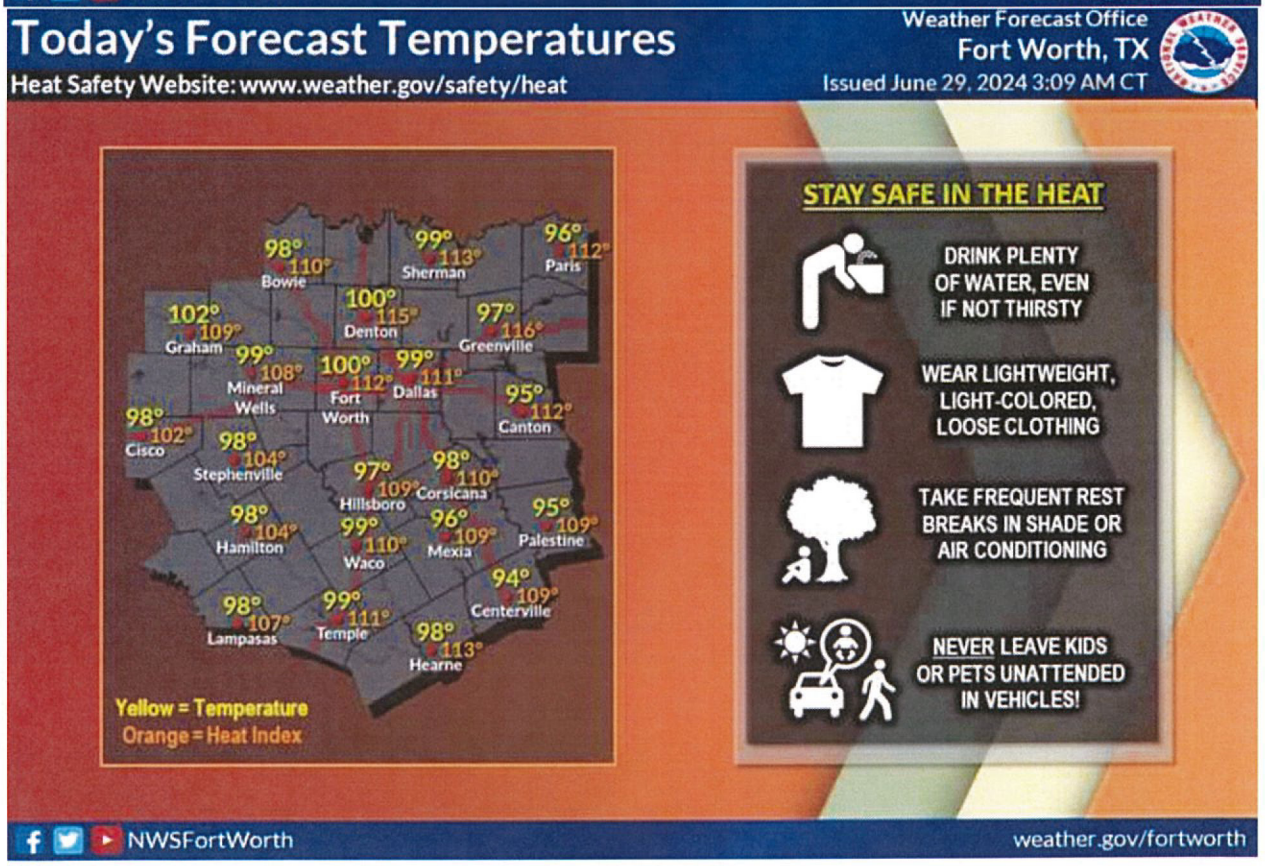
Oncor monitors tropical activity in the Gulf of Mexico daily through the National Hurricane Center and includes any developing hurricanes and tropical storms in daily weather reports sent to potentially impacted Oncor organizations. Oncor's internal reporting of the storm that became Hurricane Beryl began on June 29, 2024. Attachment 1 to this response provides the weather information Oncor shared internally on June 29, 2024, and pp. 10 and 11 of Attachment 1 contain information from the National Hurricane Center concerning then Tropical Storm Beryl.

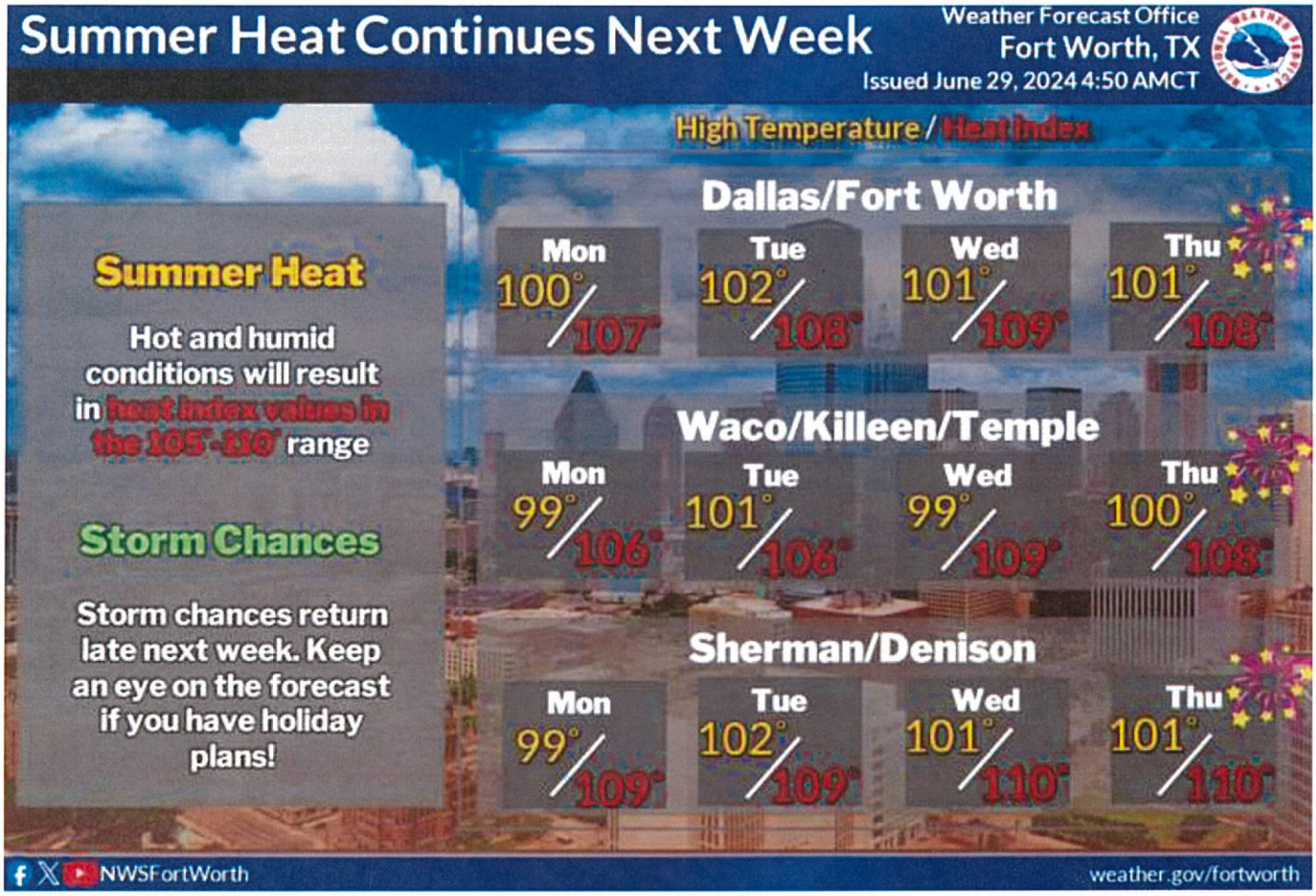
ATTACHMENT:

ATTACHMENT 1 - Weather Information 06.29.24 – Tropical Storm Beryl, 11 pages

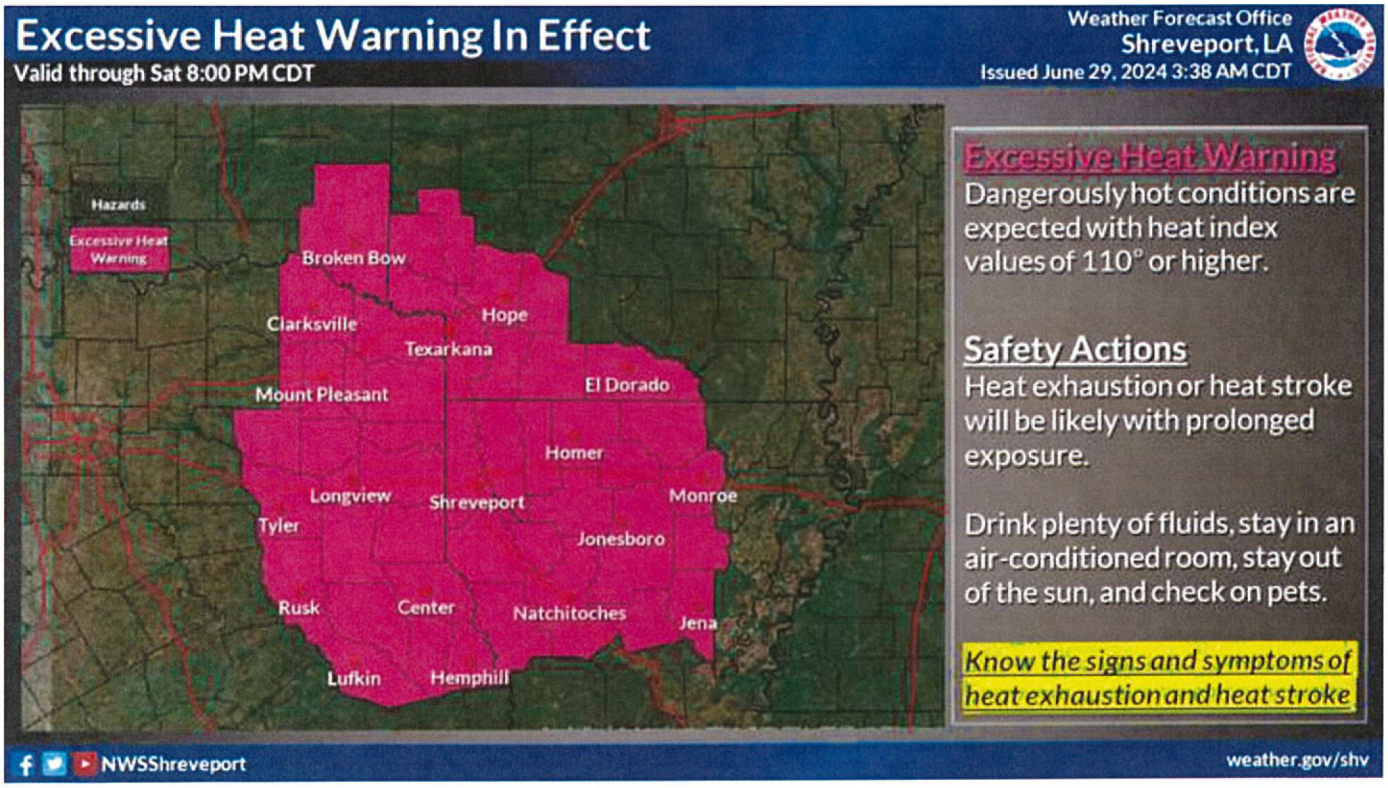
DALLAS-FORT WORTH

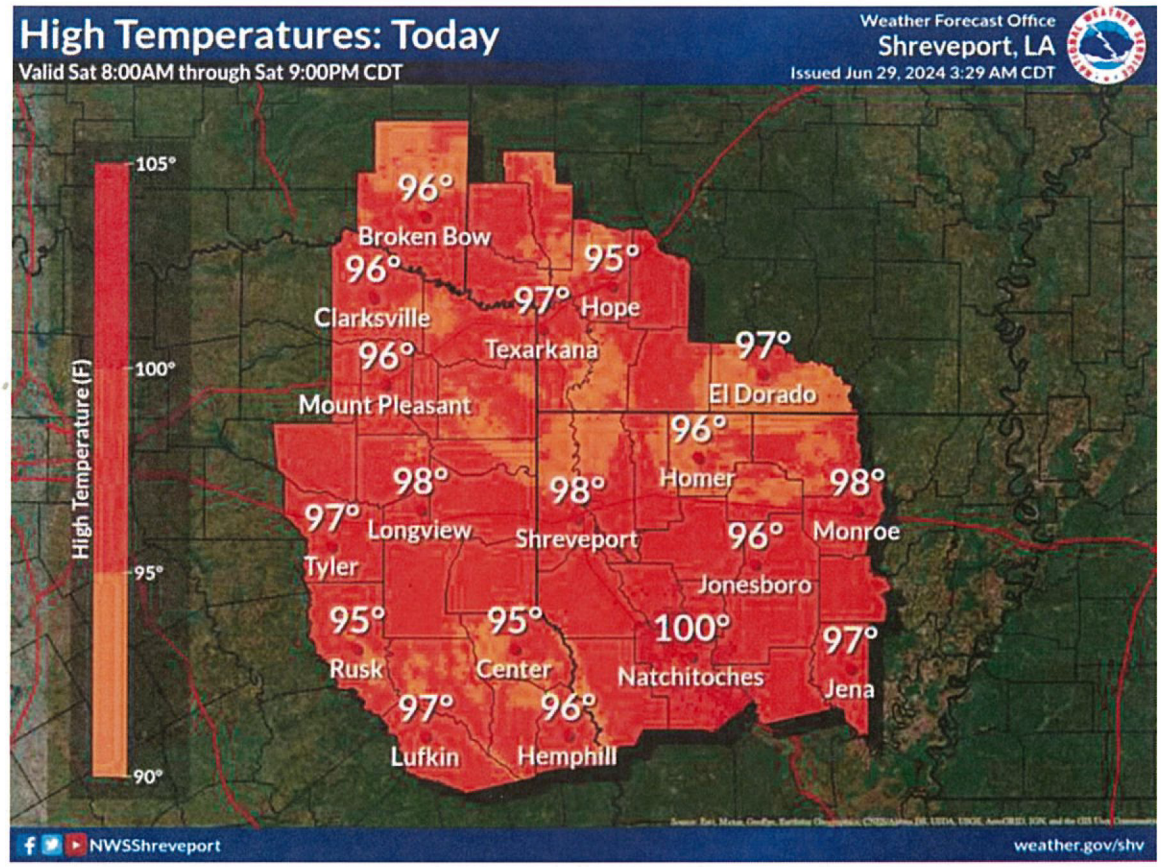




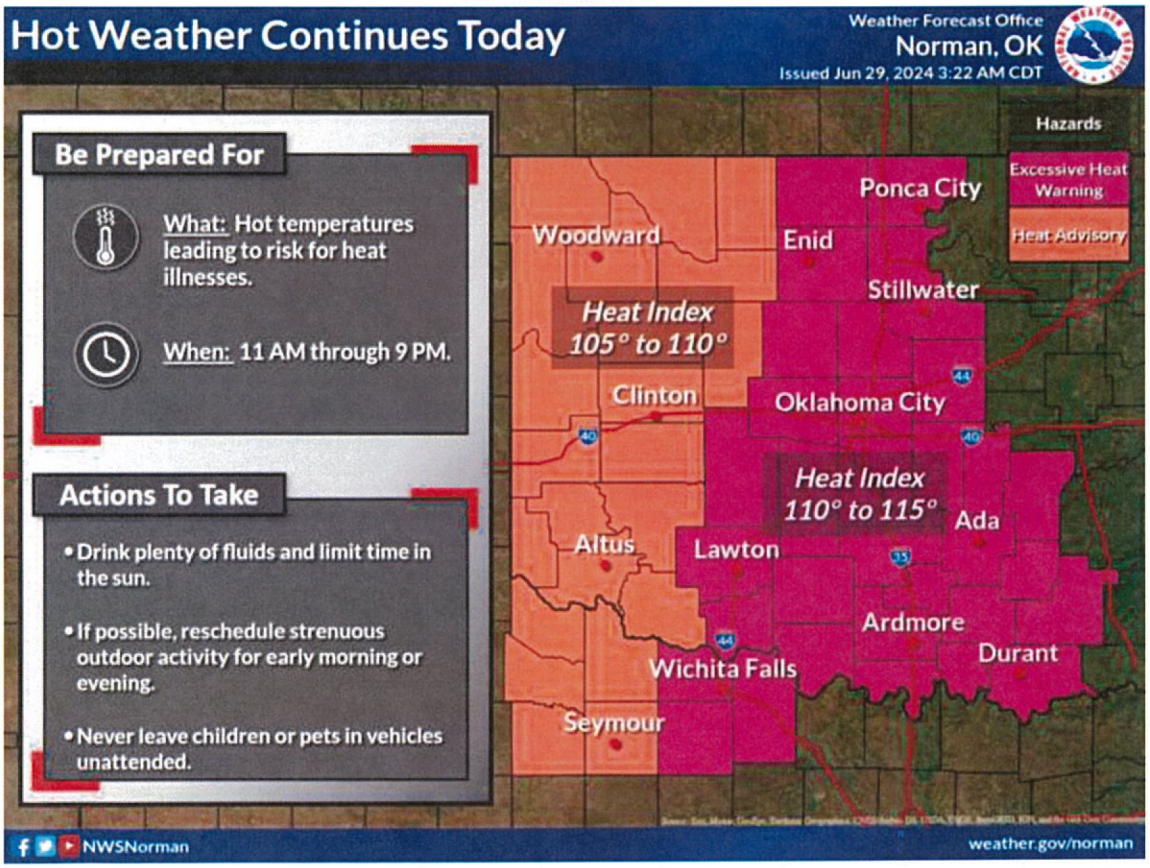

Summer Heat Continues Next Week
Weather Forecast Office
Fort Worth, TX
Issued June 29, 2024 4:50 AMCT
High Temperature / Heat Index
Dallas/Fort Worth
Mon 100°/107°
Tue 102°/108°
Wed 101°/109°
Thu 101°/108°
Waco/Killeen/Temple
Mon 99°/106°
Tue 101°/106°
Wed 99°/109°
Thu 100°/108°
Sherman/Denison
Mon 99°/109°
Tue 102°/109°
Wed 101°/110°
Thu 101°/110°
Summer Heat
Hot and humid conditions will result in heat index values in the 105°-110° range
Storm Chances
Storm chances return late next week. Keep an eye on the forecast if you have holiday plans!
NWSFortWorth
weather.gov/fortworth

SHREVEPORT

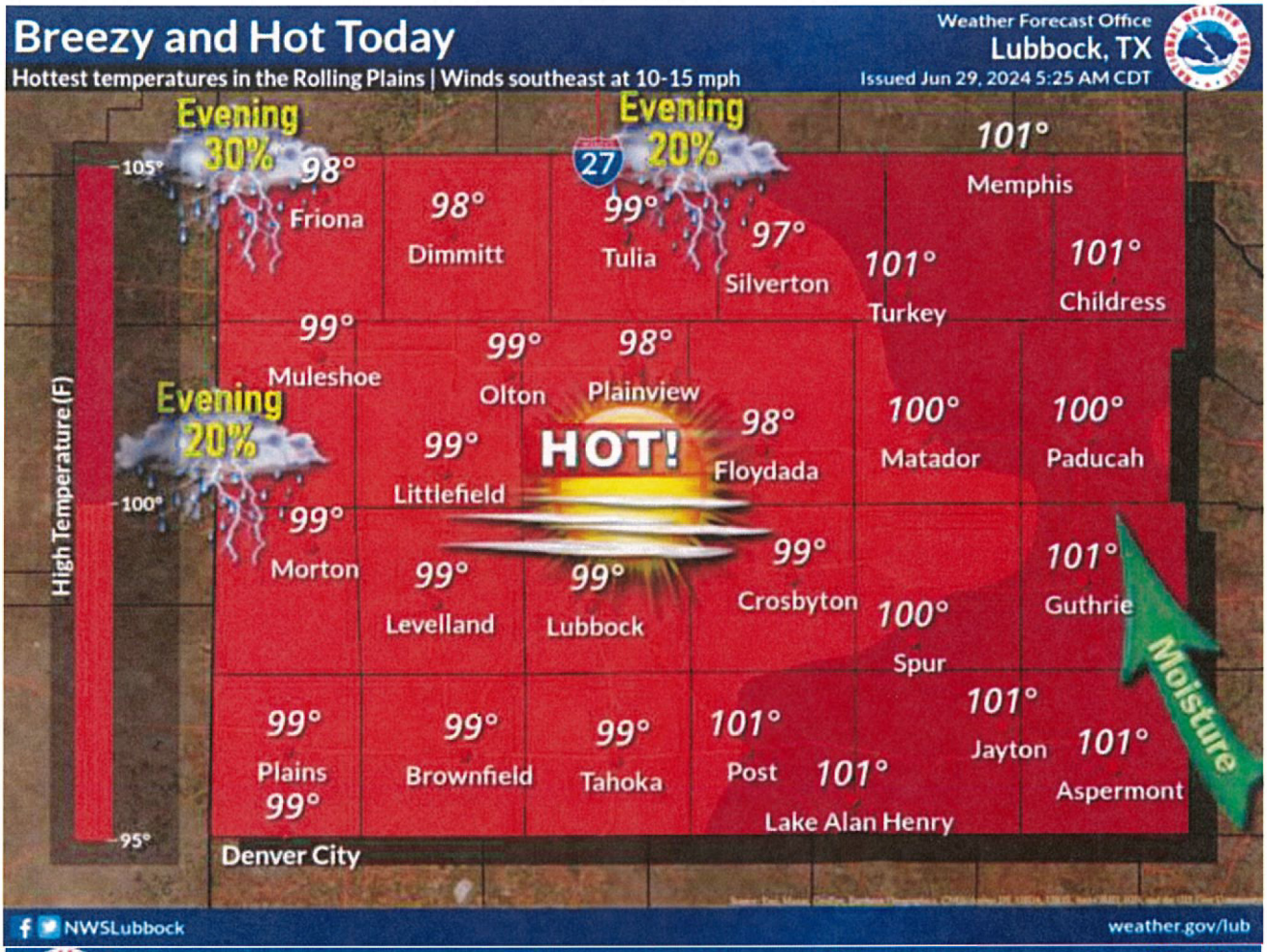

Excessive Heat Warning In Effect
Valid through Sat 8:00 PM CDT
Weather Forecast Office
Shreveport, LA
Issued June 29, 2024 3:38 AM CDT
Hazards
Excessive Heat Warning
Broken Bow
Clarksville
Hope
Texarkana
Mount Pleasant
El Dorado
Homer
Longview
Shreveport
Monroe
Tyler
Jonesboro
Rusk
Center
Natchitoches
Jena
Lufkin
Hemphill
Excessive Heat Warning
Dangerously hot conditions are expected with heat index values of 110° or higher.
Safety Actions
Heat exhaustion or heat stroke will be likely with prolonged exposure.
Drink plenty of fluids, stay in an air-conditioned room, stay out of the sun, and check on pets.
Know the signs and symptoms of heat exhaustion and heat stroke
NWSShreveport
weather.gov/shv

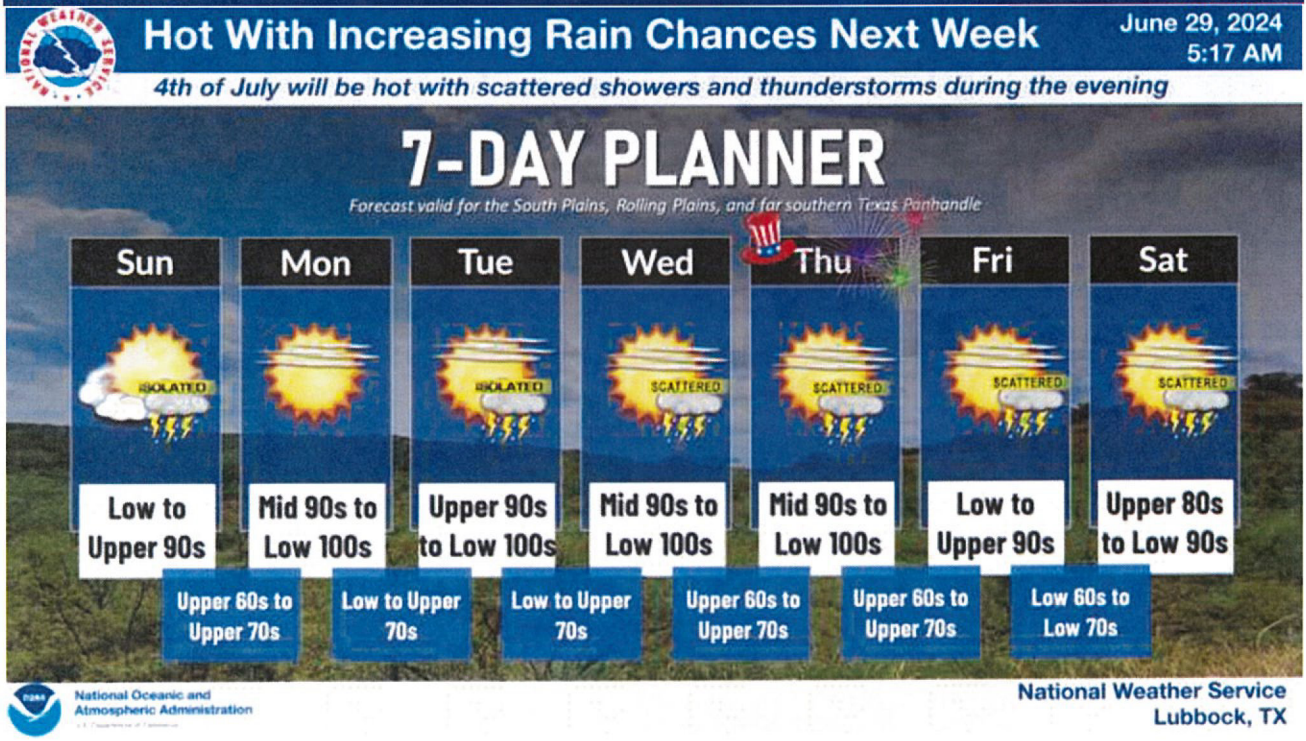

High Temperatures: Today
Valid Sat 8:00AM through Sat 9:00PM CDT
Weather Forecast Office
Shreveport, LA
Issued Jun 29, 2024 3:29 AM CDT
High Temperature (F)
105°
100°
95°
90°
96°
Broken Bow
96°
95°
97°
Hope
Clarksville
96°
Texarkana
97°
El Dorado
Mount Pleasant
96°
98°
98°
Homer
98°
97°
Longview
Shreveport
96°
Monroe
Tyler
Jonesboro
95°
95°
100°
97°
Rusk
Center
Natchitoches
Jena
97°
96°
Lufkin
Hemphill
NWSShreveport
weather.gov/shv

NORMAN


Hot Weather Continues Today
Weather Forecast Office
Norman, OK
Issued Jun 29, 2024 3:22 AM CDT
Be Prepared For
What: Hot temperatures leading to risk for heat illnesses.
When: 11 AM through 9 PM.
Actions To Take
• Drink plenty of fluids and limit time in the sun.
• If possible, reschedule strenuous outdoor activity for early morning or evening.
• Never leave children or pets in vehicles unattended.
Hazards
Excessive Heat Warning
Heat Advisory
Ponca City
Woodward
Enid
Stillwater
Heat Index
105° to 110°
Clinton
Oklahoma City
Heat Index
110° to 115°
Ada
Altus
Lawton
Ardmore
Durant
Wichita Falls
Seymour
NWSNorman
weather.gov/norman

LUBBOCK


Breezy and Hot Today
Hottest temperatures in the Rolling Plains | Winds southeast at 10-15 mph
Weather Forecast Office
Lubbock, TX
Issued Jun 29, 2024 5:25 AM CDT
Evening 30%
Evening 20%
Evening 20%
HOT!
105°
100°
95°
High Temperature (F)
98° Friona
98° Dimmitt
99° Tulia
97° Silverton
101° Memphis
101° Turkey
101° Childress
99° Muleshoe
99° Olton
98° Plainview
99° Littlefield
98° Floydada
100° Matador
100° Paducah
99° Morton
99° Levelland
99° Lubbock
99° Crosbyton
100° Spur
101° Guthrie
Moisture
99° Plains
99° Brownfield
99° Tahoka
101° Post
101° Lake Alan Henry
101° Jayton
101° Aspermont
99° Denver City
NWSLubbock
weather.gov/lub


Hot With Increasing Rain Chances Next Week
June 29, 2024
5:17 AM
4th of July will be hot with scattered showers and thunderstorms during the evening
7-DAY PLANNER
Forecast valid for the South Plains, Rolling Plains, and far southern Texas Panhandle
Sun
Mon
Tue
Wed
Thu
Fri
Sat
ISOLATED
ISOLATED
SCATTERED
SCATTERED
SCATTERED
SCATTERED
Low to Upper 90s
Mid 90s to Low 100s
Upper 90s to Low 100s
Mid 90s to Low 100s
Mid 90s to Low 100s
Low to Upper 90s
Upper 80s to Low 90s
Upper 60s to Upper 70s
Low to Upper 70s
Low to Upper 70s
Upper 60s to Upper 70s
Upper 60s to Upper 70s
Low 60s to Low 70s
National Oceanic and Atmospheric Administration
National Weather Service
Lubbock, TX

SAN ANGELO

Heat Advisory Continues

Valid through 7 PM Saturday

Weather Forecast Office
San Angelo, TX
Issued Jun 29, 2024 6:00 AM CDT

When: Through 7 PM Saturday
Where: All of the Big Country, Concho Valley, and the Heartland
Details: High index values of 103 to 108 expected.

This will increase the risk of heat-related illnesses!!

Actions:

- Drink plenty of water
- Avoid strenuous outdoor activities
- Take plenty of breaks in the shade or air conditioned buildings
- Never ever leave a child or pet in a vehicle unattended

NWSSan Angelo

weather.gov/sjt

Hot Through Next Week

June 29, 2024
5:47 AM

Increased Risk For Heat Illness

Maximum Temperature Forecast (°F)

	6/30 Sun	7/1 Mon	7/2 Tue	7/3 Wed	7/4 Thu	7/5 Fri
Abilene	100	101	103	102	102	99
Ballinger	98	100	102	101	100	99
Brady	95	97	98	97	97	96
Brownwood	97	99	101	99	100	98
Coleman	97	99	101	100	100	97
Haskell	99	101	103	102	102	97
Junction	98	99	101	99	100	100
Ozona	96	96	98	98	98	99
San Angelo	101	102	103	104	103	102
San Saba	98	100	102	100	100	100
Sweetwater	101	102	104	103	102	99

Created: 5 am CDT Sat 6/29/2024 | Values are maximums over the period beginning at the time shown

Maximum Heat Index Forecast (°F)

	6/30 Sun	7/1 Mon	7/2 Tue	7/3 Wed	7/4 Thu	7/5 Fri
Abilene	102	102	103	104	105	102
Ballinger	100	100	102	103	103	102
Brady	99	98	98	100	100	100
Brownwood	102	100	102	102	103	102
Coleman	100	100	100	103	102	100
Haskell	100	102	103	104	104	100
Junction	103	100	101	101	103	103
Ozona	96	95	96	97	98	98
San Angelo	103	103	102	104	104	103
San Saba	103	103	104	105	105	105
Sweetwater	100	101	102	101	103	100

Created: 5 am CDT Sat 6/29/2024 | Values are maximums over the period beginning at the time shown

Hydrate *drink before you are thirsty*

Take Frequent Breaks in air conditioning or shade

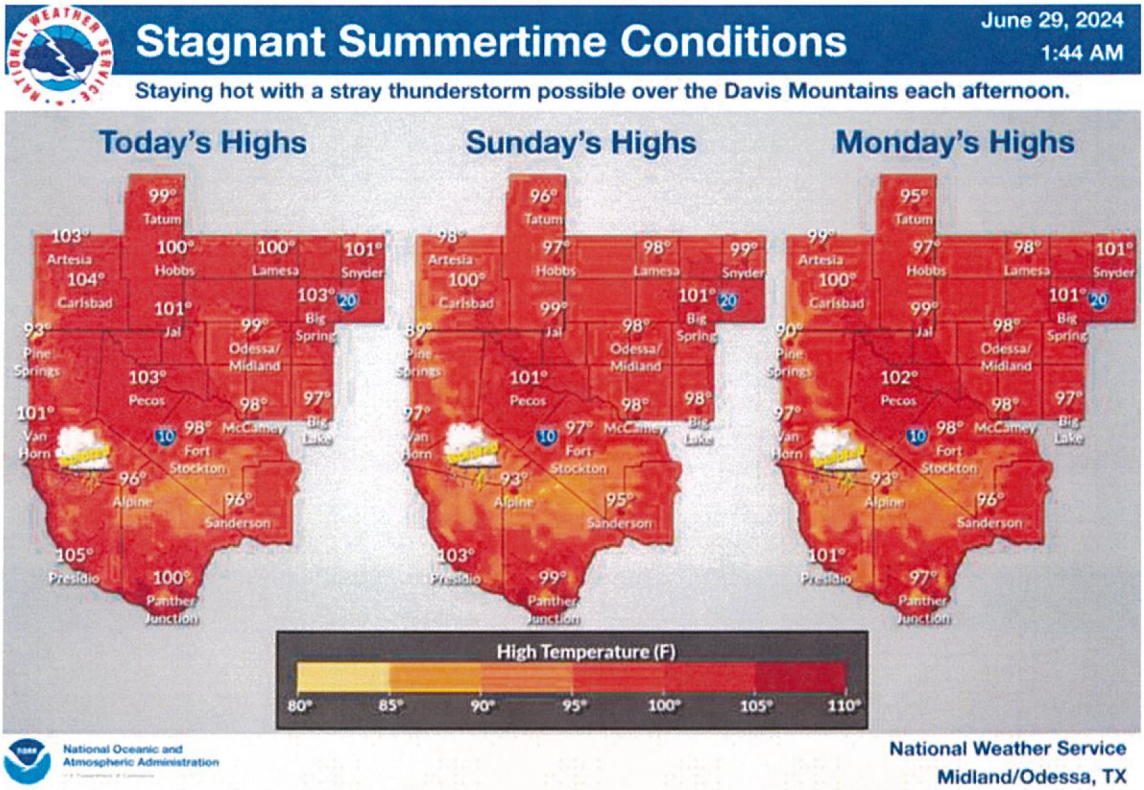
Wear lightweight & light colored clothing

Watch for the signs of Heat Illness

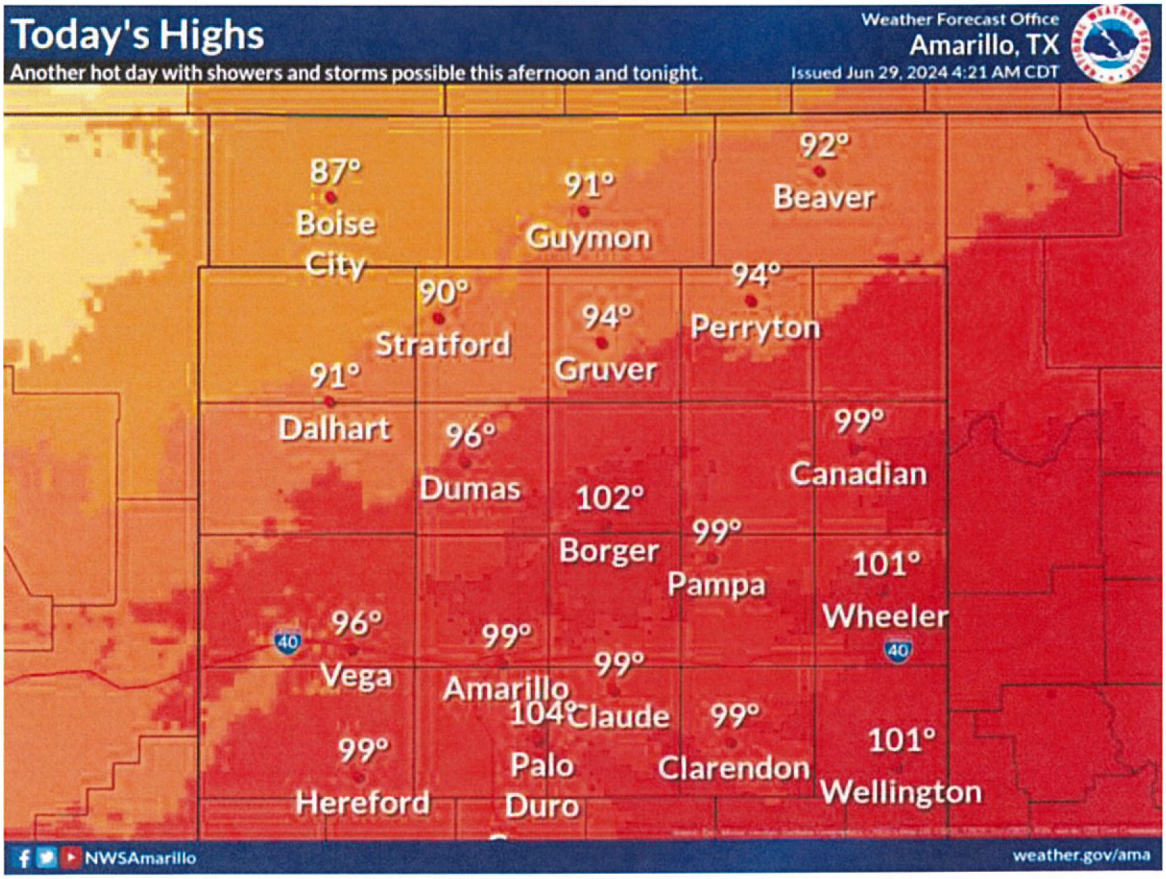
National Oceanic and Atmospheric Administration

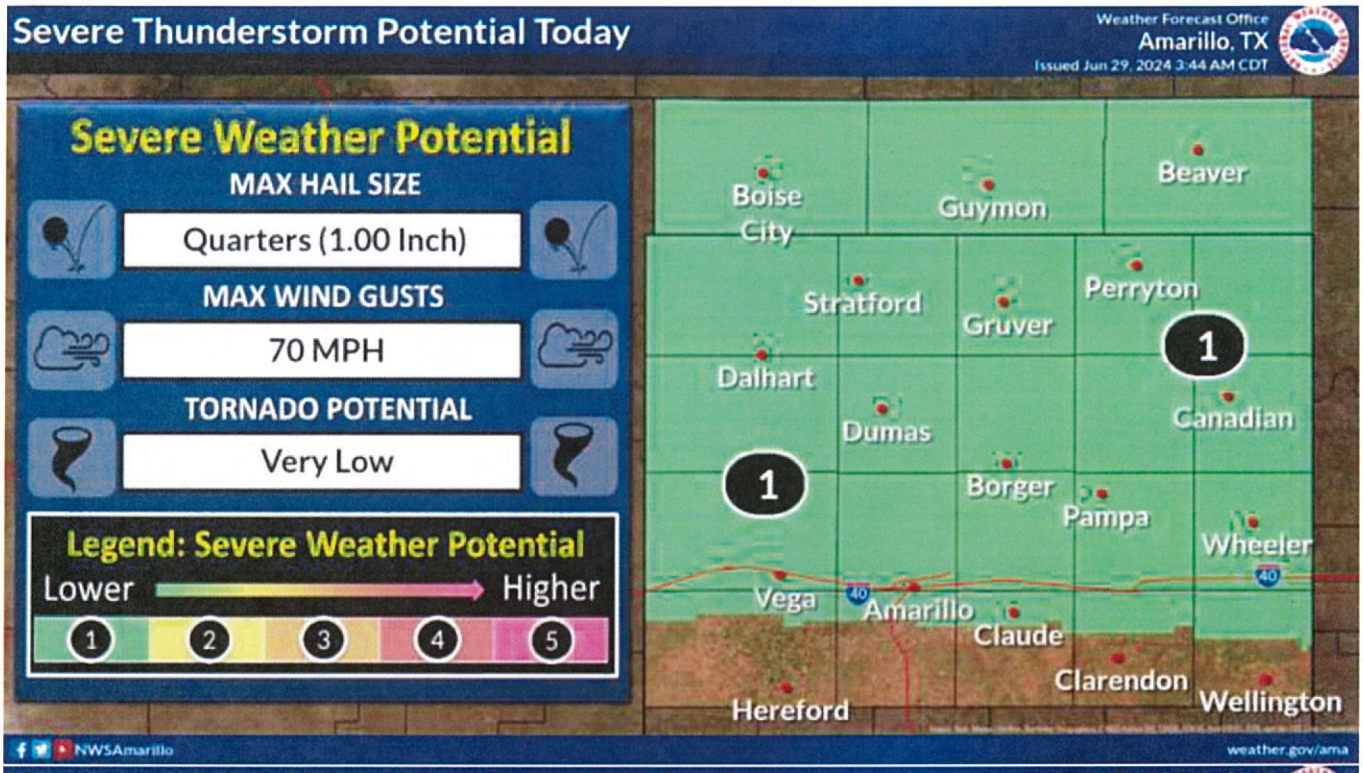
National Weather Service
San Angelo, TX

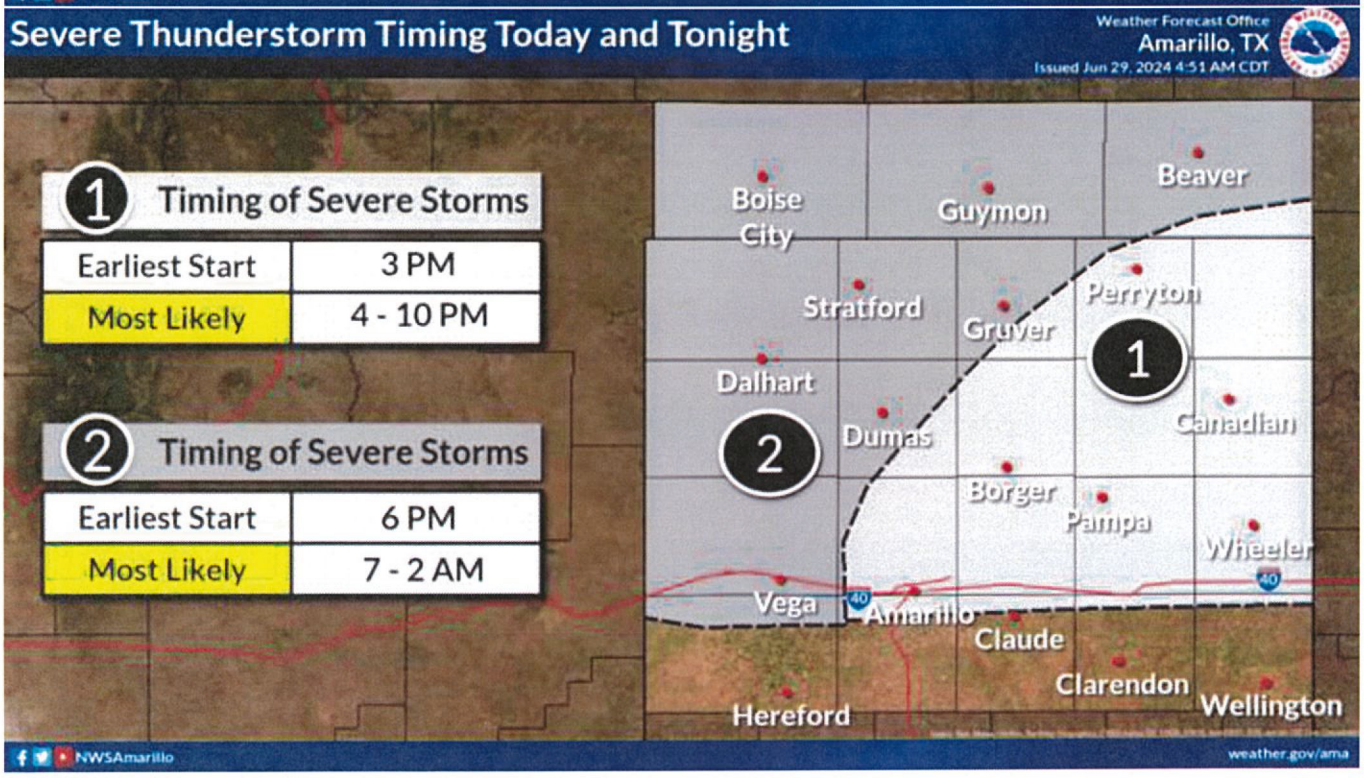
MIDLAND/ODESSA



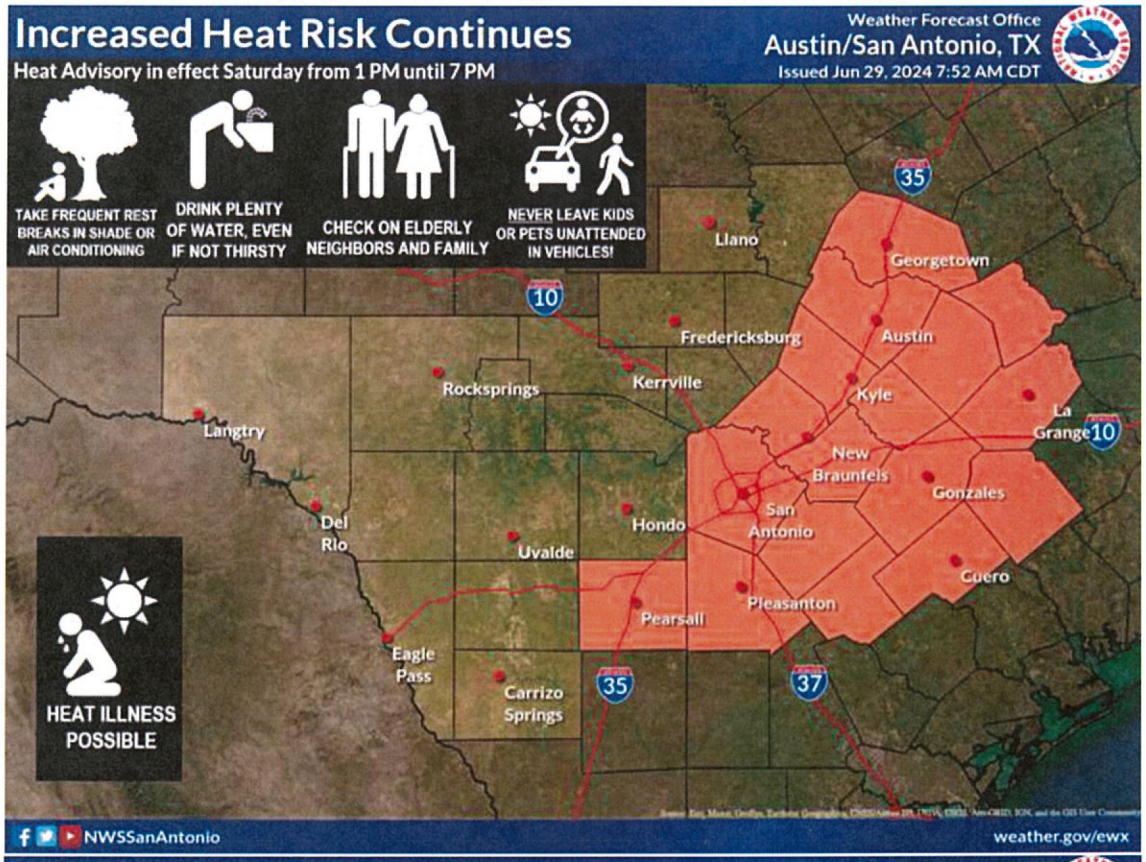
AMARILLO

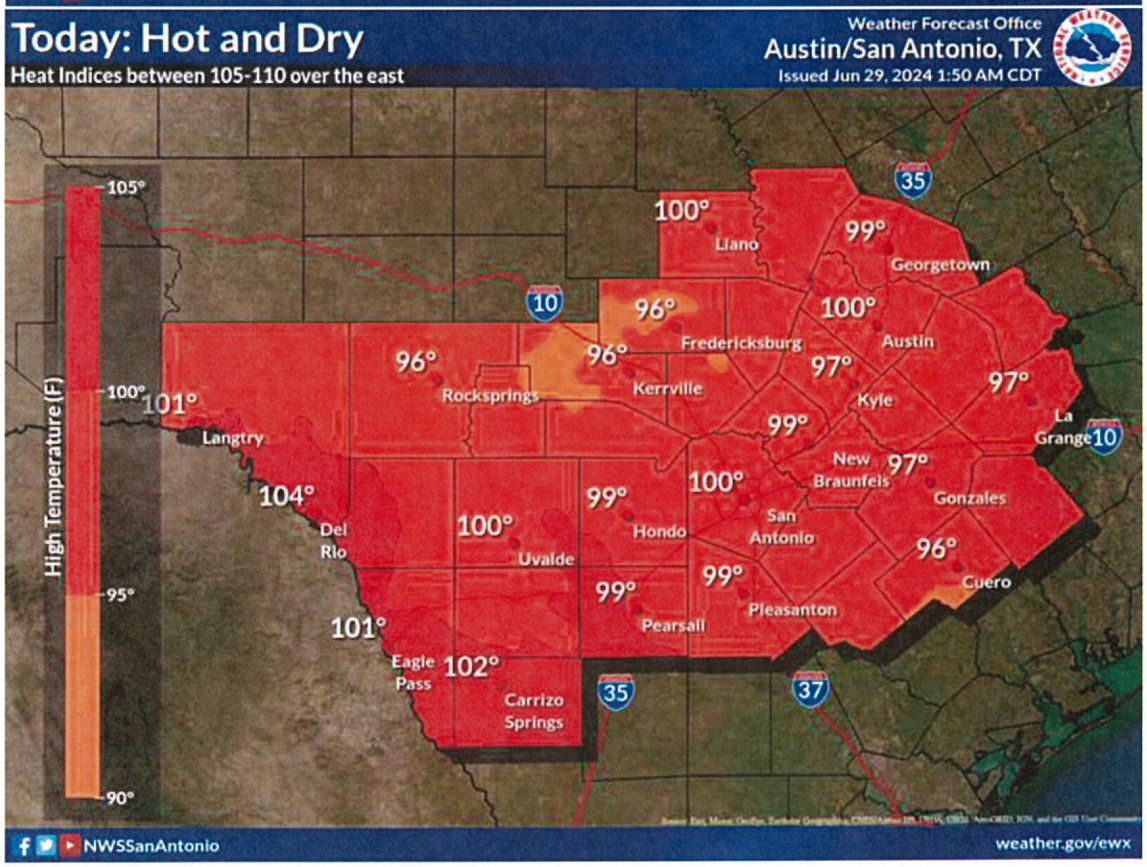


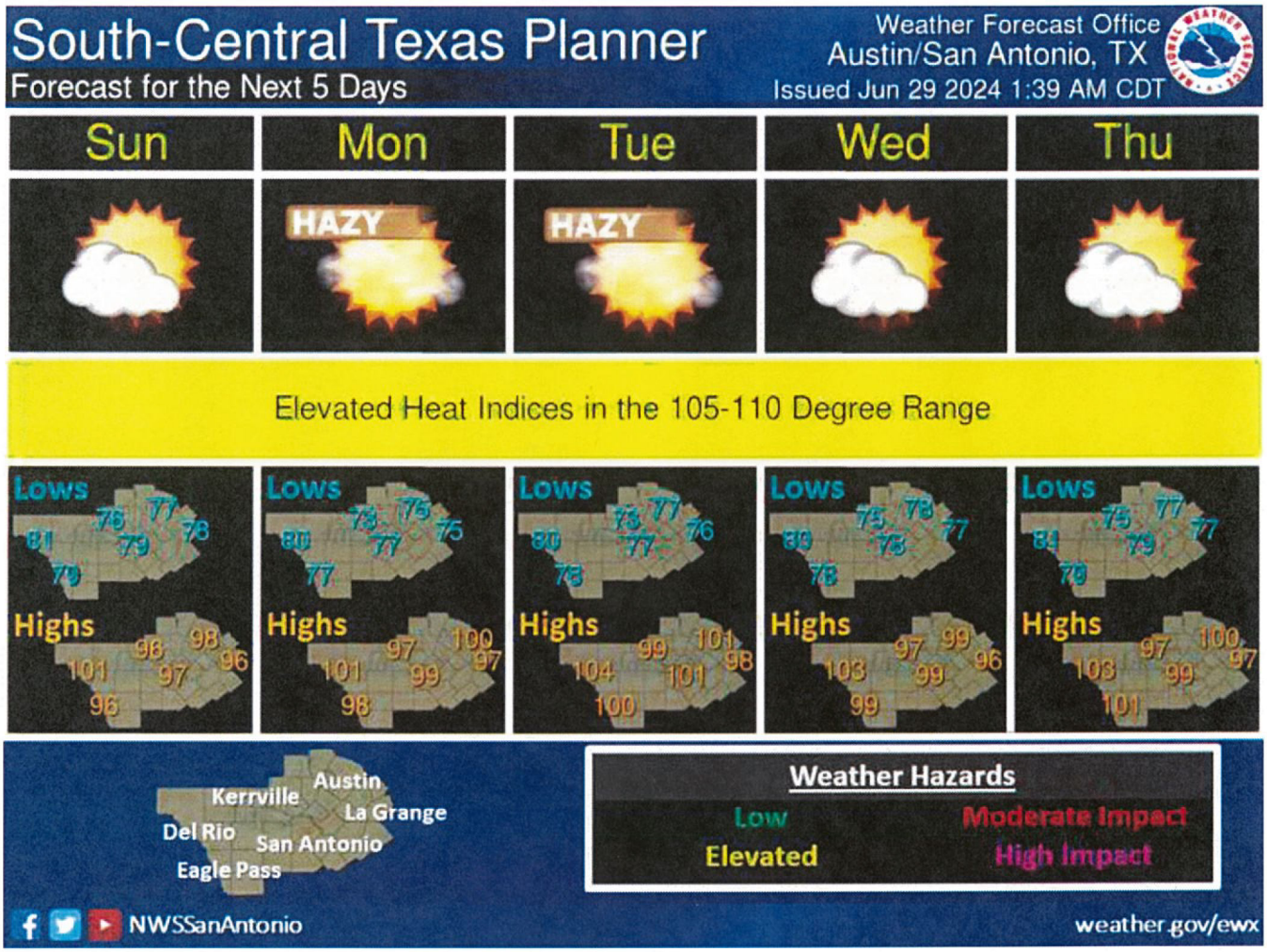

Severe Thunderstorm Potential Today
Weather Forecast Office
Amarillo, TX
Issued Jun 29, 2024 3:44 AM CDT
Severe Weather Potential
MAX HAIL SIZE
Quarters (1.00 Inch)
MAX WIND GUSTS
70 MPH
TORNADO POTENTIAL
Very Low
Legend: Severe Weather Potential
Lower
Higher
1
2
3
4
5
Boise City
Guymon
Beaver
Stratford
Gruver
Perryton
Dalhart
Dumas
Canadian
Borger
Pampa
Wheeler
Vega
Amarillo
Claude
Clarendon
Wellington
Hereford
NWSAmarillo
weather.gov/ama


Severe Thunderstorm Timing Today and Tonight
Weather Forecast Office
Amarillo, TX
Issued Jun 29, 2024 4:51 AM CDT
1 Timing of Severe Storms
Earliest Start 3 PM
Most Likely 4 - 10 PM
2 Timing of Severe Storms
Earliest Start 6 PM
Most Likely 7 - 2 AM
Boise City
Guymon
Beaver
Stratford
Gruver
Perryton
Dalhart
Dumas
Canadian
Borger
Pampa
Wheeler
Vega
Amarillo
Claude
Clarendon
Wellington
Hereford
NWSAmarillo
weather.gov/ama

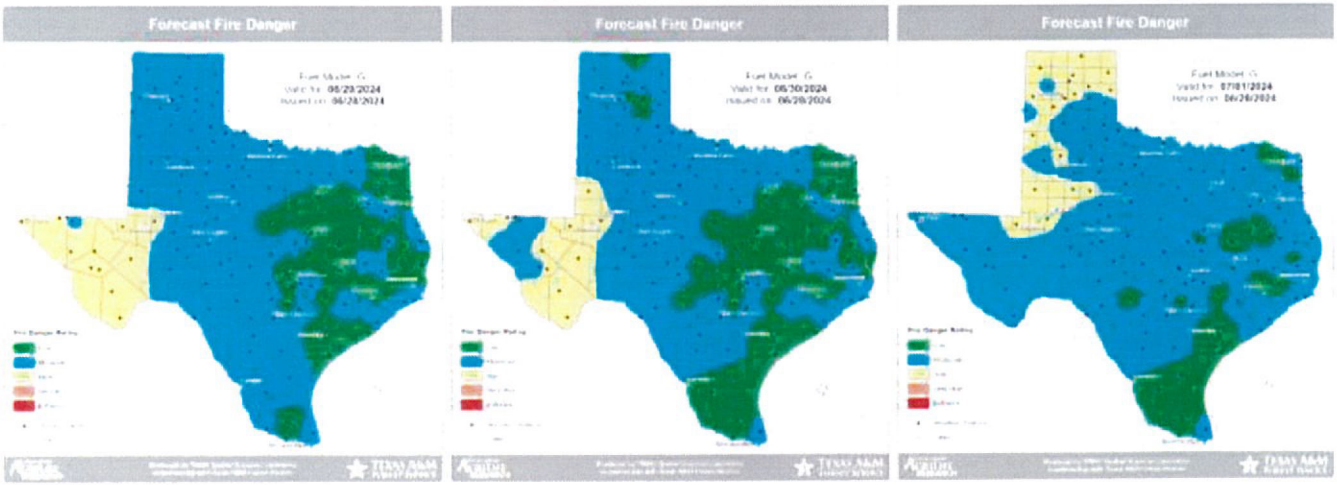
AUSTIN


Increased Heat Risk Continues
Heat Advisory in effect Saturday from 1 PM until 7 PM
Weather Forecast Office
Austin/San Antonio, TX
Issued Jun 29, 2024 7:52 AM CDT
TAKE FREQUENT REST BREAKS IN SHADE OR AIR CONDITIONING
DRINK PLENTY OF WATER, EVEN IF NOT THIRSTY
CHECK ON ELDERLY NEIGHBORS AND FAMILY
NEVER LEAVE KIDS OR PETS UNATTENDED IN VEHICLES!
HEAT ILLNESS POSSIBLE
Llano
Georgetown
Fredericksburg
Austin
Rocksprings
Kerrville
Kyle
Langtry
La Grange
New Braunfels
Gonzales
Del Rio
Hondo
San Antonio
Uvalde
Cuero
Pearsall
Pleasanton
Eagle Pass
Carrizo Springs
35
10
37
NWSSanAntonio
weather.gov/ewx


Today: Hot and Dry
Heat Indices between 105-110 over the east
Weather Forecast Office
Austin/San Antonio, TX
Issued Jun 29, 2024 1:50 AM CDT
High Temperature (F)
105°
100°
95°
90°
100°
99°
96°
100°
96°
96°
97°
101°
97°
99°
104°
97°
100°
99°
100°
96°
99°
99°
101°
102°
Llano
Georgetown
Fredericksburg
Austin
Rocksprings
Kerrville
Kyle
Langtry
La Grange
New Braunfels
Gonzales
Del Rio
Hondo
San Antonio
Uvalde
Cuero
Pearsall
Pleasanton
Eagle Pass
Carrizo Springs
35
10
37
NWSSanAntonio
weather.gov/ewx



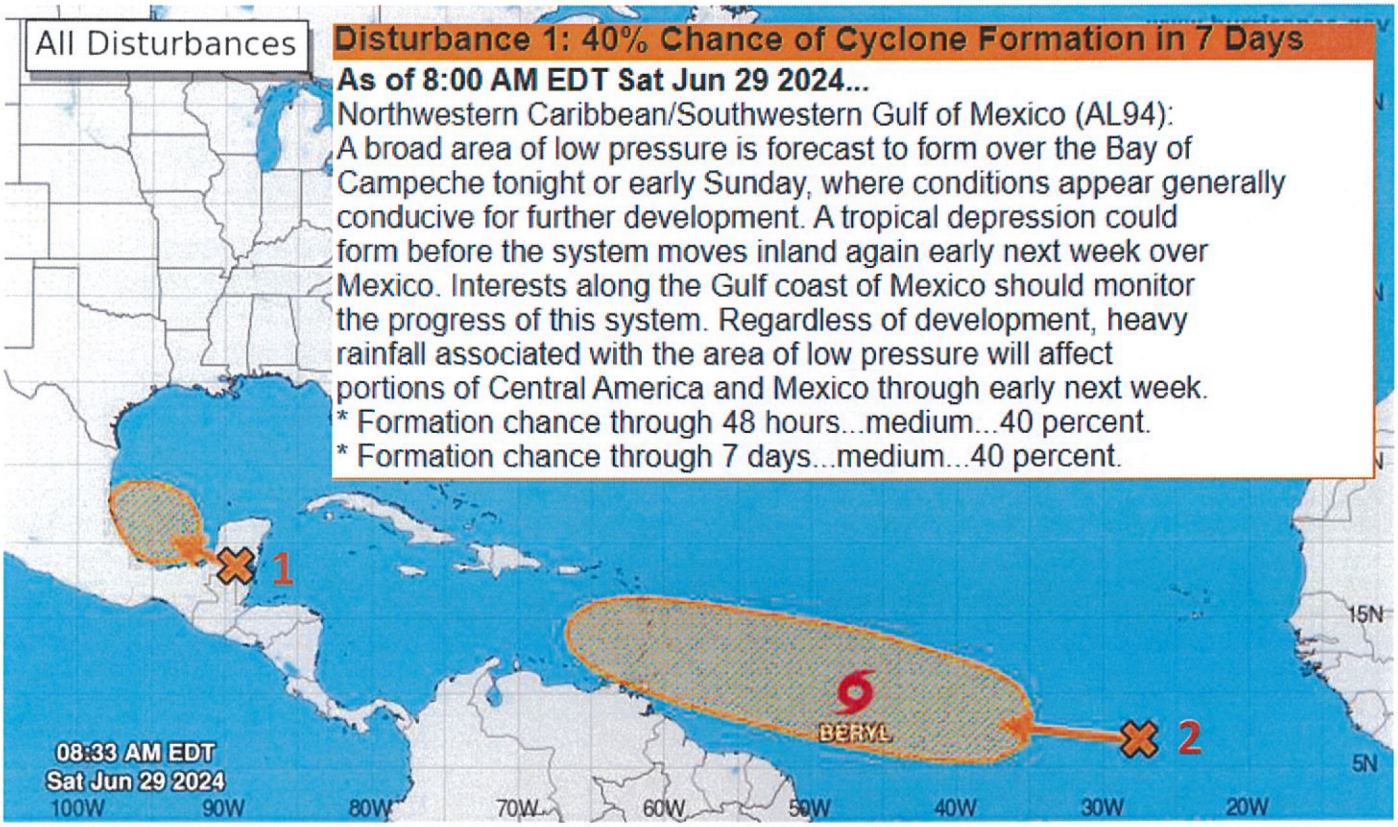
FORECAST FIRE DANGER



NATIONAL HURRICANE CENTER

Seven-Day Graphical Tropical Weather Outlook

National Hurricane Center Miami, Florida



Current Disturbances and Seven-Day Cyclone Formation Chance: < 40% 40-60% > 60%

Tropical or Sub-Tropical Cyclone: Depression Storm Hurricane

Post-Tropical Cyclone or Remnants

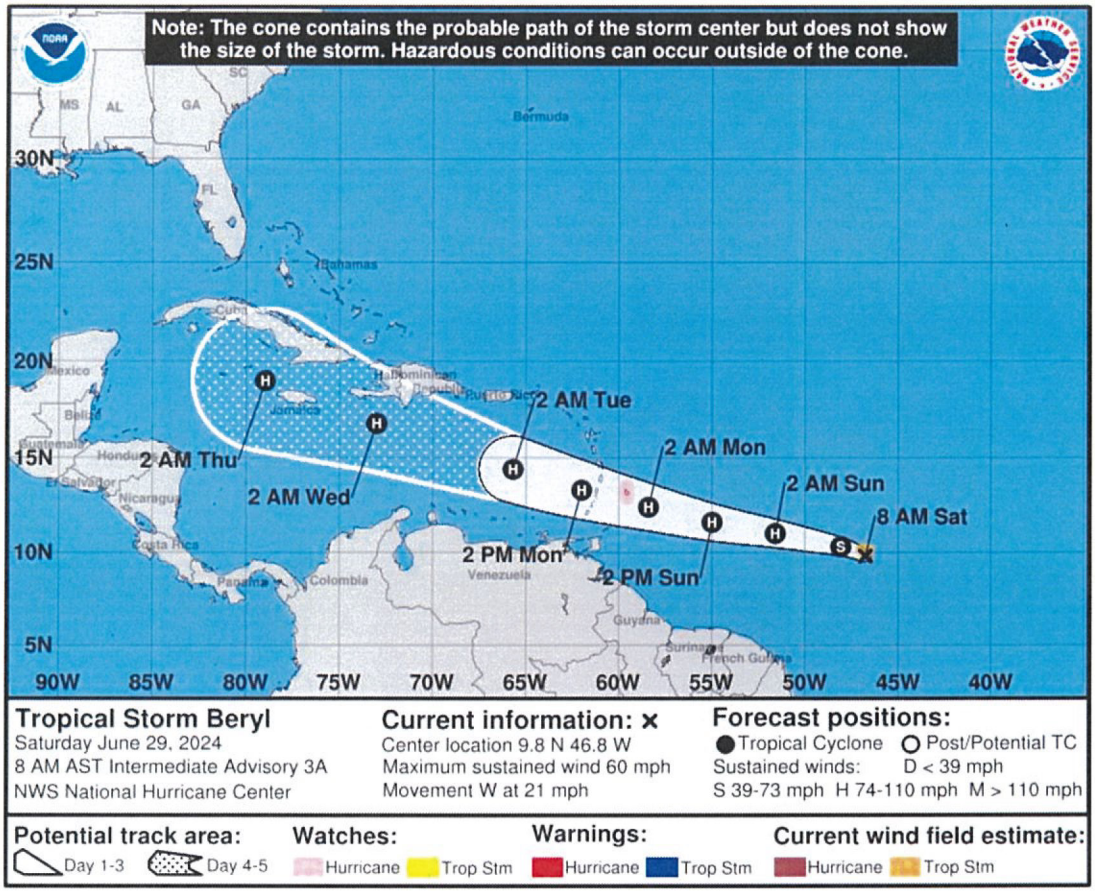
Disturbance 2: 60% Chance of Cyclone Formation in 7 Days

As of 8:00 AM EDT Sat Jun 29 2024...

Eastern Tropical Atlantic:

An area of low pressure located several hundred miles southwest of the Cabo Verde Islands is producing an area of disorganized showers and thunderstorms. Environmental conditions appear conducive for additional development of this system, and a tropical depression could form by the middle of next week while it moves generally westward at 15 to 20 mph across the eastern and central tropical Atlantic.

* Formation chance through 48 hours...low...20 percent.
* Formation chance through 7 days...medium...60 percent.



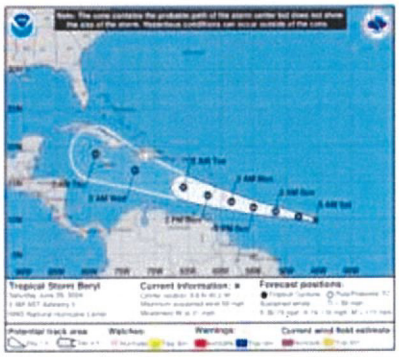
Key Messages for Tropical Storm Beryl

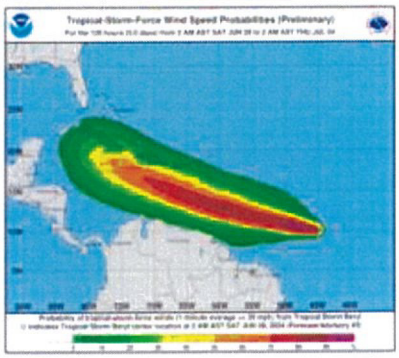
Advisory 3: 5:00 AM AST Sat Jun 29, 2024

1. Tropical Storm Beryl is expected to strengthen and be a hurricane when it reaches the Windward Islands late Sunday night or Monday, bringing a risk of heavy rainfall, hurricane-force winds, and dangerous storm surge and waves.

2. A Hurricane Watch is now in effect for Barbados. Additional Hurricane and Tropical Storm Watches, and possibly Warnings, will likely be required for portions of the Windward and southern Leeward Islands later today.

3. Interests in the central and western Caribbean should monitor the progress of this system. Users are reminded that there is large uncertainty at days 4 and 5 and to not focus on the specific details of the track or intensity forecast.





For more information go to hurricanes.gov

Request

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

Response

The following response was prepared by or under the direct supervision of Ajeet Baranwal.

Yes. Oncor checks the functionality and performance of the outage tracker/map before a storm. Oncor also alerts the vendor for heightened monitoring of the system during the storm event.

Request

How far in advance of landfall did you initiate requests for mutual assistance?

Response

The following response was prepared by or under the direct supervision of Keith Hull.

Oncor proactively identified on-system and off-system construction and vegetation management resources and specialized equipment needed to meet the anticipated impacts of Hurricane Beryl. Oncor did not request mutual assistance resources for Hurricane Beryl.

Request

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

Response

The following response was prepared by or under the direct supervision of Keith Hull.

After any major storm, Oncor allocates resources utilizing the Plan for Staffing During Emergency Response outlined on pp. 14-16 of Oncor's 2024 Public Utility Commission of Texas Emergency Operations Plan ("PUC EOP"), which can be found on the Commission's Interchange site, Project No. 53385, Item No. 2097 (https://interchange.puc.texas.gov/Documents/53385_2097_1375649.PDF).

In addition, Oncor prioritizes restoration efforts following the restoration priority order outlined on p. 1 of Section 1 (titled "Plan Description") of Oncor's Emergency Restoration Plan ("ERP"). The information requested is voluminous and confidential and will be made available to Commission Staff on the Oncor FTP site. An index of the voluminous and confidential information is included as Attachment 1.

Oncor's priority includes: (1) public and Company safety, (2) critical customers, and (3) largest groups of customers first (*i.e.*, transmission lines, substations, feeders, laterals, busses, individuals). Special conditions arising from the event pertaining to service interruptions that have the potential for life-threatening or hazardous consequences will be given priority status if expedited restoration at the location is practical.

For Oncor's response to Hurricane Beryl, Oncor used the resource allocation and prioritization of restoration efforts described above.

ATTACHMENT:

ATTACHMENT 1 – Voluminous Confidential Index, 1 page

VOLUMINOUS CONFIDENTIAL INDEX

1. Oncor's Emergency Restoration Plan, 424 pages

Request

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

Response

The following response was prepared by or under the direct supervision of Connie Piloto.

Oncor's 2024 Public Utility Commission of Texas Emergency Operations Plan ("EOP") can be found on the Commission's Interchange site, Project No. 53385, Item No. 2097 (https://interchange.puc.texas.gov/Documents/53385_2097_1375649.PDF). Sections 2.2, 2.3, 2.4, 2.5, 2.6, 2.7 and 2.8 detail how Oncor communicates and how complaints are addressed with media, customers, the public, the OPUC, local and state governmental entities, officials, and emergency operations centers.

Oncor Area Managers are responsible for communicating with a set of local governmental entities, including during outage situations. These entities are provided with a 24/7 phone number and code to reach Oncor. This number is answered either by an Area Manager or by a live contact center agent, who will notify the assigned Area Manager for direct follow up. Complaints from these entities would similarly be fielded through their appropriate Area Manager.

Oncor's Regulatory Affairs Group is responsible for maintaining close communications with the PUC and OPUC in the event of an emergency. The Group's communications with the PUC and OPUC generally involve providing accurate and timely information prior to, during, and after an emergency occurs. The Regulatory Affairs Group is also responsible for timely responding to any PUC and OPUC requests for information concerning an emergency.

Oncor's communications with ERCOT during an emergency are the responsibility of Oncor's TGO organization. Oncor follows the applicable ERCOT Nodal Protocols and Operating Guides and the applicable Reliability Standards issued and enforced by the North American Electric Reliability Corporation ("NERC") when communicating with ERCOT. It also follows its own internal Standard Operating Procedures in providing notifications to, receiving notifications from, and communicating with ERCOT.

As stated in Oncor's EOP section 2.3 regarding customer communications and complaints, "during an emergency, Oncor customers may contact the Company via telephone inquiry concerning a complaint. Oncor's telephone number for general inquiries is 888-313-6862. The telephone number to report a power outage is 888-313-4747 and is staffed 24 hours a day."

A customer may also contact Oncor through its website at Oncor.com or via social media to engage with an Oncor representative. The Oncor.com website provides mechanisms for

customers to report a power outage, downed power lines, or streetlight outages. To locate underground power lines, the customer should dial 811.

All complaints are escalated to an internal Customer Relations team to manage until resolved. The Customer Relations team reviews the complaint to determine its nature and then conducts a thorough investigation. When applicable, the Customer Relations team requests assistance from internal work groups. Customer Relations may contact the customer to complete the resolution.

To file an informal complaint, the customer should submit a complaint through the PUC's website at: https://www.puc.texas.gov/Complaints/Index?utiliType=E&culture=en-US or contact the PUC by calling the PUC's Assistance Hotlines: 888-782-8477 or 512-936-7120 or by emailing the PUC at customer@puc.texas.gov.

The customer may also contact the PUC at the following address:
Public Utility Commission of Texas
1701 N. Congress Avenue
PO Box 13326
Austin, TX 78711-3326

Complex Large Commercial and Industrial (LC&I) customers, which may include customers with critical loads, are assigned an Account Manager for regular communications and support. Complaints from these LC&I customers are fielded through their Account Manager and escalated to appropriate management for assessment and resolution. All LC&I customers can also access the Oncor 24/7 Contact Center outage number, reach us via Oncor.com, or other digital channels.

Request

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

Response

The following response was prepared by or under the direct supervision of Paul Folger.

Yes. Please see Section 1 (titled "Plan Description") of Oncor's ERP (pp. 1-3), which is the voluminous and confidential material to Oncor's response to Staff RFI Set No. 1, Question 10 and will be made available to Commission Staff on the Oncor FTP site. Section 1 contains a description of Oncor's operating condition system and alert classification levels.

Please also see pp. 23-30 of Oncor's EOP which can be found on the Commission's Interchange site, Project No. 53385, Item No. 2097 (https://interchange.puc.texas.gov/Documents/53385_2097_1375649.PDF). These pages describe Energy Emergency Alert ("EEA") event conditions and associated actions for each EEA event type.

Request

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

Response

The following response was prepared by or under the direct supervision of Paul Folger.

Oncor uses several systems/tools to manage all emergency response assignments. Each of those systems/tools is described below:

1. Resource Allocation Management Program for Utility Personnel ("RAMP-UP") - Allows for the equitable allocation and matching of mutual assistance resources.

2. Everbridge Mass Notification System - Allows quick communication to employees in regard to emergency response and storm response.

3. Oncor Transmission Information System (OTIS) - Accurately identifies pre-determined staging sites.

4. Incident Command System - A standardized approach to the command, control, and management of resources.

5. National Incident Management System (NIMS) - Guides all levels of government, non-governmental organizations, and the private sector to work together to prevent, protect against, mitigate, respond to, and recover from incidents.

6. Resource Tracker - Contractor and mutual assistance crews resource management tool.

7. Idispatcher - Tool used by Distribution Operations Center operators and dispatchers to assign work to resources.

8. Mobile TC - Tool used by Oncor crews to receive events and work orders.

9. Idispatcher Lite - Tool used by Field Construction Coordinators to manage contract resource event assignments.

10. Outage Management System (OMS) - Oncor utilizes an outage management system to identify outage locations, track customer impact, and duration of events.

11. Damage Patrol App - Tool used to assign events to contract and Oncor employee damage evaluator resources.

12. Smartsheets - Tool used to manage hotel assignments for resources requiring lodging.

Oncor procures food and lodging needs for Oncor and utility resources provided through Mutual Assistance only. Oncor's contractor resources and contractor resources acquired through Mutual Assistance are responsible for their own food and lodging for the duration of an event. Please see Section 2, "System Emergency Center (SEC) ICS Organization/Responsibilities," p. 29 of 32 (pdf file p. 37) in "Field Logistics" subsection of Oncor's ERP. The ERP is the voluminous and confidential material to Oncor's response to Staff RFI Set No. 1, Question 1-10, which will be made available to Commission Staff on the Oncor FTP site.

Request

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

Response

The following response was prepared by or under the direct supervision of Paul Folger.

Oncor began its preparations for the May 2024 Derecho on May 14, 2024. Oncor began its preparations for Hurricane Beryl on June 29, 2024.

Preparation for both events included:
1.) Proactive communication to Oncor employees and Oncor customers on forecasted impacts to the Oncor system and severe weather preparations through internal daily weather reporting and external communication through communication channels including social media and Oncor.com.
2.) Verifying appropriate levels of material were available to respond to each event.
3.) Requesting availability from Oncor and Contractor resources to confirm crews were available to respond or pre-stage if needed; identifying any potential mutual assistance requests that might be needed; and sharing potential resource needs and forecasted system impacts with Regional Mutual Assistance Group leadership.
Preparations for the Derecho Event also included the following:

05/14/2024, 7:06 AM:	Oncor Emergency Preparedness and Mutual Assistance team begins sharing anticipated weather impacts to Oncor Service Territory including National Weather Service alerts for the Austin and Dallas-Fort Worth areas through daily weather reporting. Please see Attachments 1 through 3 to this response for the weather information shared at this time.
05/15/2024, 7:15 AM:	Oncor Emergency Preparedness and Mutual Assistance team shares forecasted impacts to Oncor service territory including National Weather Service alerts for the Dallas/Fort Worth, Lubbock, and Austin areas through daily weather reporting. Please see Attachments 4 through 7 to this response for the weather information shared at this time.
05/16/2024, 7:15 AM:	Oncor Emergency Preparedness and Mutual Assistance team shares forecasted impacts to Oncor service territory, including National Weather Service alerts for the Dallas/Fort Worth and Austin areas through daily weather reporting.

Preparations for Hurricane Beryl also included the following:

06/29/2024:	Emergency Preparedness and Mutual Assistance team begins monitoring the forecasted path of then Tropical Storm Beryl and incorporating projected path of storm in daily

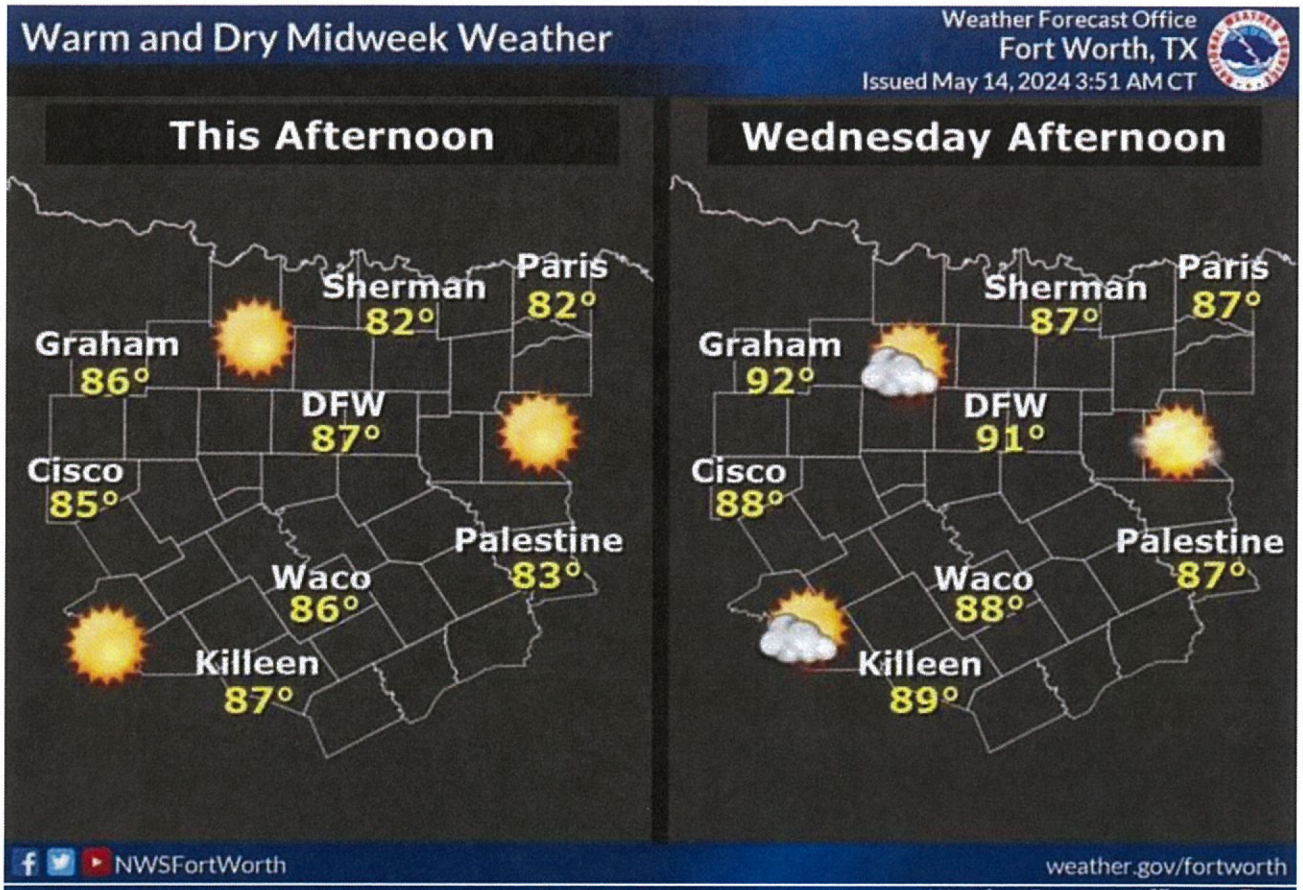
	weather reports to potentially impacted organizations. Please see Attachment 1 to Oncor's response to Staff RFI Set No. 1, Question No. 1-07.
07/03/2024, 8:24 AM:	Distribution Services manager sent email request to contractors to send available crew rosters to Oncor by 1 PM on 7/3/24 in preparation for the forecasted July 4th weather and the potential for Beryl to impact the service territory. Oncor Management prepared Oncor resources to be ready and available to assist with the potential contractors to help with any storm impacts.
07/03/2024, 1:00 PM:	Distribution Oncor managers compile availability for Oncor resources in preparation for the forecasted July 4th weather and the potential for Beryl to impact the service territory.
07/05/2024:	Emergency Preparedness and Mutual Assistance team shares first forecast indicating chances of Texas landfall for Hurricane Beryl, which is shared with impacted organizations through daily weather reporting. Please see Attachments 8 through 12 to this response for the weather information shared at this time.

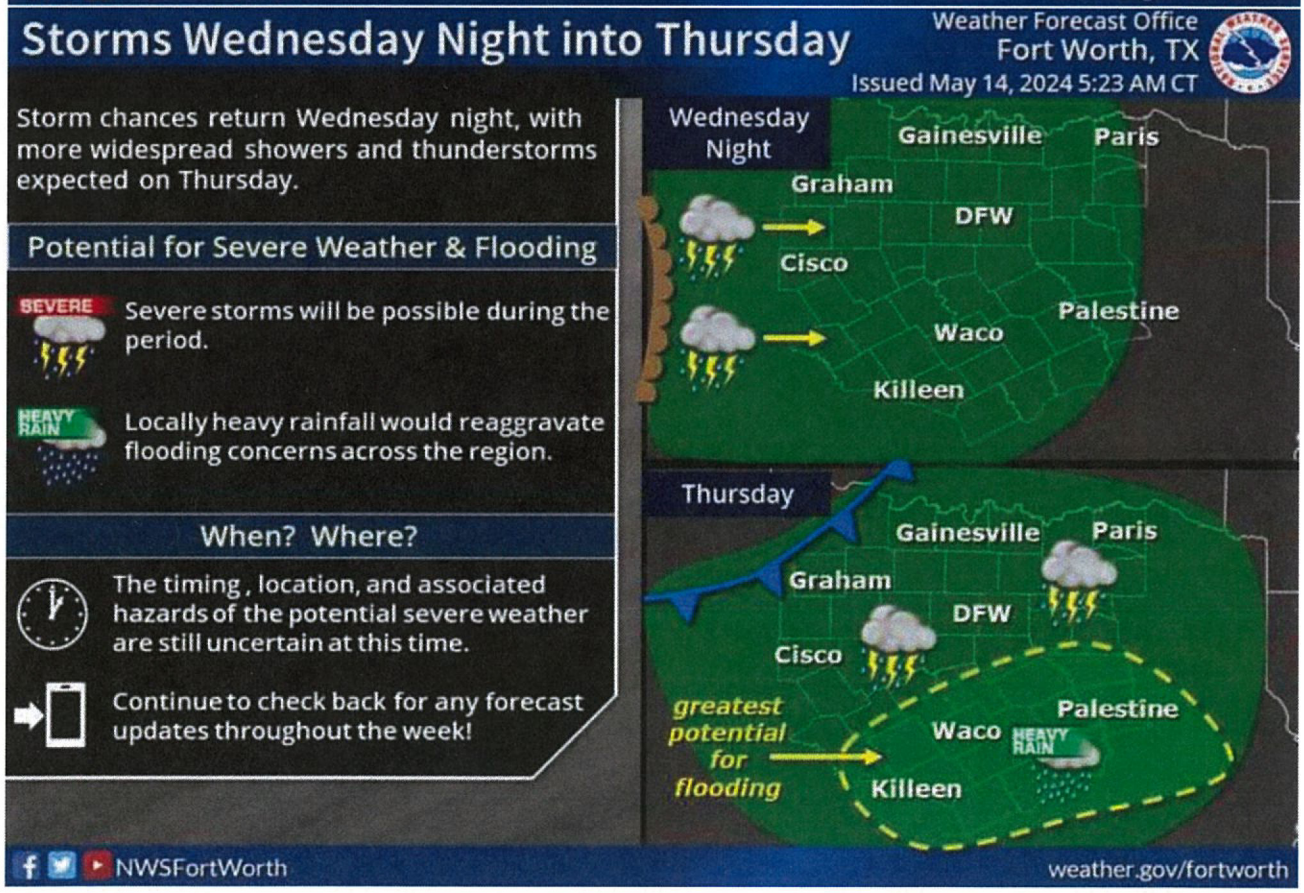
The requested citations to the relevant sections of Oncor's PUC EOP are provided below. Please see Oncor's EOP, which can be found on the Commission's Interchange site, Project No. 53385, Item No. 2097 (https://interchange.puc.texas.gov/Documents/53385_2097_1375649.PDF), Section 2 "Communication Plan" pp. 4-13, Section 3 "Plan to Maintain Pre-Identified Supplies for Emergency Response" pp. 13-14, Section 4 "Plan for Staffing During Emergency Response," pp. 14-16, and Section 5 "Plan for Identification of Weather-related Hazards & Activation of EOP," pp. 16-18.

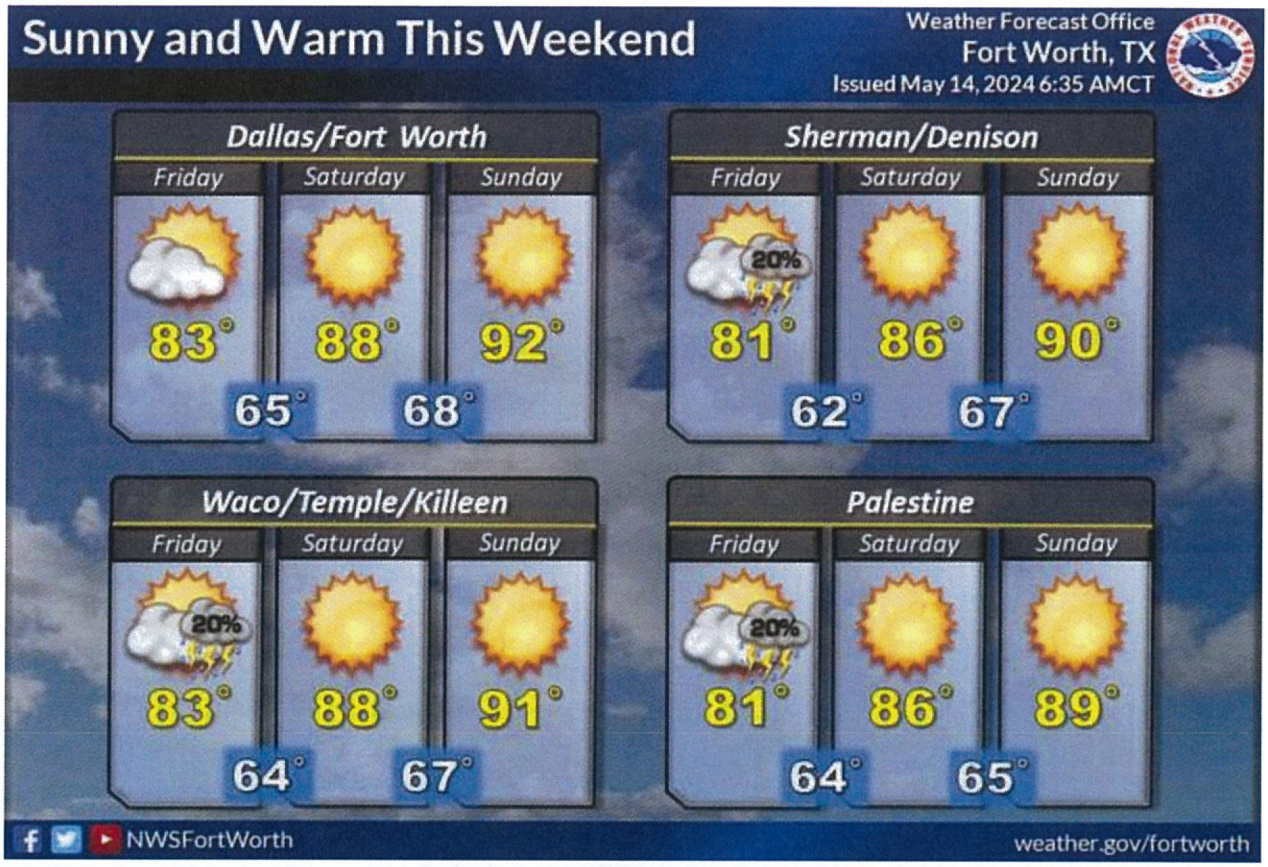
ATTACHMENTS:

ATTACHMENT 1 - Weather Information 05.14.24, 11 pages
ATTACHMENT 2 - Weather Information 05.14.24 NWS DFW, 3 pages
ATTACHMENT 3 - Weather Information 05.14.24 NWS Austin, 2 pages
ATTACHMENT 4 - Weather Information 05.15.24 NWS Austin, 2 pages
ATTACHMENT 5 - Weather Information 05.15.24 NWS DFW, 3 pages
ATTACHMENT 6 - Weather Information 05.15.24 NWS Lubbock, 2 pages
ATTACHMENT 7 - Weather Information 05.15.24, 15 pages
ATTACHMENT 8 - Weather Information 07.05.24 Hurricane Beryl NWS Austin, IBM, NHS, 1 page
ATTACHMENT 9 - Weather Information 07.05.24, 1 page
ATTACHMENT 10 - Weather Information 07.05.24 NHC 1300, 1 page
ATTACHMENT 11 - Weather Information 07.05.24 IBM Hurricane Beryl, 3 pages
ATTACHMENT 12 - Weather Information 07.05.24 NWS Austin Hurricane Beryl, 5 pages

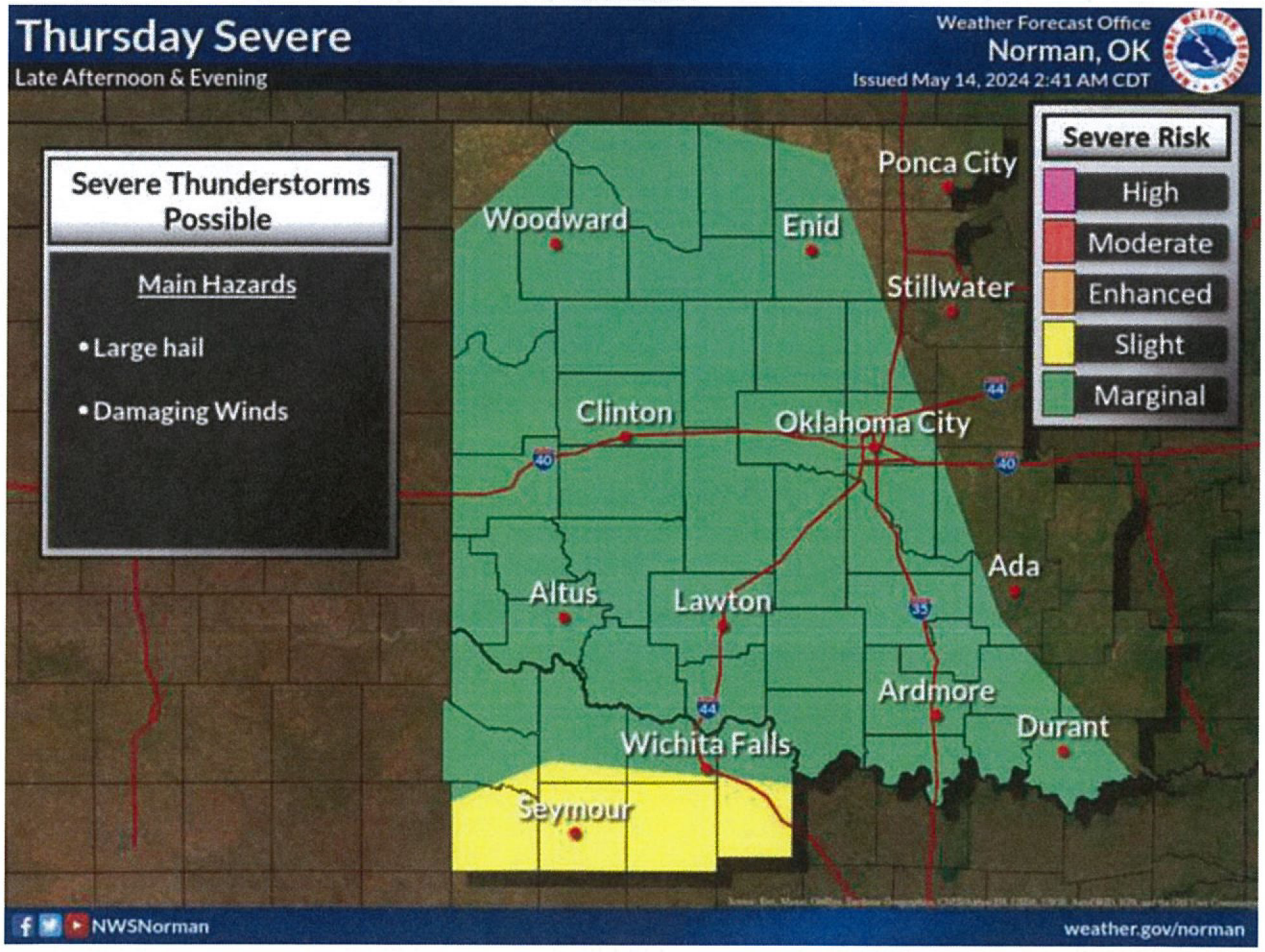
DALLAS-FORT WORTH

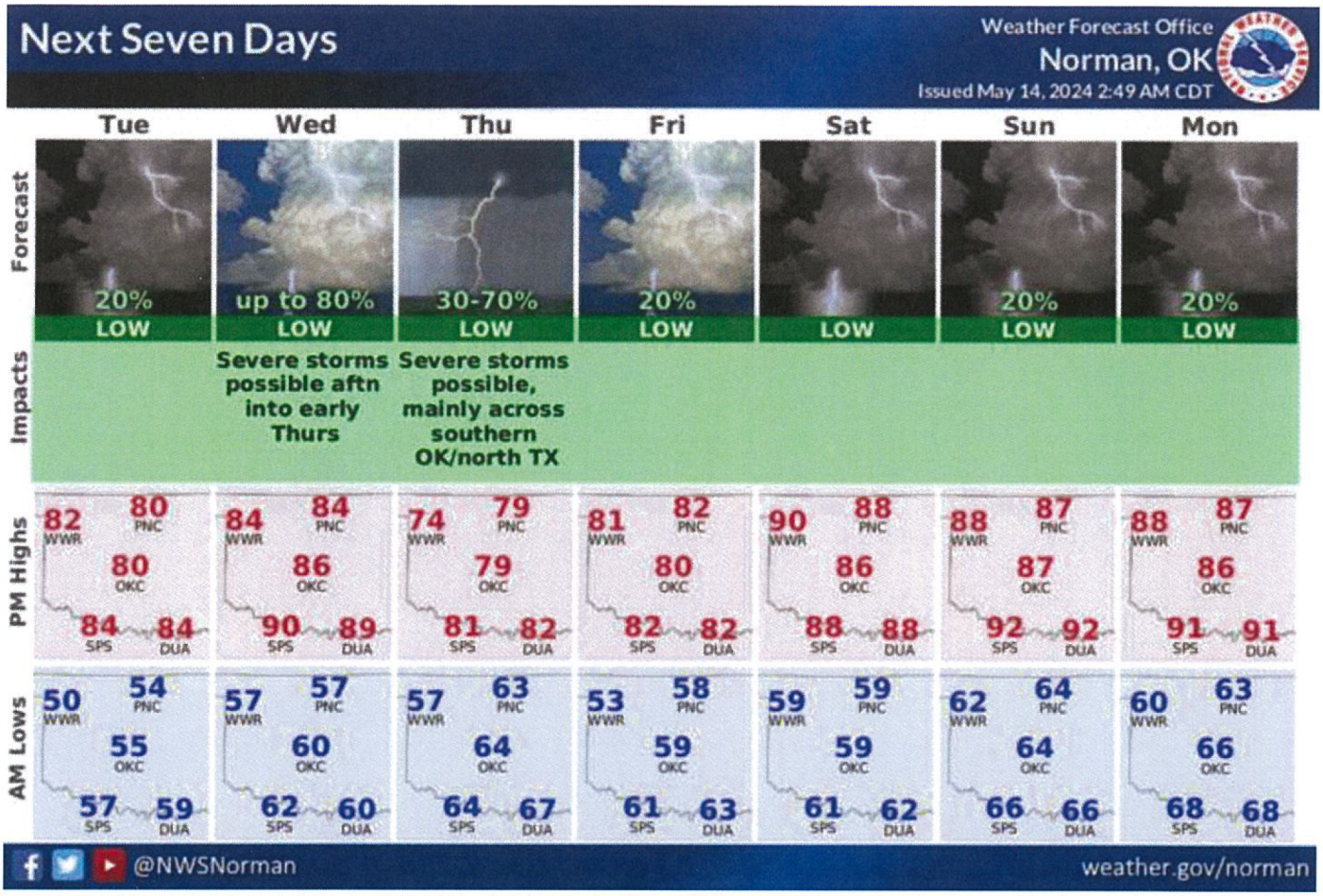




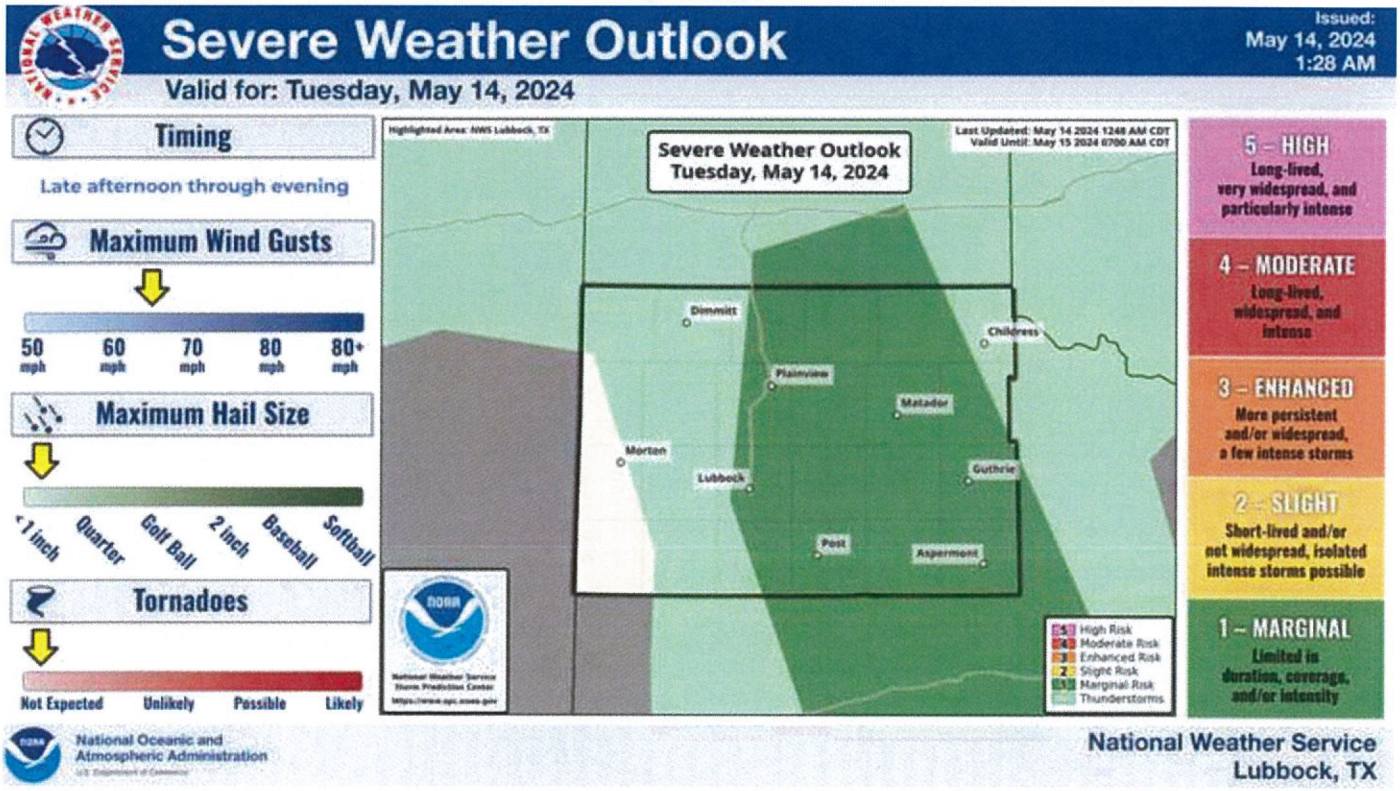

Sunny and Warm This Weekend
Weather Forecast Office
Fort Worth, TX
Issued May 14, 2024 6:35 AMCT
Dallas/Fort Worth
Friday Saturday Sunday
83° 88° 92°
65° 68°
Sherman/Denison
Friday Saturday Sunday
20%
81° 86° 90°
62° 67°
Waco/Temple/Killeen
Friday Saturday Sunday
20%
83° 88° 91°
64° 67°
Palestine
Friday Saturday Sunday
20%
81° 86° 89°
64° 65°
NWSFortWorth
weather.gov/fortworth

NORMAN


Thursday Severe
Late Afternoon & Evening
Weather Forecast Office
Norman, OK
Issued May 14, 2024 2:41 AM CDT
Severe Thunderstorms Possible
Main Hazards
• Large hail
• Damaging Winds
Severe Risk
High
Moderate
Enhanced
Slight
Marginal
Ponca City
Woodward
Enid
Stillwater
Clinton
Oklahoma City
Ada
Altus
Lawton
Ardmore
Durant
Wichita Falls
Seymour
NWSNorman
weather.gov/norman


Next Seven Days
Weather Forecast Office
Norman, OK
Issued May 14, 2024 2:49 AM CDT
Tue
Wed
Thu
Fri
Sat
Sun
Mon
Forecast
20%
up to 80%
30-70%
20%
20%
20%
LOW
Impacts
Severe storms possible aftn into early Thurs
Severe storms possible, mainly across southern OK/north TX
PM Highs
AM Lows
@NWSNorman
weather.gov/norman

LUBBOCK


Severe Weather Outlook
Valid for: Tuesday, May 14, 2024
Issued:
May 14, 2024
1:28 AM
Timing
Late afternoon through evening
Maximum Wind Gusts
50 mph
60 mph
70 mph
80 mph
80+ mph
Maximum Hail Size
< 1 inch
Quarter
Golf Ball
2 inch
Baseball
Softball
Tornadoes
Not Expected
Unlikely
Possible
Likely
Severe Weather Outlook
Tuesday, May 14, 2024
Dimmitt
Childress
Plainview
Matador
Morton
Lubbock
Guthrie
Post
Aspermont
5 – HIGH
Long-lived, very widespread, and particularly intense
4 – MODERATE
Long-lived, widespread, and intense
3 – ENHANCED
More persistent and/or widespread, a few intense storms
2 – SLIGHT
Short-lived and/or not widespread, isolated intense storms possible
1 – MARGINAL
Limited in duration, coverage, and/or intensity
National Oceanic and Atmospheric Administration
National Weather Service
Lubbock, TX

Today's Severe Weather Outlook

May 14, 2024
4:33 AM

Potential Hazards:

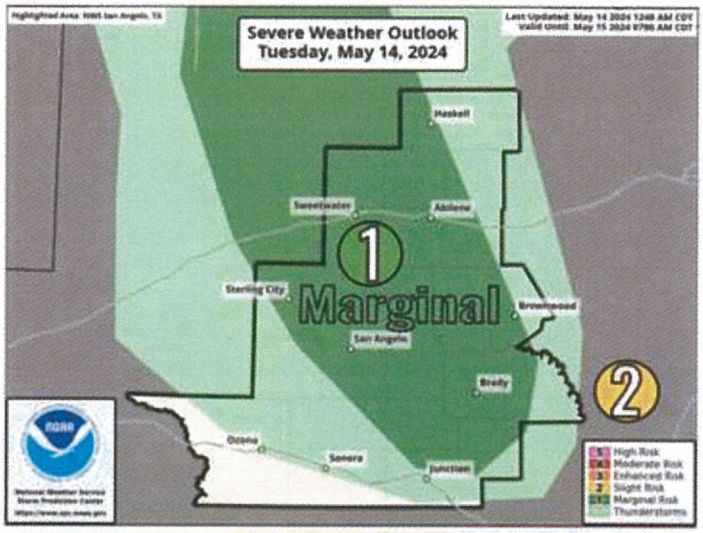
- Damaging Winds (60+ mph)
- Hail (Up to Quarter Size)

Timing:

Most likely to occur between 5-9 PM CDT.

What to Expect:

A few isolated storms could form along the dryline this afternoon, mainly west of a line from Haskell to Brady. Most areas will not see any storms, but any cells that develop could produce sudden wind gusts over 60 MPH and hail up to quarter size.



National Oceanic and Atmospheric Administration

National Weather Service
San Angelo, TX

Thursday Severe Weather Outlook

May 14, 2024
3:29 AM

Potential Hazards:

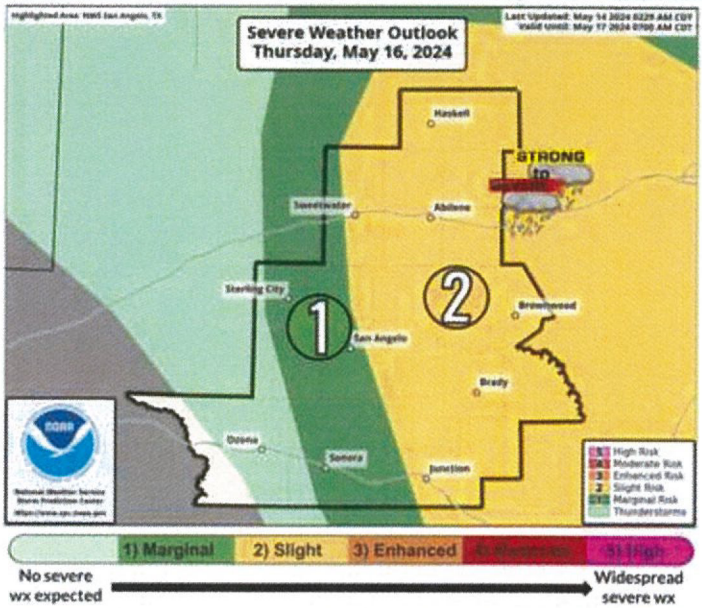
- Large Hail (2 in+.)
- Damaging Winds (60+ mph)
- Isolated Tornado Possible

Timing:

Thursday afternoon and evening.

What to Expect:

Scattered thunderstorms will develop during the late afternoon and evening on Thursday. A few storms may be severe east of a Sweetwater to San Angelo to Junction line. The main hazards will be very large hail and damaging winds. Strong storms to an isolated severe storms are possible elsewhere.



National Oceanic and Atmospheric Administration

National Weather Service
San Angelo, TX

Extended Forecast

May 14, 2024
3:56 AM

Wednesday	20%	Morning Lows: Mid 60s Afternoon Highs: Upper 80s to Mid 90s	Partly Cloudy South to southeast winds 10 to 20 mph.	Minimal Impacts
Thursday	60%	Morning Lows: Mid 60s Afternoon Highs: In the 80s	Increasing clouds thunderstorms mainly in the afternoon and evening. A few storms may be severe South to Southeast winds 10 to 15 mph.	STRONG SEVERE Elevated Impacts
Friday		Morning Lows: Low to mid 60s Afternoon Highs: In the 80s	Partly Cloudy North winds 10 to 15 mph.	Minimal Impacts
Saturday		Morning Lows: Low 60s Afternoon Highs: Upper 80s to Mid 90s	Partly Cloudy	Minimal Impacts
Sunday	HOT!	Morning Lows: Mid to Upper 60s Afternoon Highs: 90s to around 100	Mostly Sunny and Hot	Elevated Impacts

National Oceanic and Atmospheric Administration

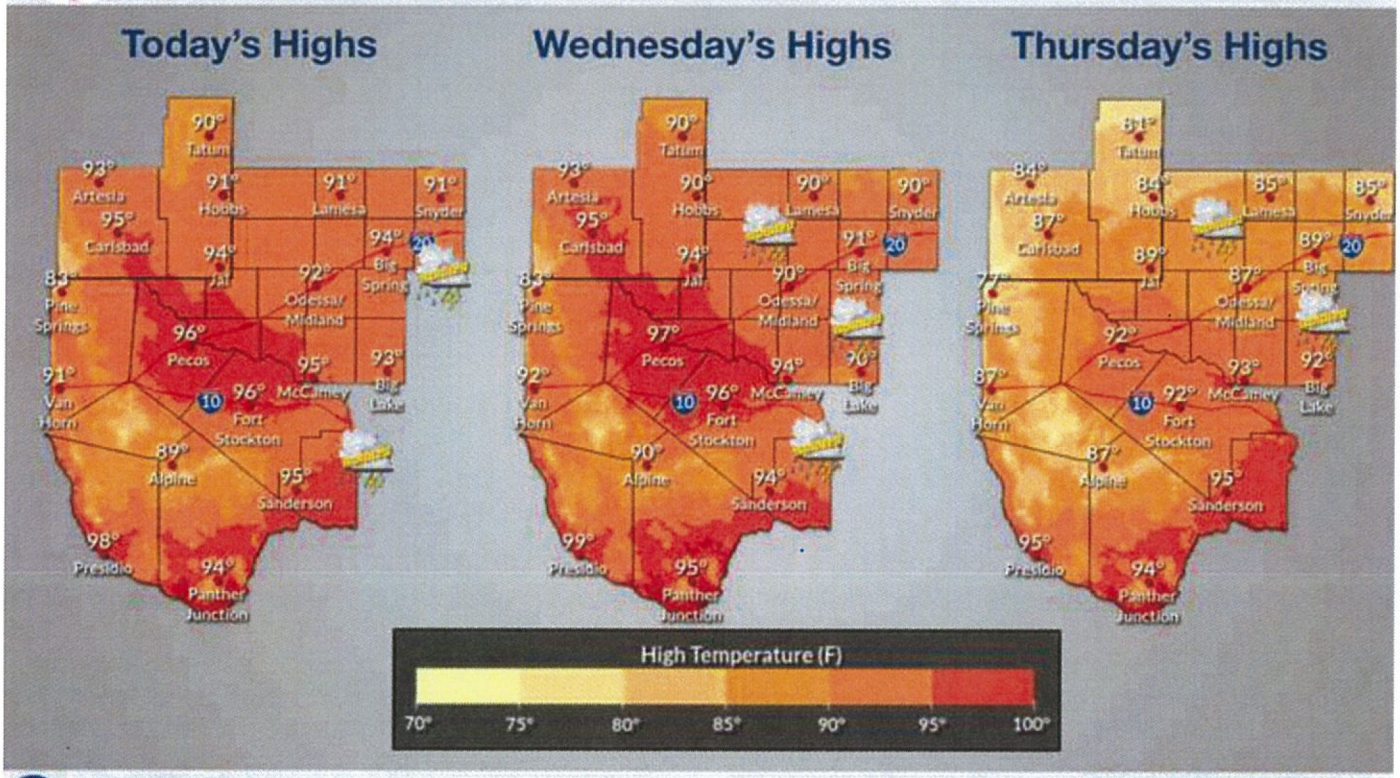
National Weather Service
San Angelo, TX

MIDLAND/ODESSA

Staying Warm This Week

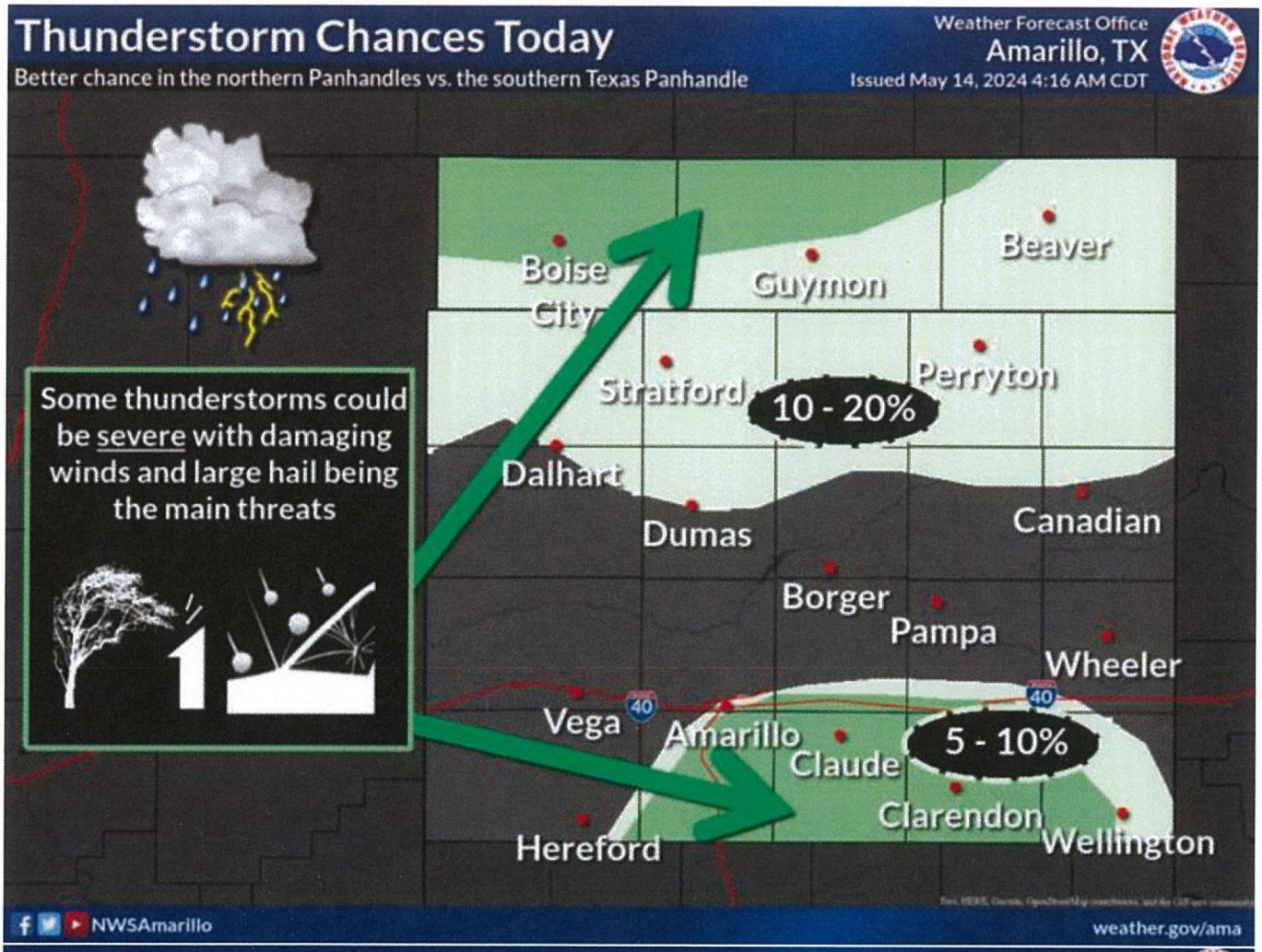
May 14, 2024
6:16 AM

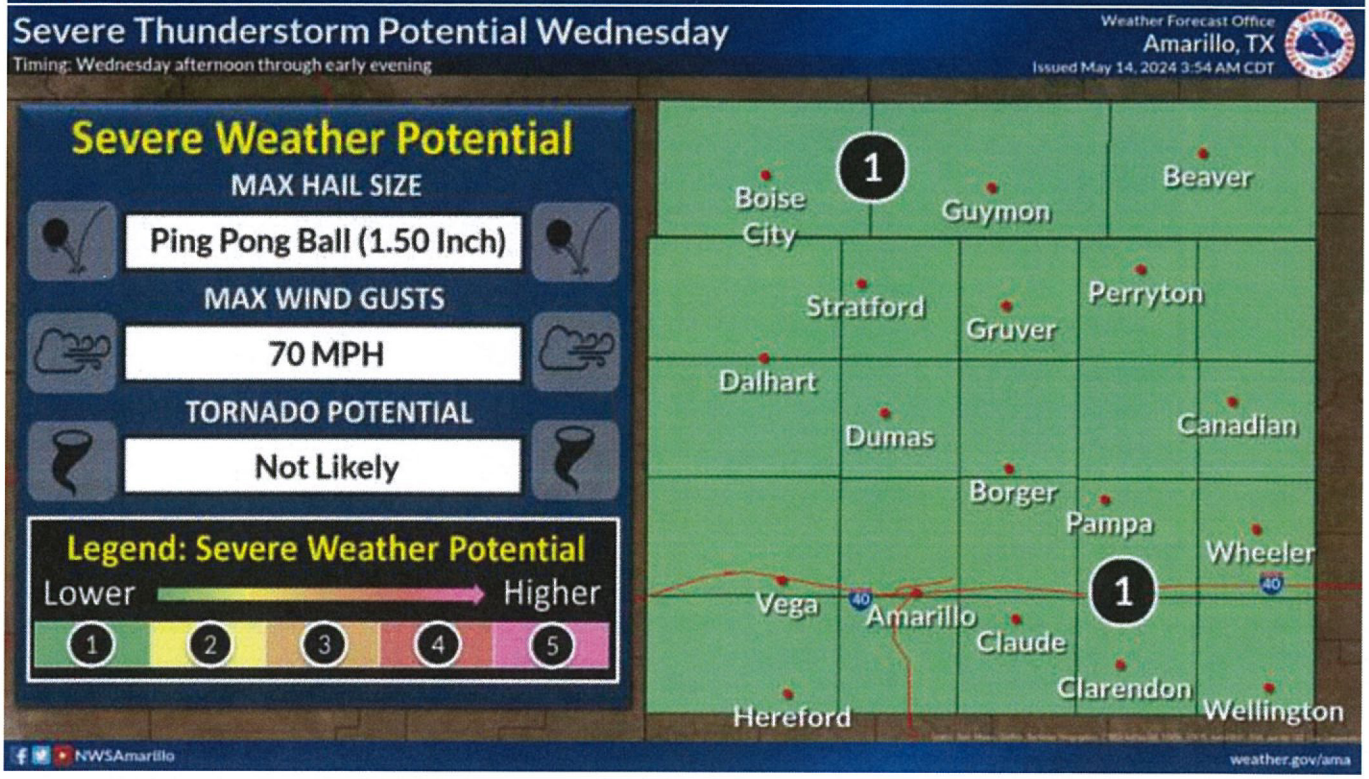
Storms possible to the east over the next few days.

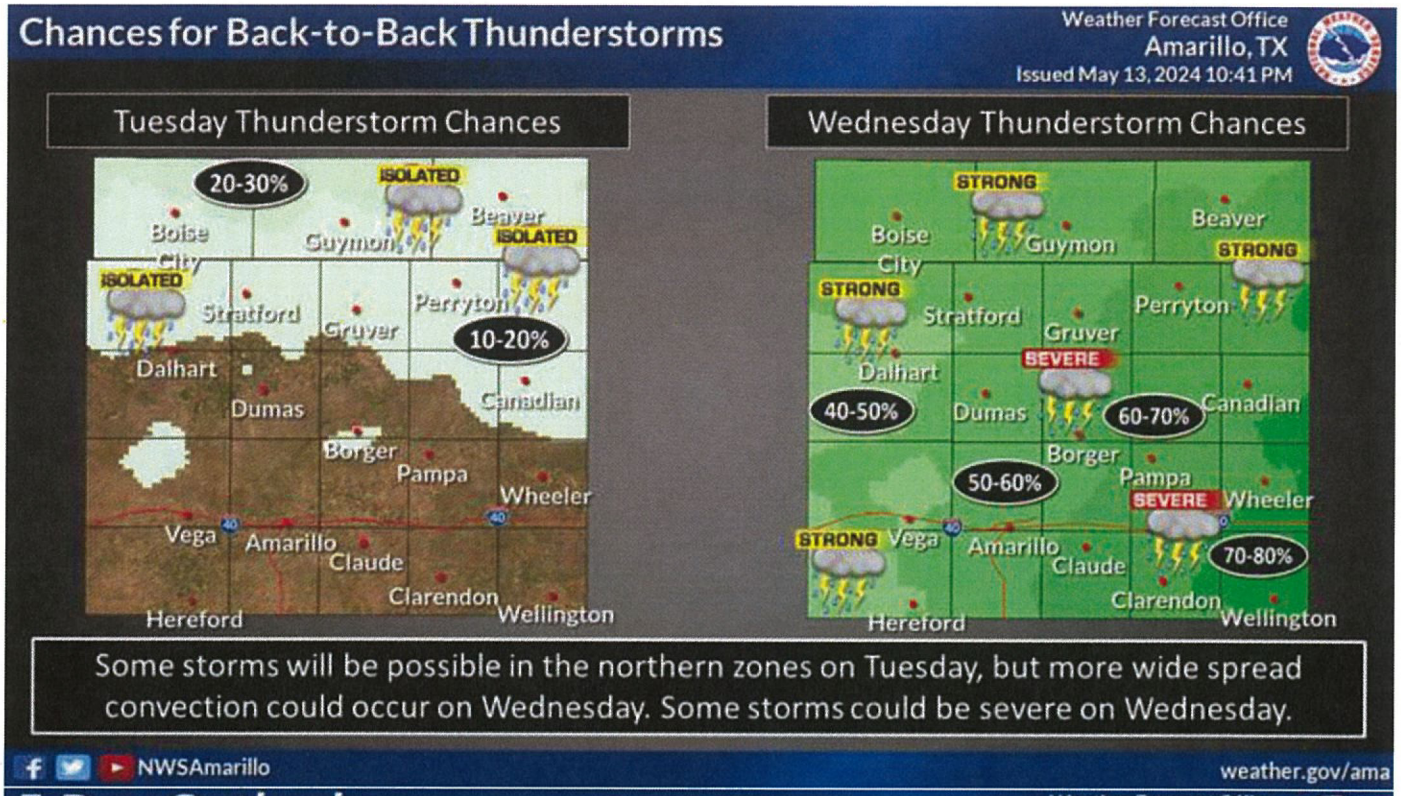


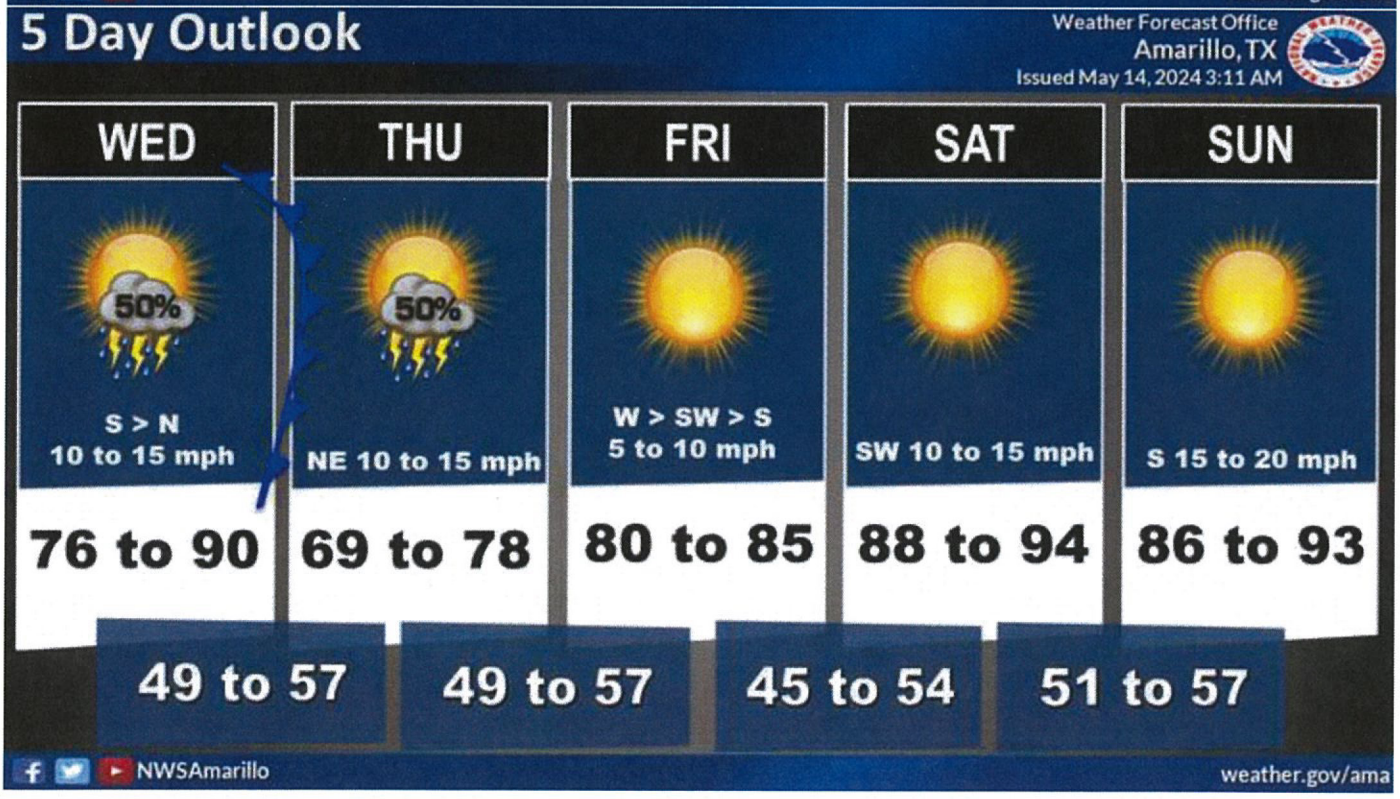
National Oceanic and Atmospheric Administration

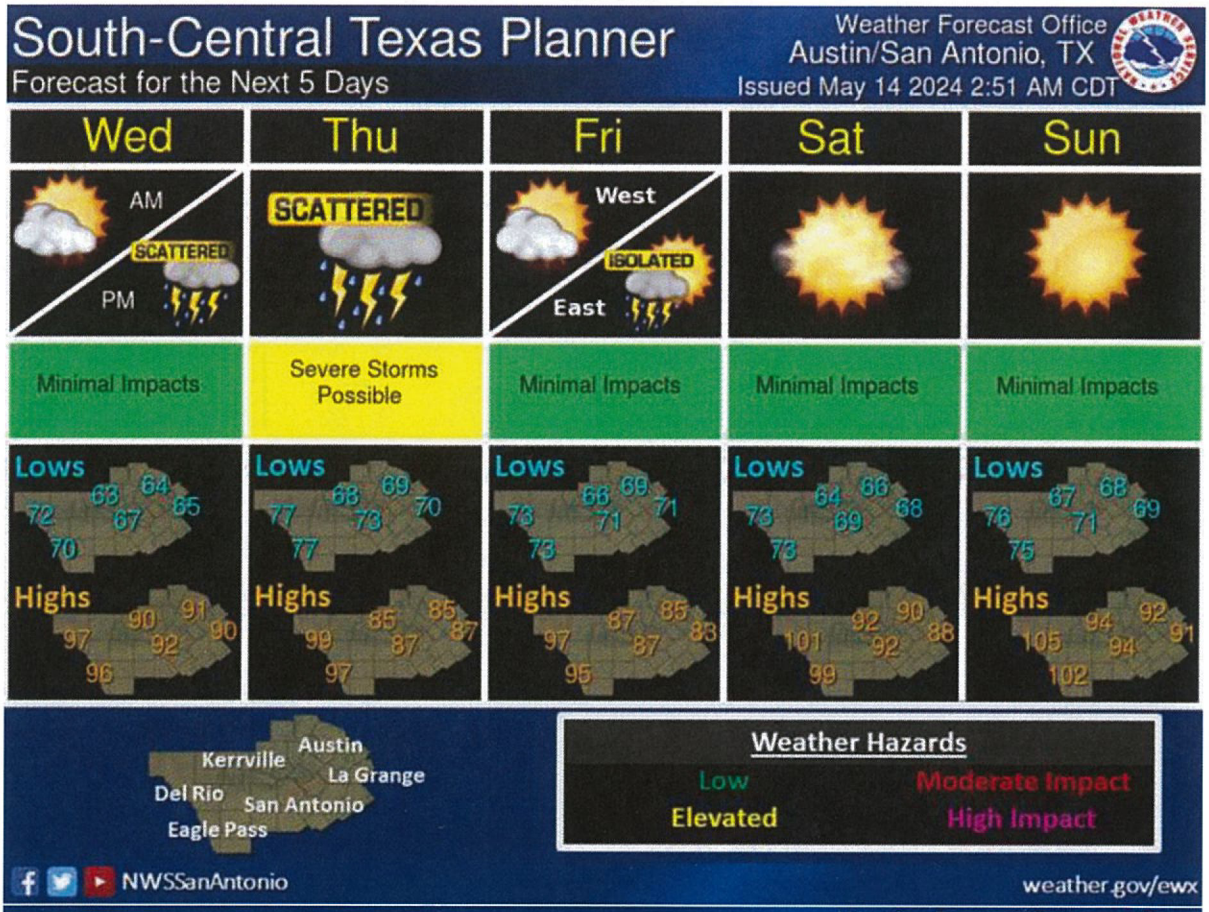
National Weather Service
Midland/Odessa, TX

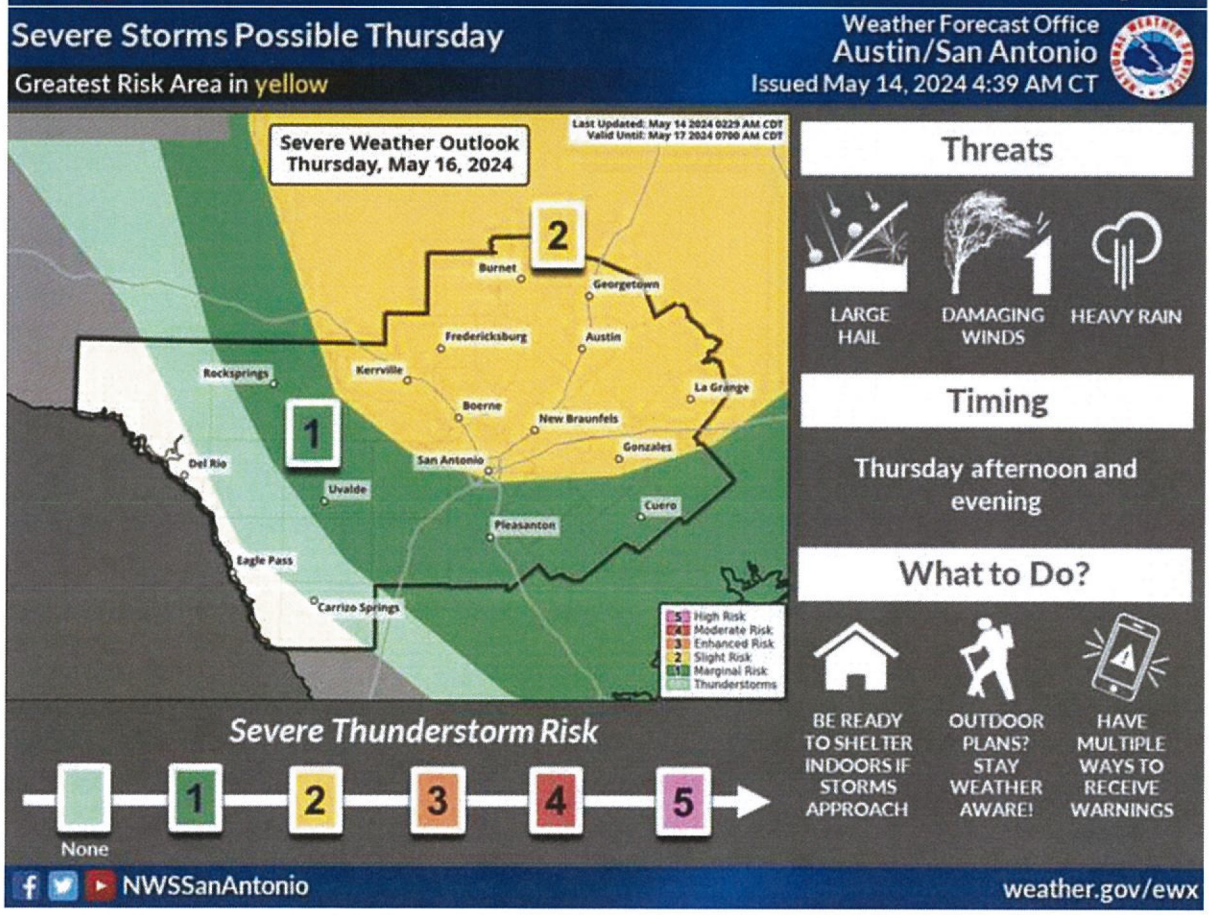

Thunderstorm Chances Today
Better chance in the northern Panhandles vs. the southern Texas Panhandle
Weather Forecast Office
Amarillo, TX
Issued May 14, 2024 4:16 AM CDT
Some thunderstorms could be severe with damaging winds and large hail being the main threats
1
Boise City
Guymon
Beaver
Stratford
10 - 20%
Perryton
Dalhart
Dumas
Canadian
Borger
Pampa
Wheeler
Vega
Amarillo
Claude
5 - 10%
Clarendon
Wellington
Hereford
NWSAmarillo
weather.gov/ama


Severe Thunderstorm Potential Wednesday
Timing: Wednesday afternoon through early evening
Weather Forecast Office
Amarillo, TX
Issued May 14, 2024 3:54 AM CDT
Severe Weather Potential
MAX HAIL SIZE
Ping Pong Ball (1.50 Inch)
MAX WIND GUSTS
70 MPH
TORNADO POTENTIAL
Not Likely
Legend: Severe Weather Potential
Lower
Higher
1
2
3
4
5
Boise City
Guymon
Beaver
Stratford
Gruver
Perryton
Dalhart
Dumas
Canadian
Borger
Pampa
Wheeler
Vega
Amarillo
Claude
Clarendon
Wellington
Hereford
NWSAmarillo
weather.gov/ama

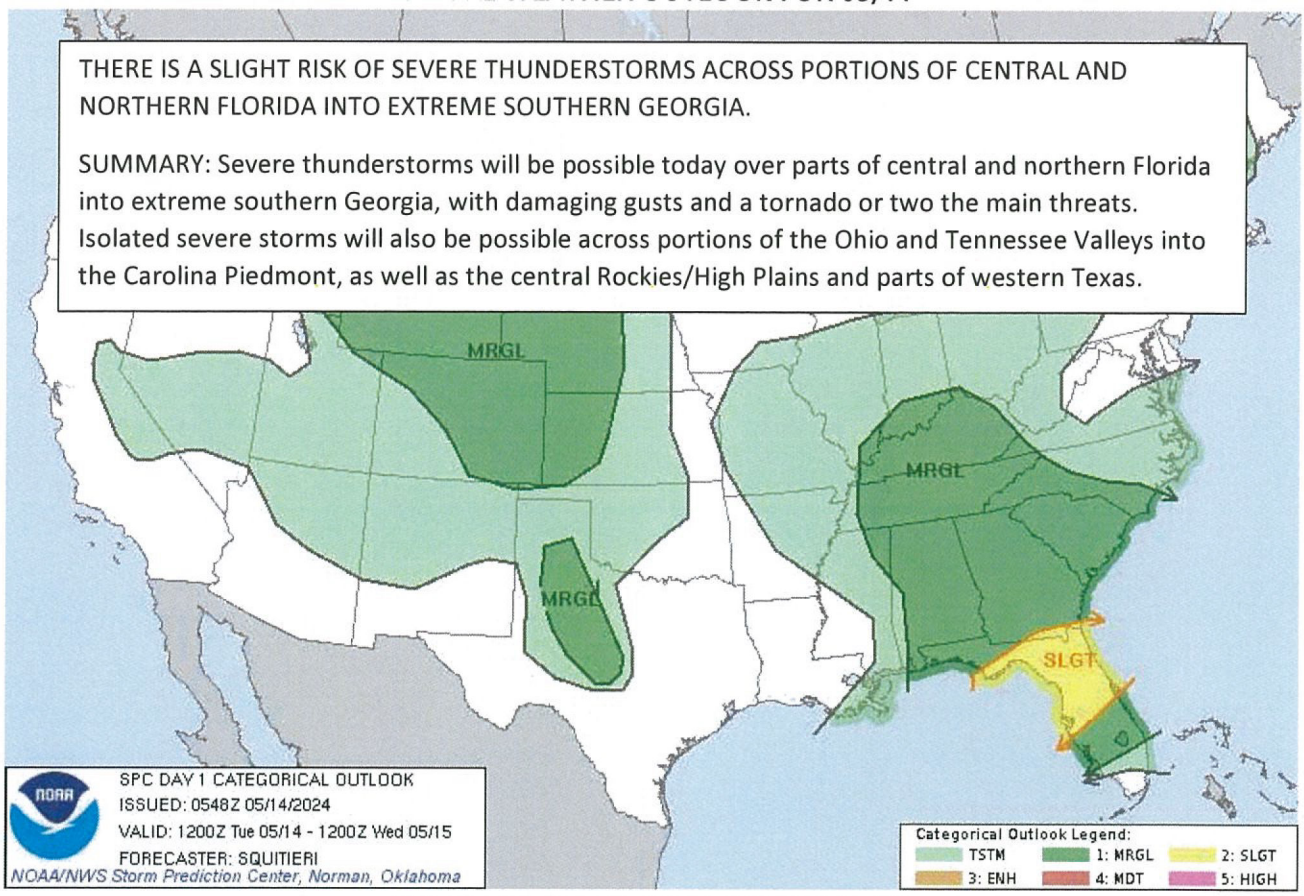

Chances for Back-to-Back Thunderstorms
Weather Forecast Office
Amarillo, TX
Issued May 13, 2024 10:41 PM
Tuesday Thunderstorm Chances
Wednesday Thunderstorm Chances
20-30%
ISOLATED
10-20%
STRONG
SEVERE
40-50%
50-60%
60-70%
70-80%
Boise City
Guymon
Beaver
Stratford
Gruver
Perryton
Dalhart
Dumas
Canadian
Borger
Pampa
Wheeler
Vega
Amarillo
Claude
Clarendon
Wellington
Hereford
Some storms will be possible in the northern zones on Tuesday, but more wide spread convection could occur on Wednesday. Some storms could be severe on Wednesday.
NWSAmarillo
weather.gov/ama


5 Day Outlook
Weather Forecast Office
Amarillo, TX
Issued May 14, 2024 3:11 AM
WED
THU
FRI
SAT
SUN
50%
50%
S > N
10 to 15 mph
NE 10 to 15 mph
W > SW > S
5 to 10 mph
SW 10 to 15 mph
S 15 to 20 mph
76 to 90
69 to 78
80 to 85
88 to 94
86 to 93
49 to 57
49 to 57
45 to 54
51 to 57
NWSAmarillo
weather.gov/ama

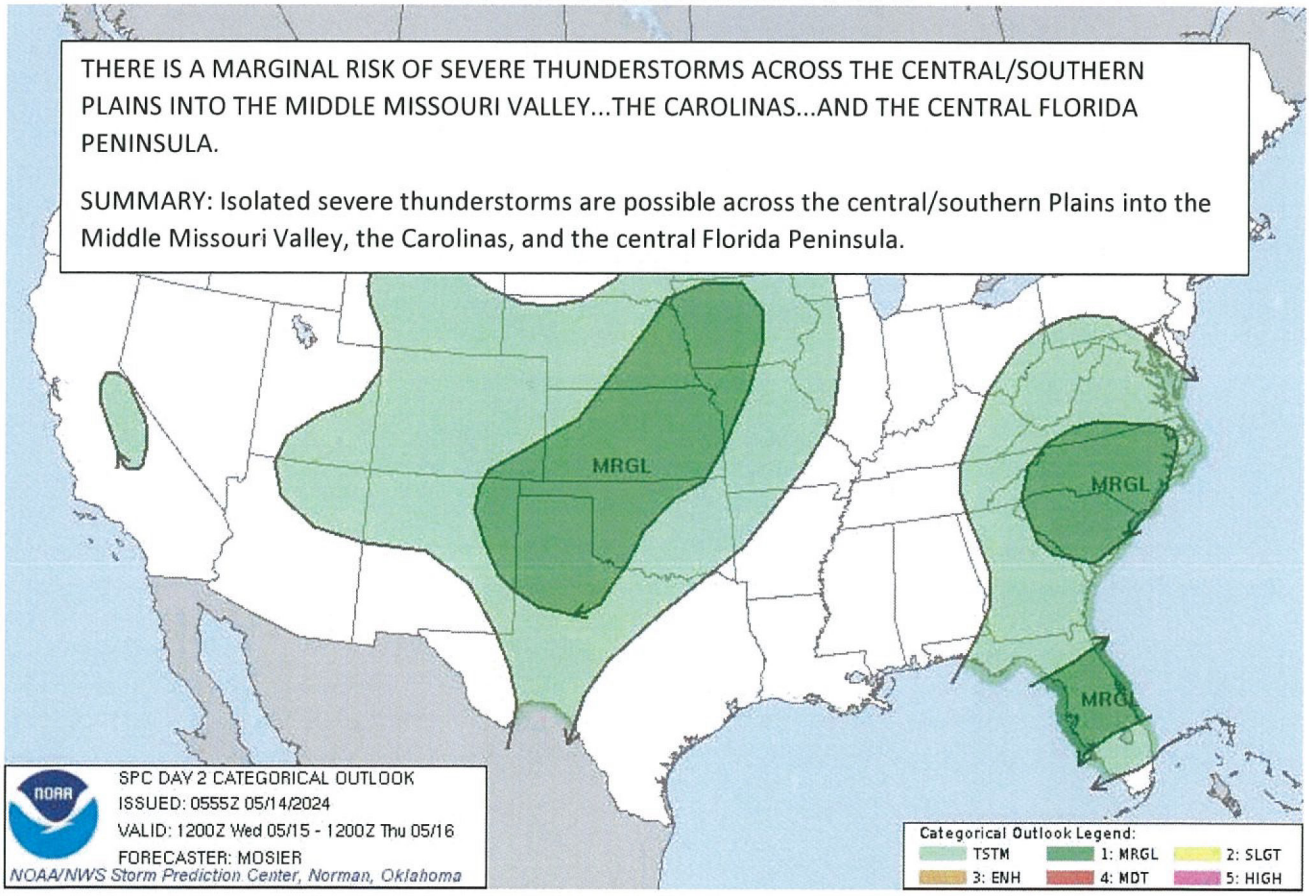

South-Central Texas Planner
Forecast for the Next 5 Days
Weather Forecast Office
Austin/San Antonio, TX
Issued May 14 2024 2:51 AM CDT
Wed
Thu
Fri
Sat
Sun
AM
SCATTERED
PM
SCATTERED
West
ISOLATED
East
Minimal Impacts
Severe Storms Possible
Minimal Impacts
Minimal Impacts
Minimal Impacts
Lows
Highs
Austin
Kerrville
La Grange
Del Rio
San Antonio
Eagle Pass
Weather Hazards
Low
Moderate Impact
Elevated
High Impact
NWSSanAntonio
weather.gov/ewx


Severe Storms Possible Thursday
Greatest Risk Area in yellow
Weather Forecast Office
Austin/San Antonio
Issued May 14, 2024 4:39 AM CT
Severe Weather Outlook
Thursday, May 16, 2024
Last Updated: May 14 2024 0229 AM CDT
Valid Until: May 17 2024 0700 AM CDT
Burnet
Georgetown
Fredericksburg
Austin
Rocksprings
Kerrville
La Grange
Boerne
New Braunfels
Del Rio
San Antonio
Gonzales
Uvalde
Cuero
Pleasanton
Eagle Pass
Carrizo Springs
5 High Risk
4 Moderate Risk
3 Enhanced Risk
2 Slight Risk
1 Marginal Risk
Thunderstorms
Severe Thunderstorm Risk
None
Threats
LARGE HAIL
DAMAGING WINDS
HEAVY RAIN
Timing
Thursday afternoon and evening
What to Do?
BE READY TO SHELTER INDOORS IF STORMS APPROACH
OUTDOOR PLANS? STAY WEATHER AWARE!
HAVE MULTIPLE WAYS TO RECEIVE WARNINGS
NWSSanAntonio
weather.gov/ewx

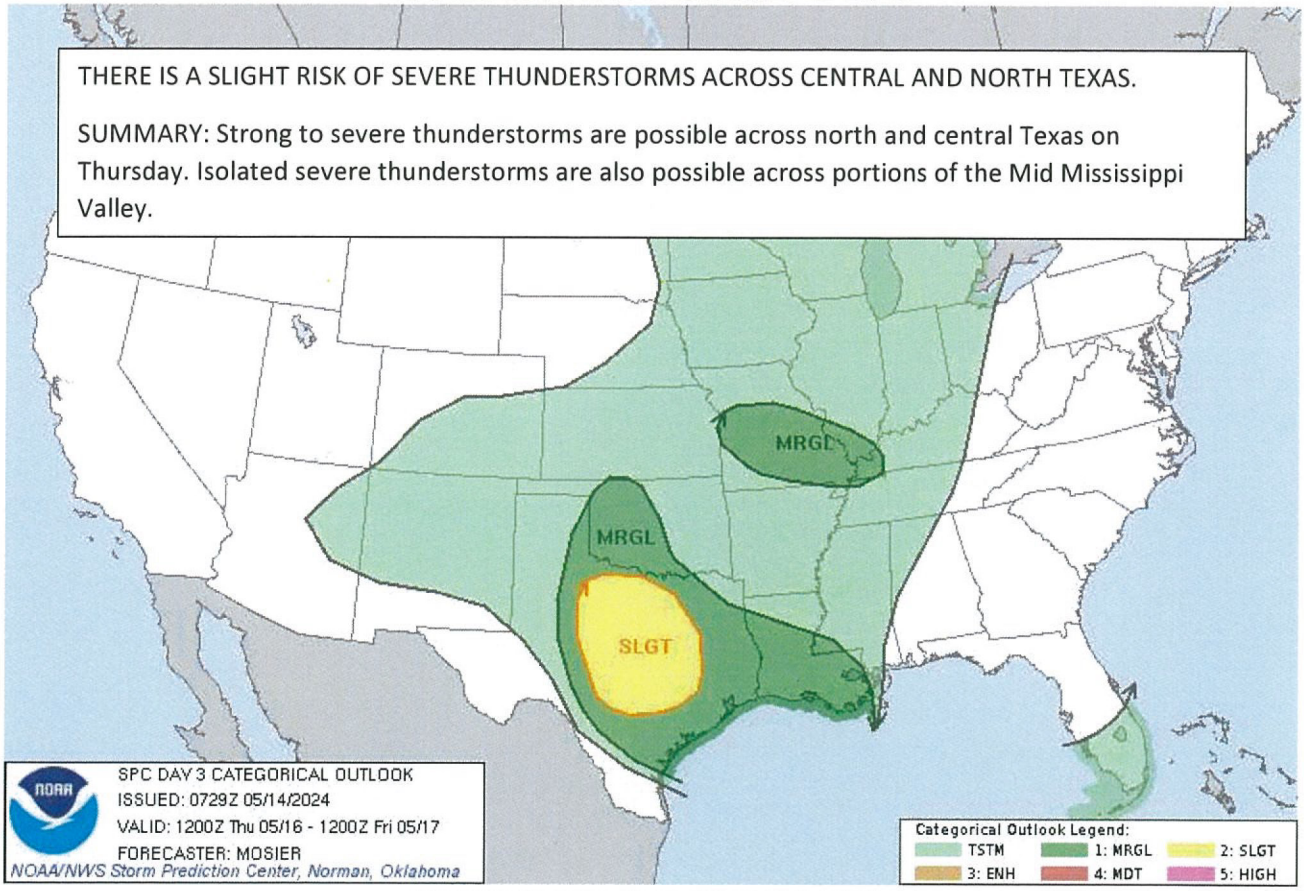
SEVERE WEATHER OUTLOOK FOR 05/14



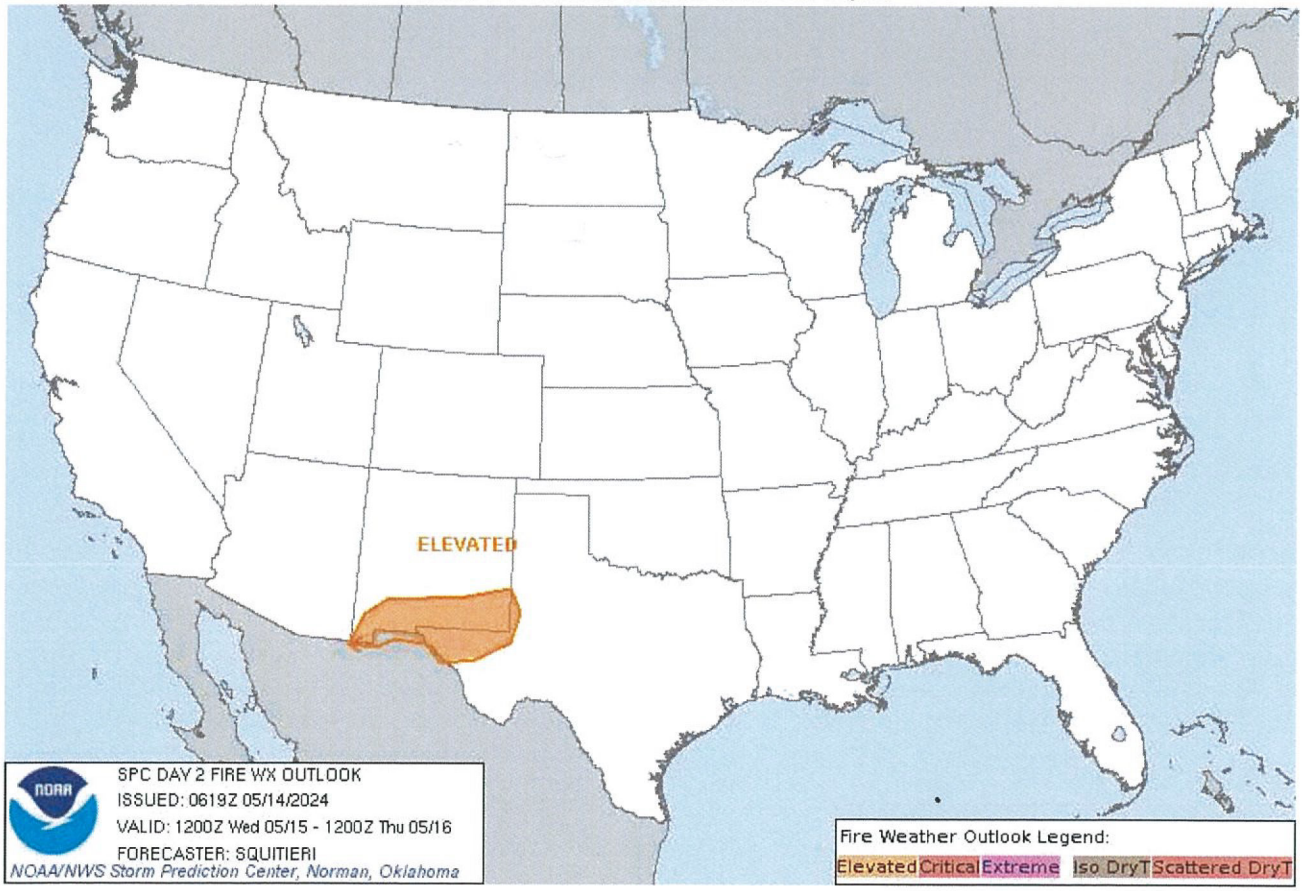
SEVERE WEATHER OUTLOOK FOR 05/15



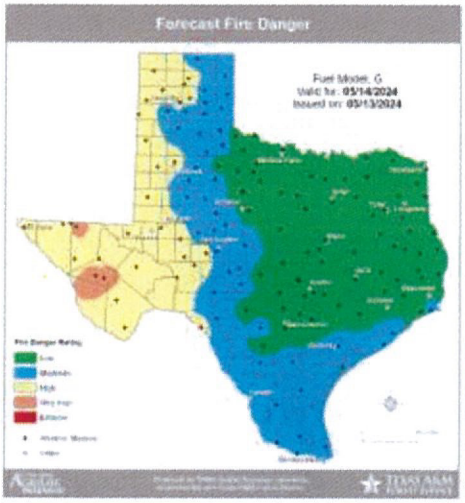
SEVERE WEATHER OUTLOOK FOR 05/16

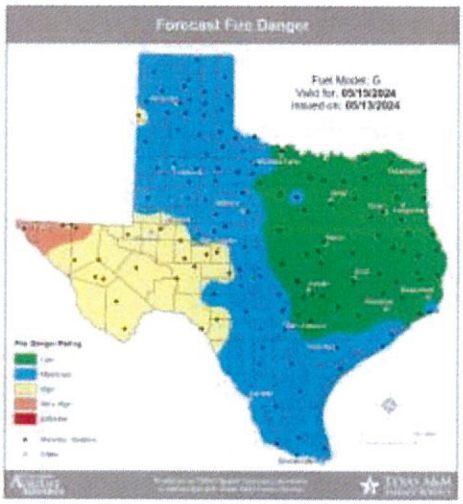


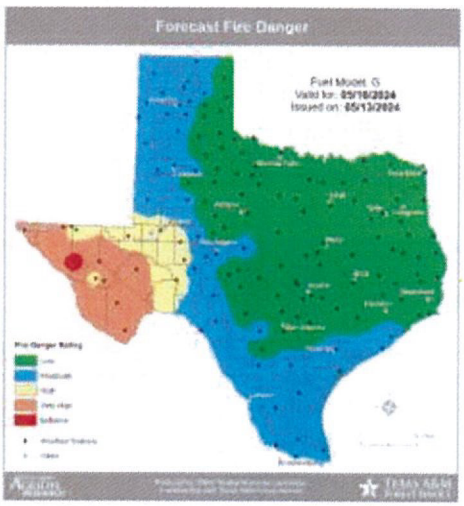
FIRE WEATHER OUTLOOK FOR 05/15



FORECAST FIRE DANGER







Weather Forecast Office
Fort Worth, TX

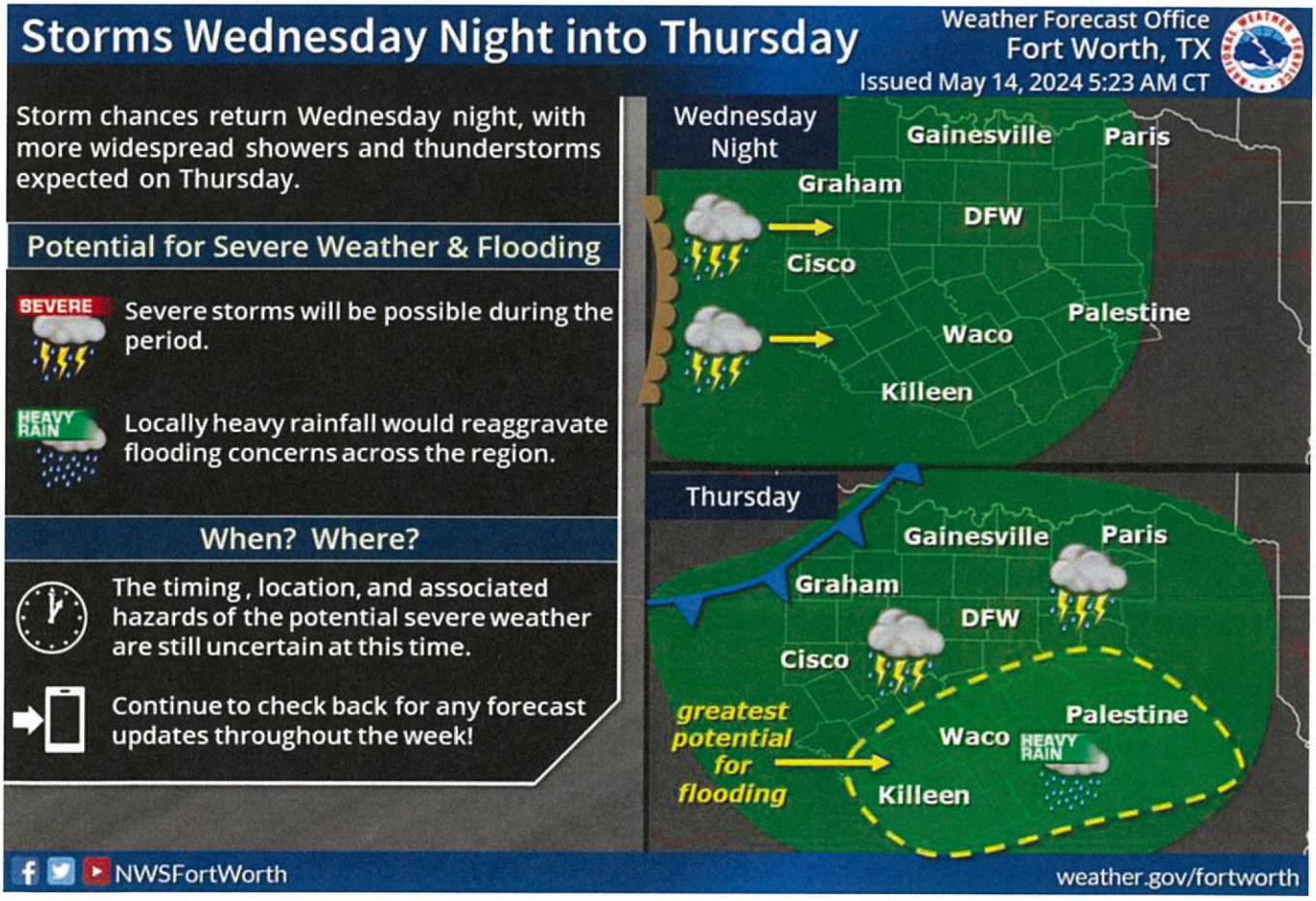
Bottom Line

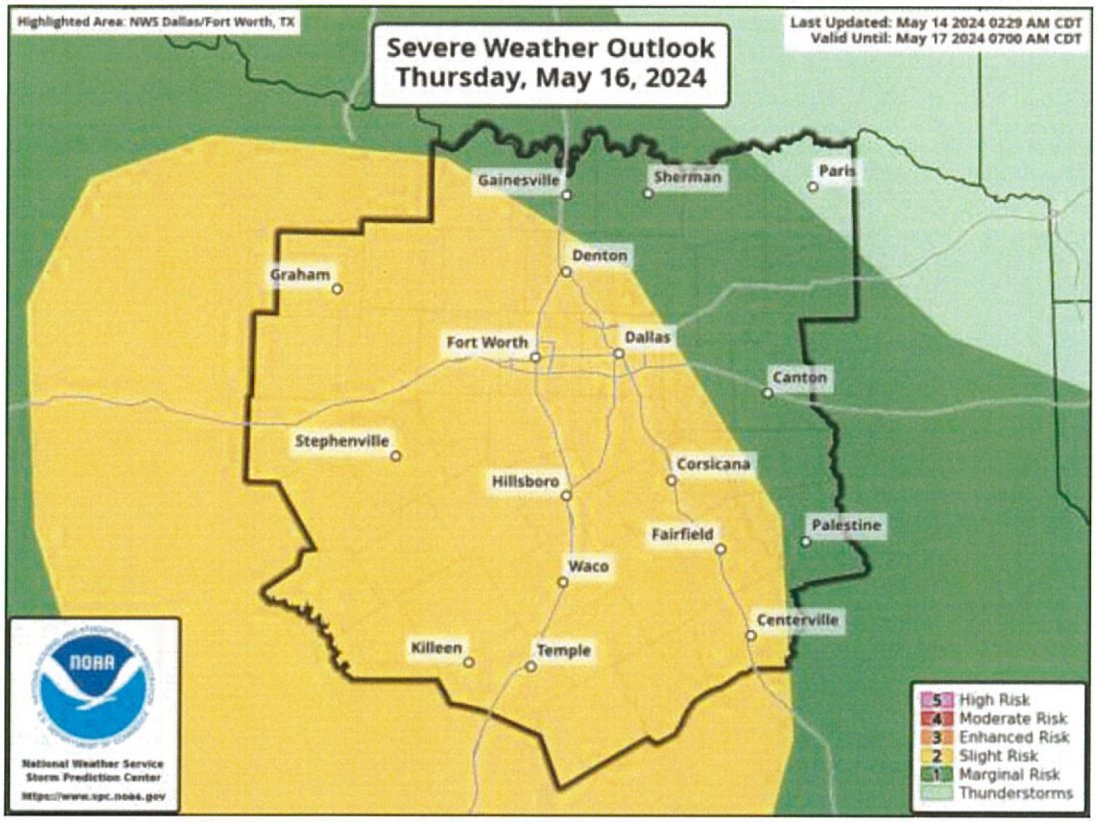
Chances for severe thunderstorms and flash flooding return to all of North and Central Texas on Thursday.

Overview

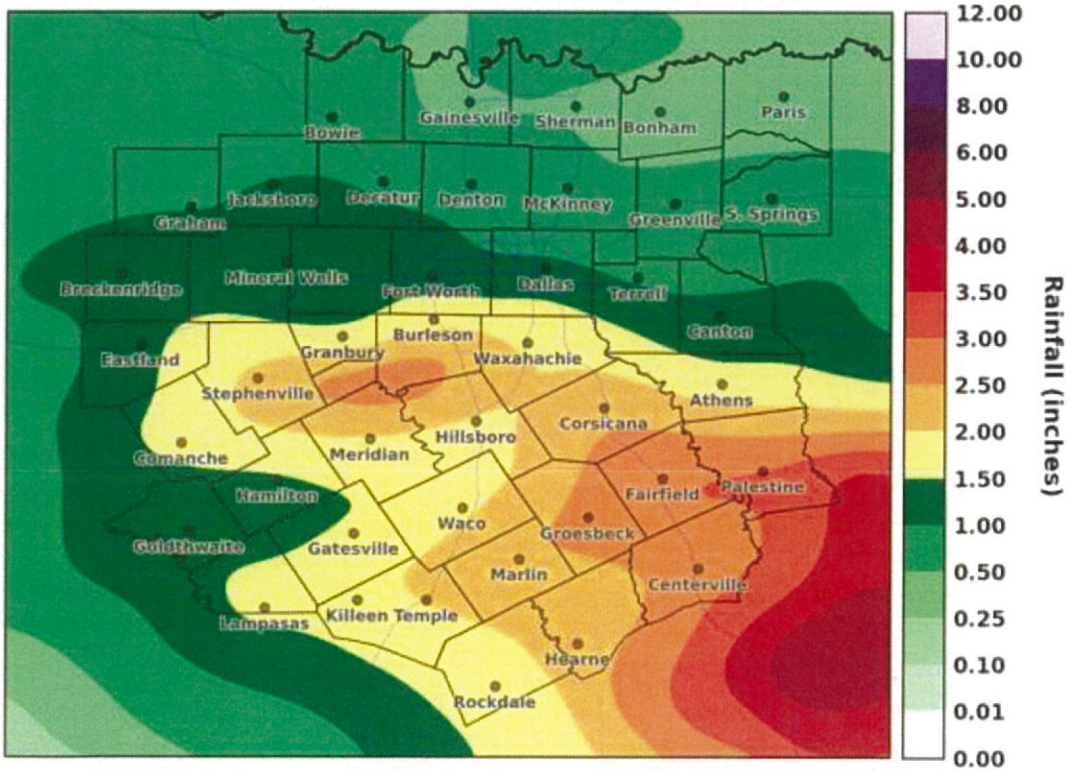
- Widespread showers and thunderstorms are expected across most of the area on Thursday and Thursday night.
- While scattered strong storms are possible as early as Thursday morning, the main severe weather risk will be Thursday afternoon and evening.
    - Flooding will likely be the primary hazard with a secondary large hail threat. However, there are also lower chances for damaging winds and perhaps a tornado.
- The highest severe thunderstorm threat is for areas roughly along and west of the Interstate 35 corridor, and the greatest risk for flooding is along and south of the I-20 corridor.
- Widespread rainfall amounts of 1-3 inches will be expected with localized higher totals likely from Thursday into Friday. Plan for instances of flash flooding, as well as additional rises on rivers, creeks, and streams.
- While the heaviest rainfall will be ending Thursday night, occasional light/moderate rain is expected to continue into the day Friday across portions of the area.
- Drier weather is expected heading into the weekend.

Areas of Concern and Impacts

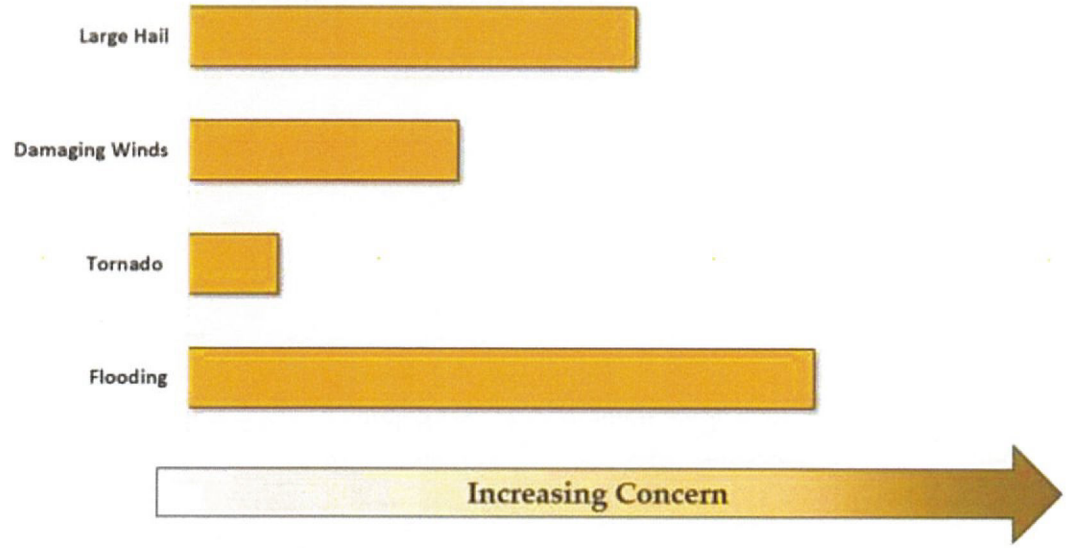




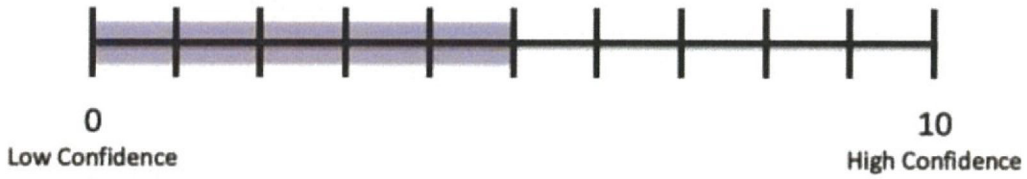
Total rainfall approximations through Friday morning. Don't focus on the exact amounts, as rainfall totals usually fall in a range, but note the highest totals are expected south of I-20.



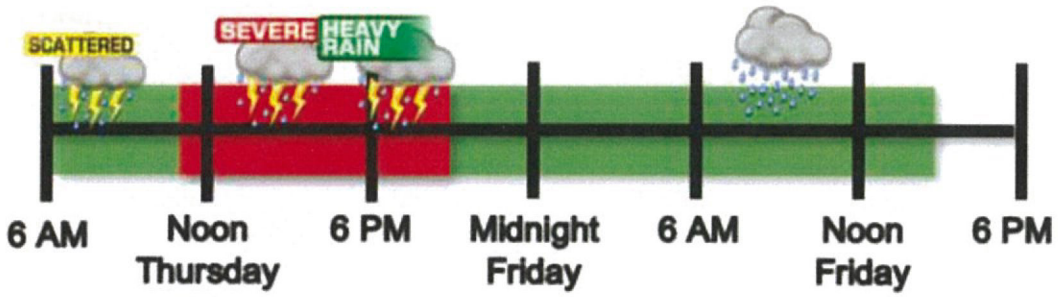
Threats/Hazardous Weather Types



Forecaster Confidence



General Timing



What We Are Certain Of

- Most of the area will see thunderstorms from Thursday into Thursday night.
- Flooding and large hail will be the primary threats.

What We Are Less Certain Of

- Thunderstorm mode remains uncertain. If storms are able to remain isolated near a slow-moving frontal boundary, the tornado threat could increase.
- The potential for additional heavy rainfall on Friday is uncertain. At this time, rain on Friday is expected to be fairly light, but there is a chance that a small portion of Central Texas could see additional heavier rainfall.

When will the next email be sent?

Wednesday by 10 AM.

National Weather Service
Austin/San Antonio, TX

Situation Report
Tuesday, May 14, 2024 3:51 AM

Severe Storms and Heavy Rain Possible on Thursday

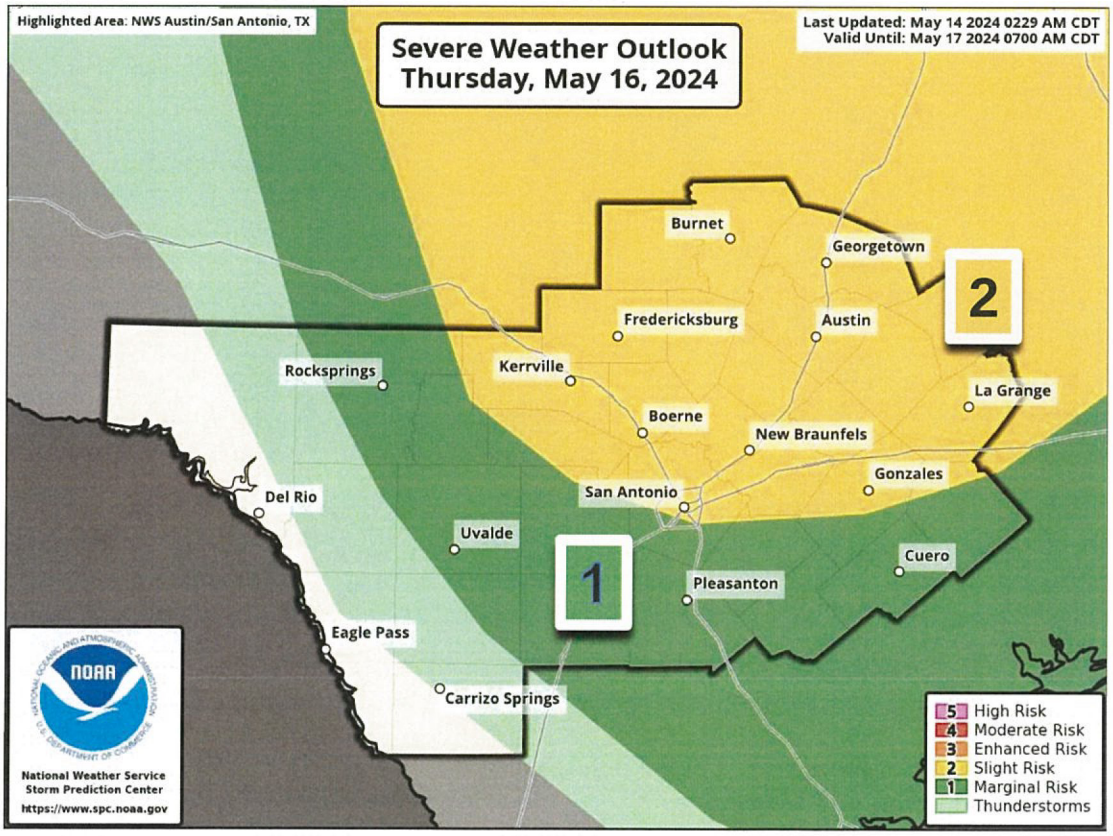
Important Forecast Changes

NEW

- First briefing for this event

Key Messages

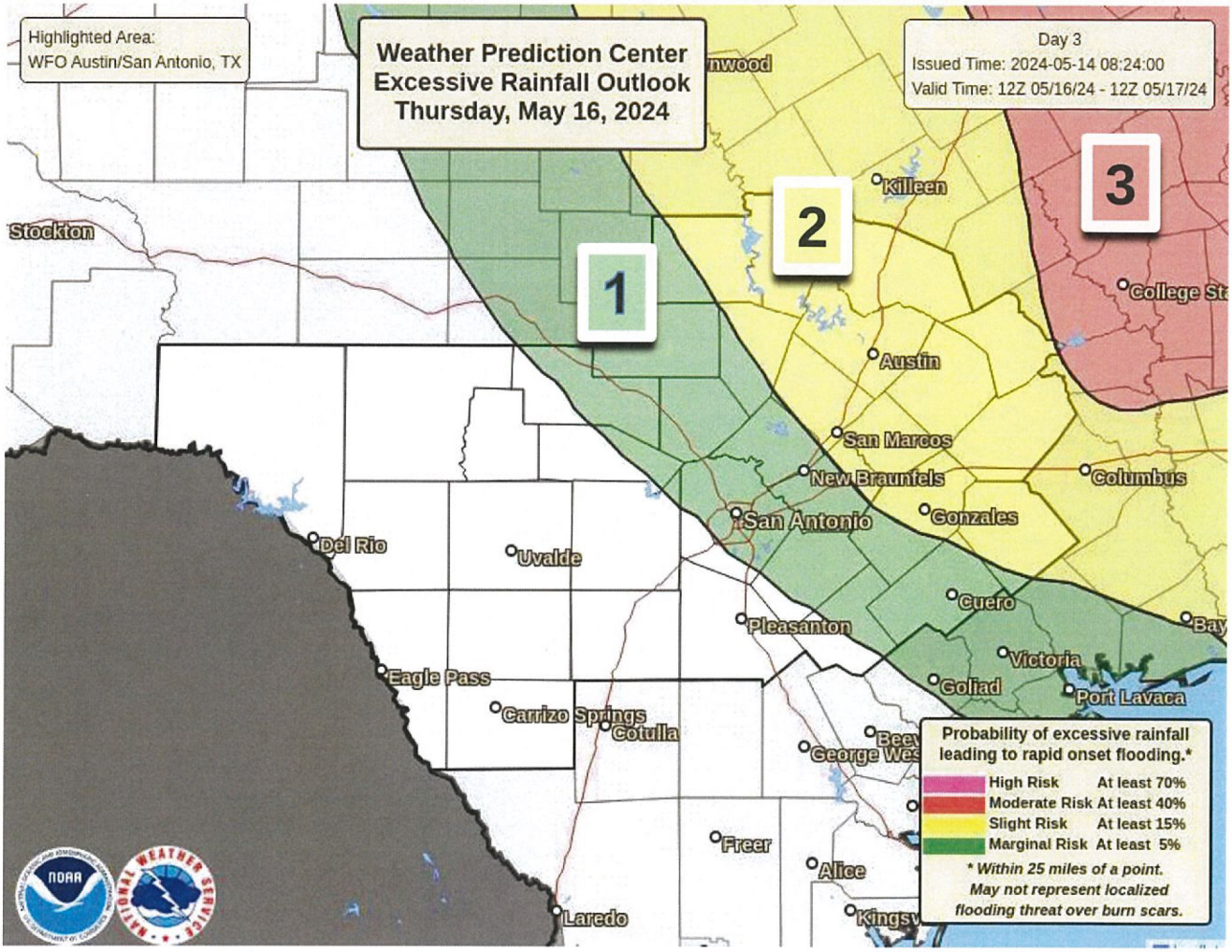
- ✓ Another storm system will bring shower and thunderstorm chances to the area Wednesday night through Friday
- ✓ Severe storms will be possible Thursday, mainly over portions of the Hill Country, I-35 corridor and Coastal Plains
  - Large to very large hail will be the main hazard
- ✓ There is also the potential for heavy rain which may lead to isolated flooding
  - Greatest potential in the northeastern portion of the area
- ✓ Details will be refined in upcoming situation reports



Severe Thunderstorm Risk

Regional Descriptor Graphic Link

Excessive Rain Potential



Excessive Rainfall Risk

National Weather Service
Austin/San Antonio, TX

Situation Report
Wednesday, May 15, 2024 3:34 AM

Severe Storms and Heavy Rain Possible on Thursday

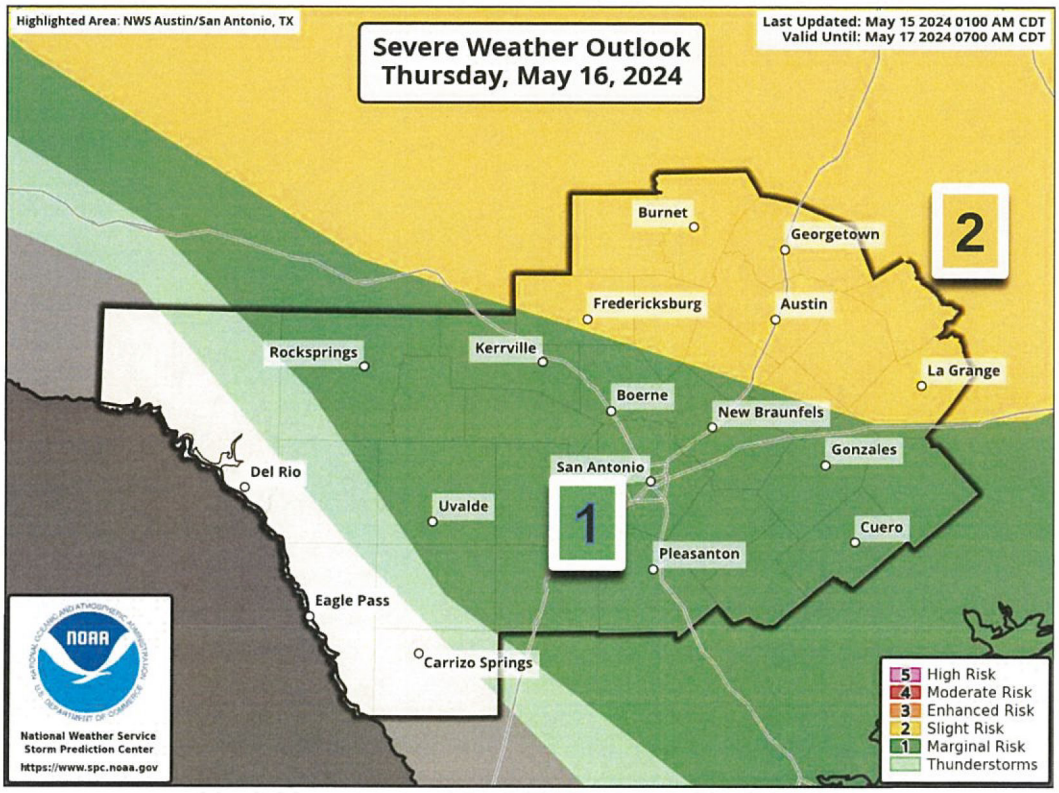
Important Forecast Changes

NEW

- The Level 2 severe risk has been moved to the north out of the San Antonio area.

Key Messages

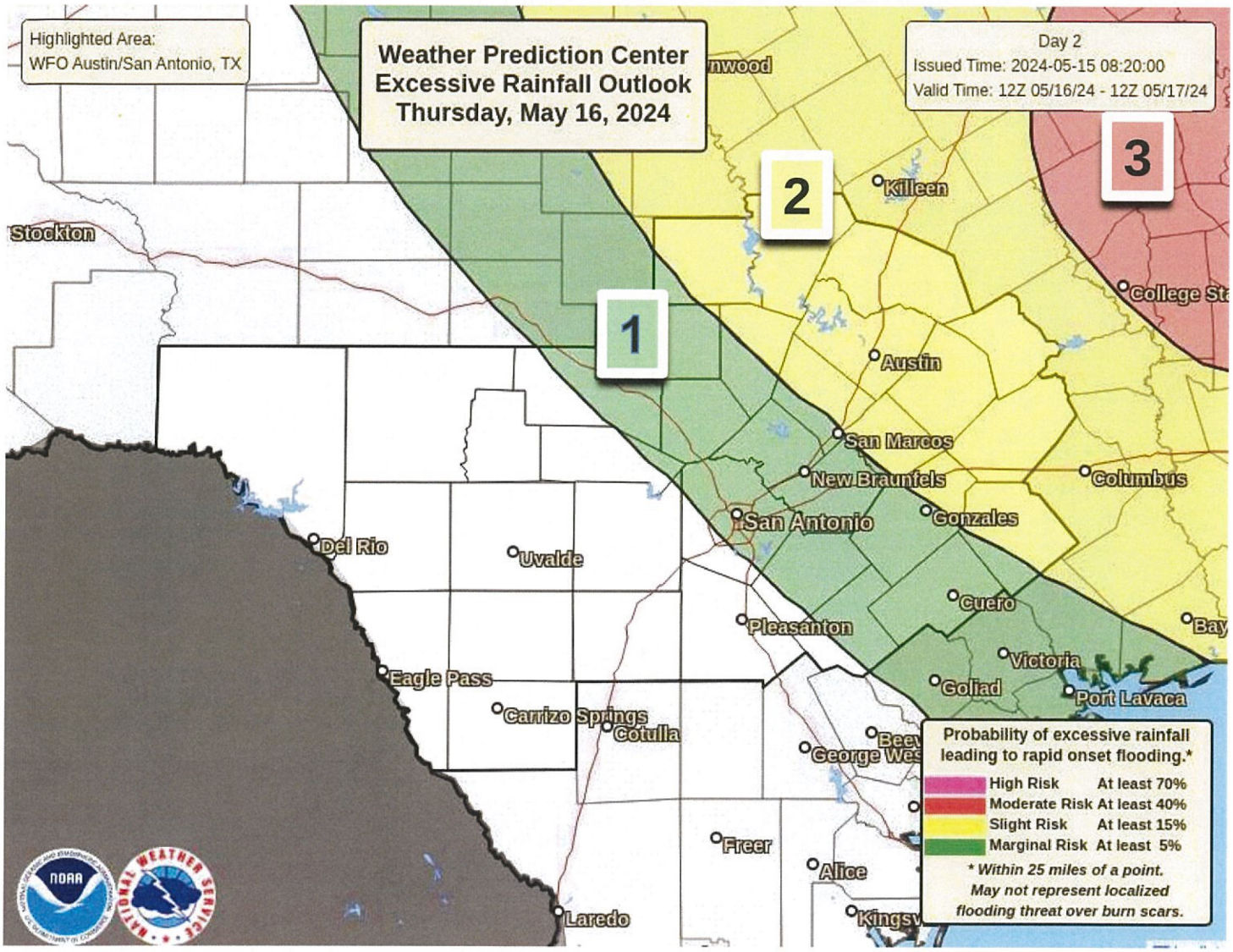
- ✓ Another storm system will bring shower and thunderstorm chances to the area Wednesday night through Friday
- ✓ Severe storms will be possible Thursday, mainly over portions of the Hill Country, I-35 corridor and Coastal Plains
  - Large to very large hail will be the main hazard with damaging wind gusts and a tornado also possible
- ✓ There is also the potential for heavy rain which may lead to isolated flooding
  - Greatest potential in the northeastern portion of the area
- ✓ The forecast continues to evolve and will come into better focus as we get closer to the event



Severe Thunderstorm Risk

Regional Descriptor Graphic Link

Excessive Rain Potential Thursday



Excessive Rainfall Risk

Weather Forecast Office
Fort Worth, TX

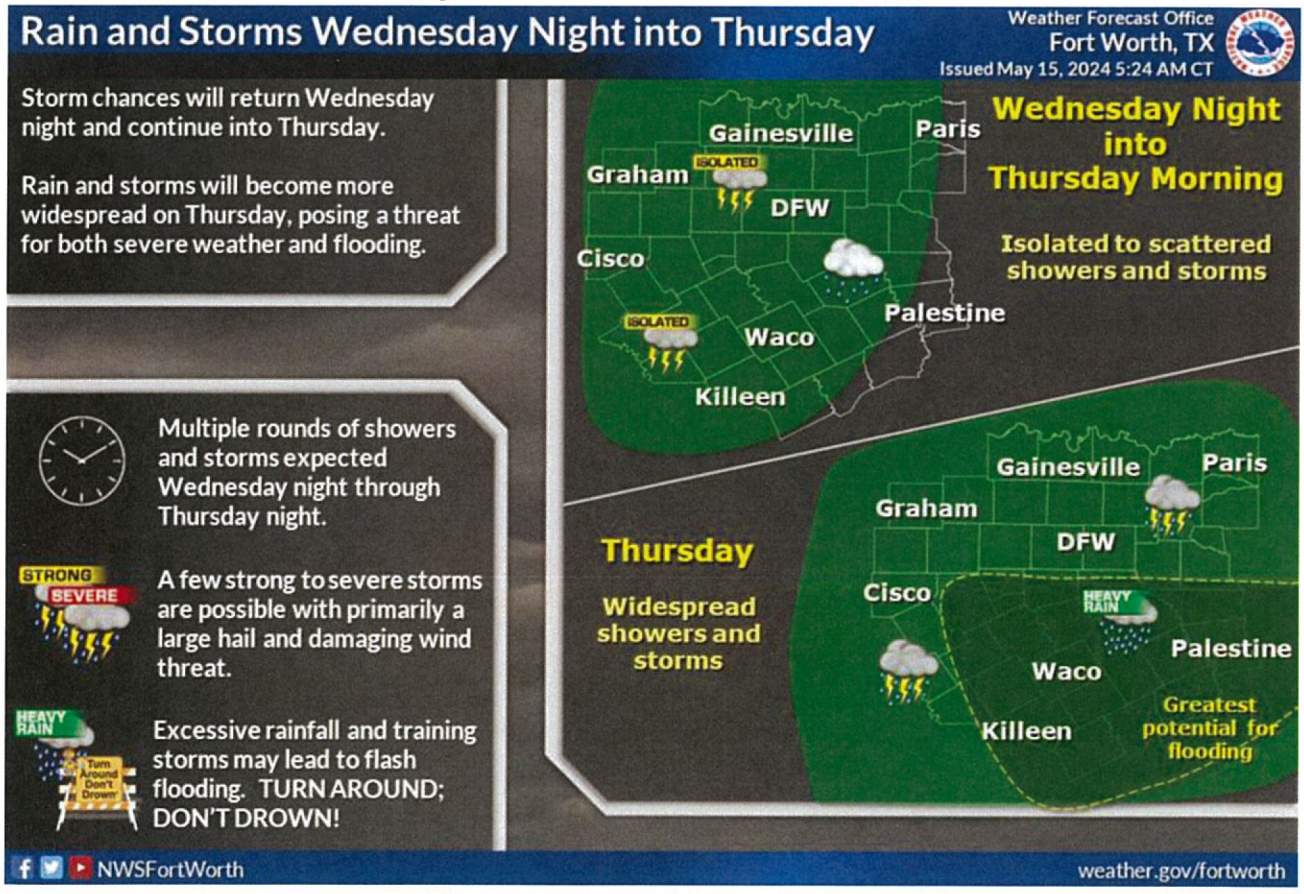
Bottom Line

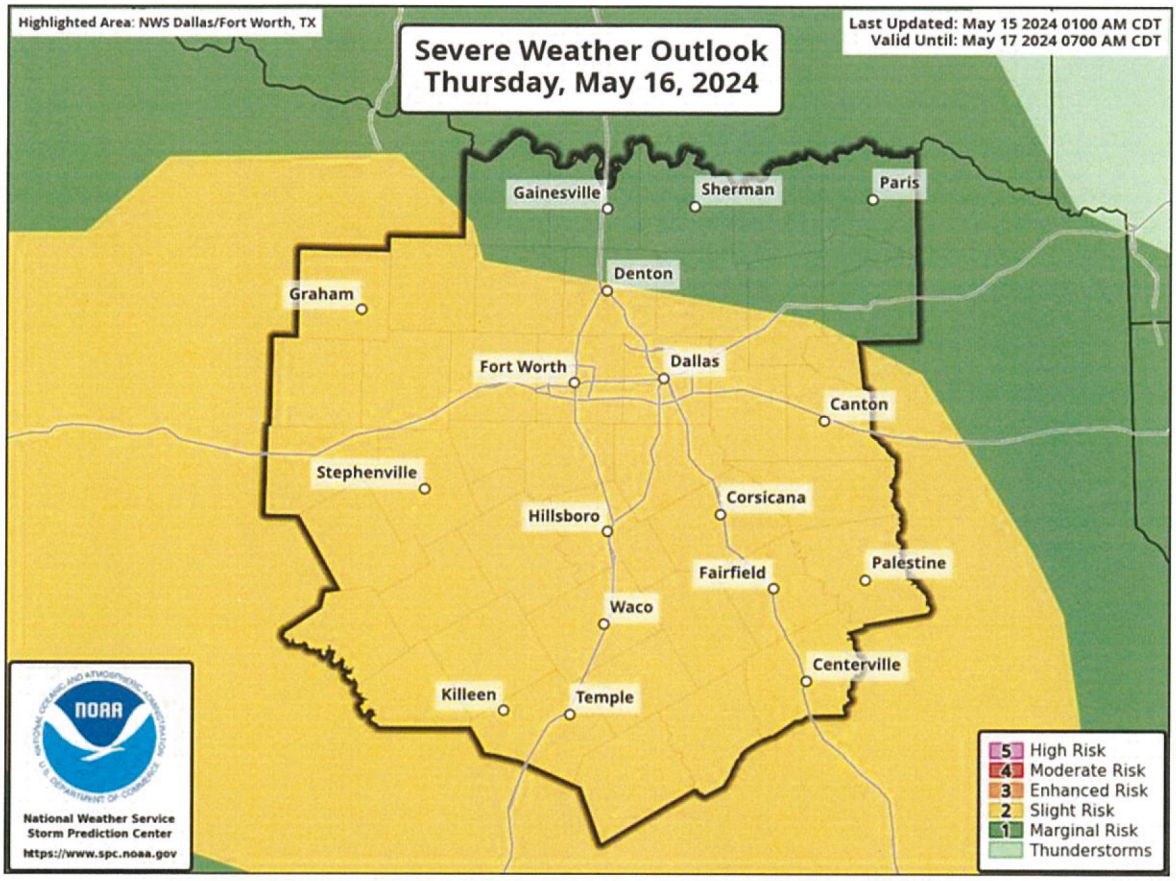
Chances for severe thunderstorms and flash flooding return to all of North and Central Texas Thursday and Thursday night.

Overview

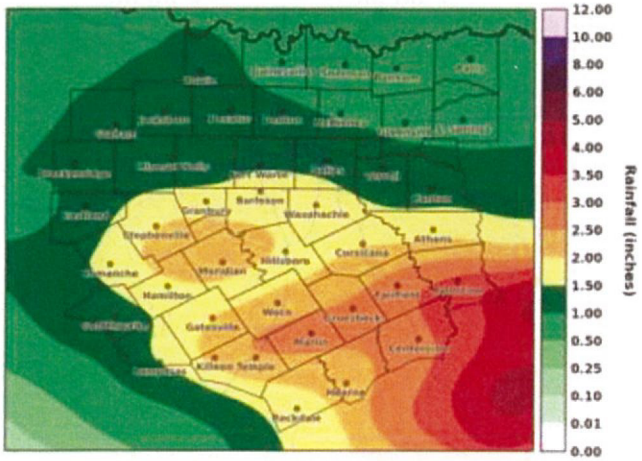
- Some showers and storms may occur overnight tonight, but widespread showers and thunderstorms are expected across most of the area on Thursday and Thursday night.
- While scattered strong storms are possible Thursday morning, the main timing for flooding and severe thunderstorms will be Thursday afternoon and evening.
- Widespread rainfall amounts of 1-3 inches are forecast across the region with localized higher totals likely from Thursday into Friday. Plan for instances of flash flooding, as well as additional rises on rivers, creeks, and streams.
    - The greatest risk for flooding is along and south of the I-20 corridor where the highest rainfall totals are currently forecast.
- Thunderstorms could become severe over any portion of North and Central Texas Thursday through Thursday evening with predominantly a hail and damaging wind threat. There are also lower chances for a tornado or two.
- While the heaviest rainfall will be ending Thursday night, occasional light/moderate rain is expected to continue into the day Friday mainly across North and East Texas.
- Drier weather is expected heading into the weekend.

Areas of Concern and Impacts



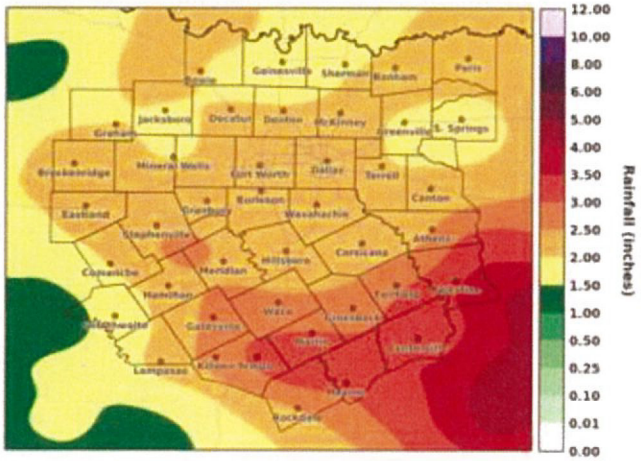


Most likely Rain Totals

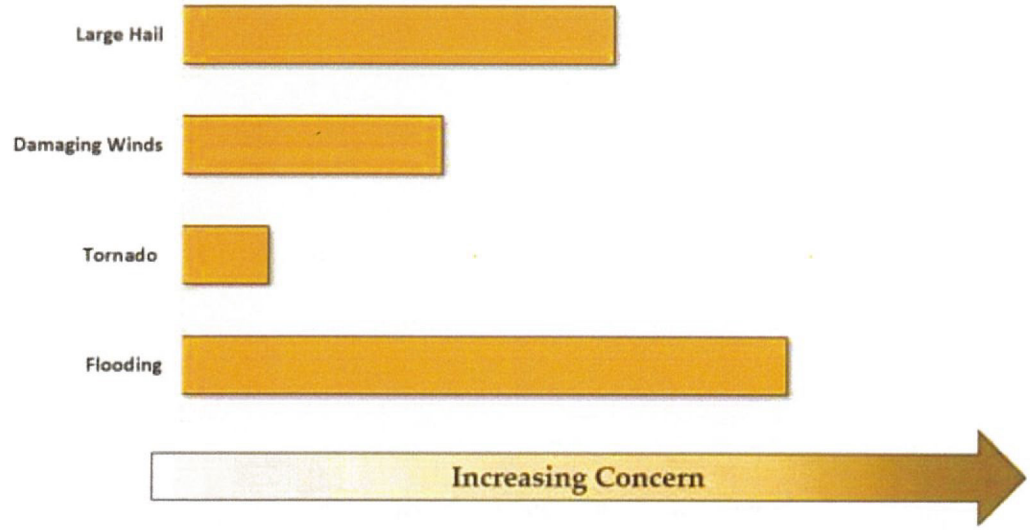


Reasonable Worst Case Rain Totals

10% chance rain amounts will be higher than this.
90% chance rain amounts will be lower than this.

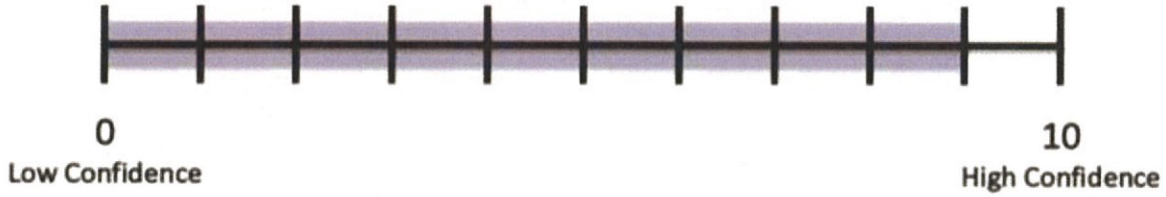


Threats/Hazardous Weather Types

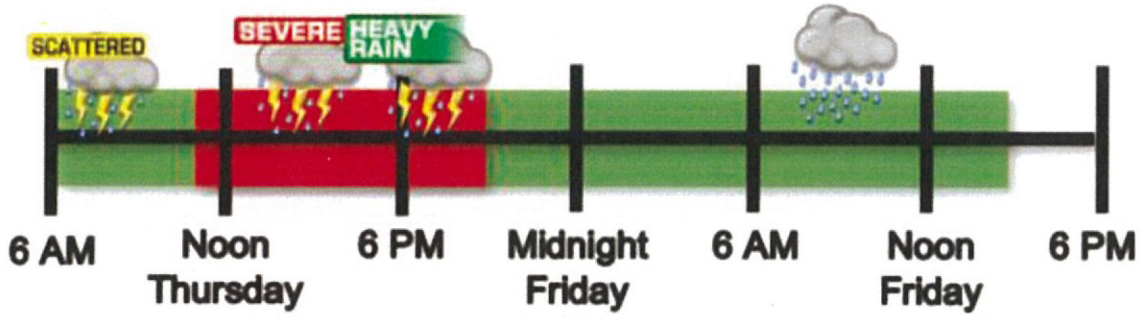


Forecaster Confidence

Confidence is highest in widespread rainfall causing additional flooding issues.



General Timing



What We Are Certain Of

- Most of the area will see thunderstorms Thursday into Thursday night.
- Flooding, large hail, and damaging winds will be the primary threats.
- Confidence is highest in widespread rainfall causing additional flooding issues.

What We Are Less Certain Of

- Thunderstorm mode remains uncertain. If storms are able to remain isolated near a slow-moving frontal boundary, the tornado threat could increase.
- If additional rainfall on Friday across North and East Texas will result in flooding. At this time, rain on Friday is expected to be light to moderate.

When will the next email be sent?

Thursday by 10 AM.

Today's Severe Weather Overview

Valid for: Today, May 15, 2024

Issued:
May 15, 2024
4:13 AM

Summary of Severe Weather Timing and Evolution:

- Scattered thunderstorms are forecast to develop in the vicinity of a cold front moving south through the Panhandle, likely around or after 4 pm. This activity will mainly affect the far southern Panhandle and northern portions of the South Plains and Rolling Plains.
- Additional thunderstorms may develop southward along a dryline located across the western South Plains in the afternoon. Coverage of this activity will likely be lower than farther north, but these storms could impact Lubbock and areas farther south.

Biggest Forecast Uncertainties:

- The area of storm development will depend greatly on the location of the cold front by early afternoon.
- South of the front, thunderstorm development is more uncertain.
- Possible that multiple storms could move over the same areas through Wednesday night, bringing the threat of heavy rainfall and flooding. This potential is most likely from the South-central Texas Panhandle through the northern Rolling Plains.

Confidence in Event Timing

Confidence in Severity of Event Impacts

National Oceanic and Atmospheric Administration
U.S. Department of Commerce

National Weather Service
Lubbock, TX

Severe Weather Outlook

Valid for: Today, May 15th, 2024

Issued:
May 15, 2024
4:13 AM

Timing

Mid afternoon through evening

Maximum Wind Gusts

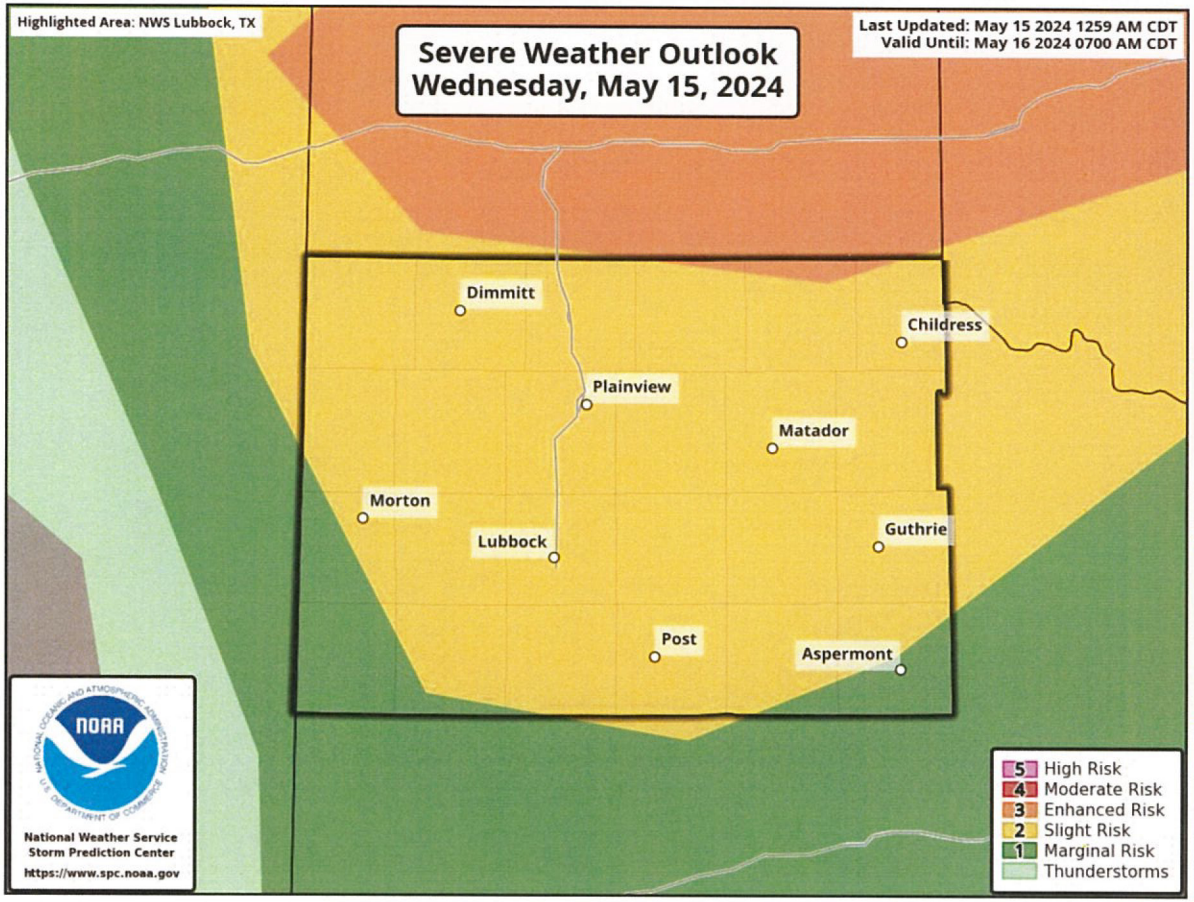
50 mph | 60 mph | 70 mph | 80 mph | 80+ mph

Maximum Hail Size

< 1 inch | Quarter | Golf Ball | 2 inch | Baseball | Softball

Tornadoes

Not Expected | Unlikely | Possible | Likely



5 – HIGH
Long-lived, very widespread, and particularly intense

4 – MODERATE
Long-lived, widespread, and intense

3 – ENHANCED
More persistent and/or widespread, a few intense storms

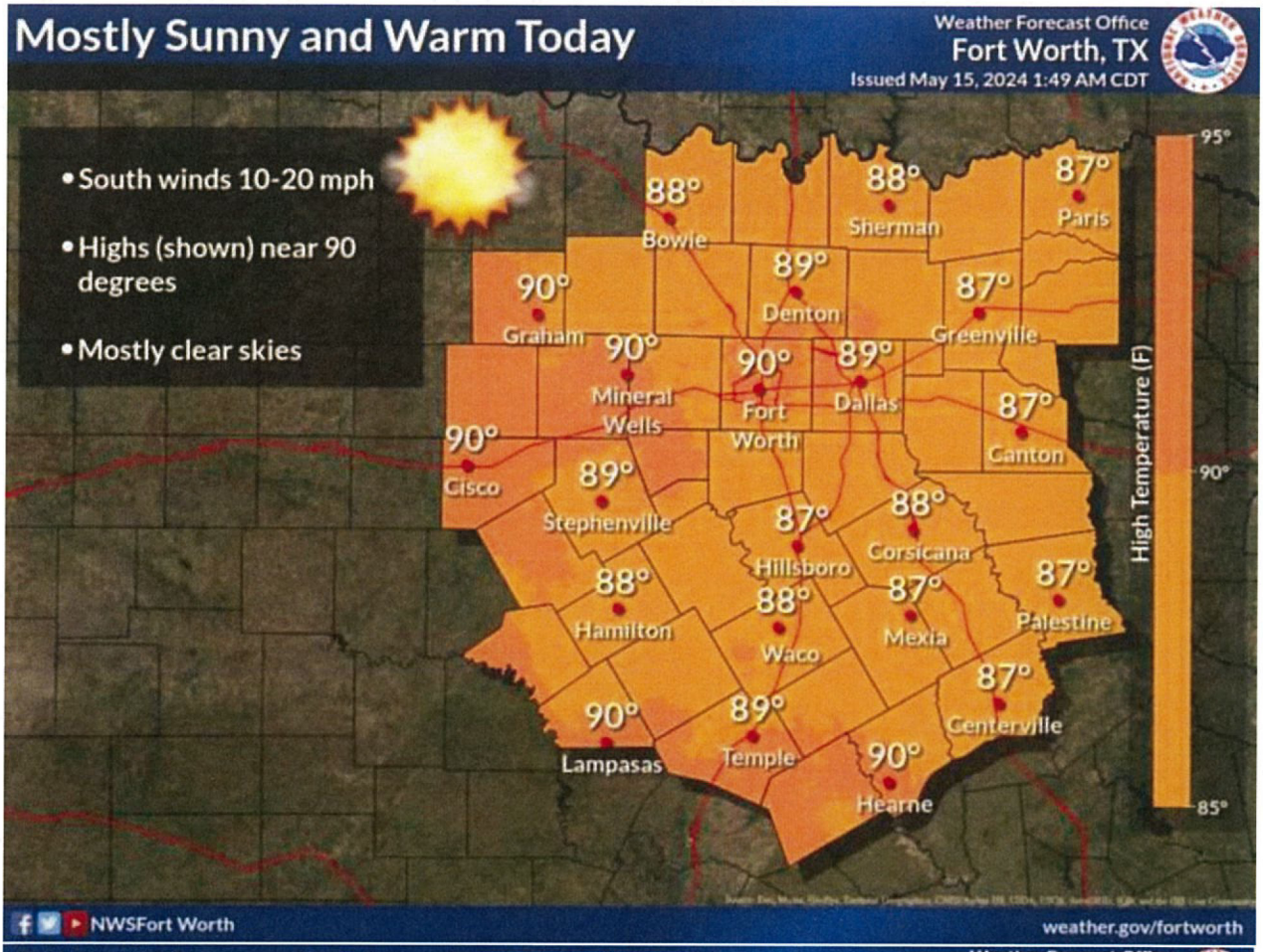
2 – SLIGHT
Short-lived and/or not widespread, isolated intense storms possible

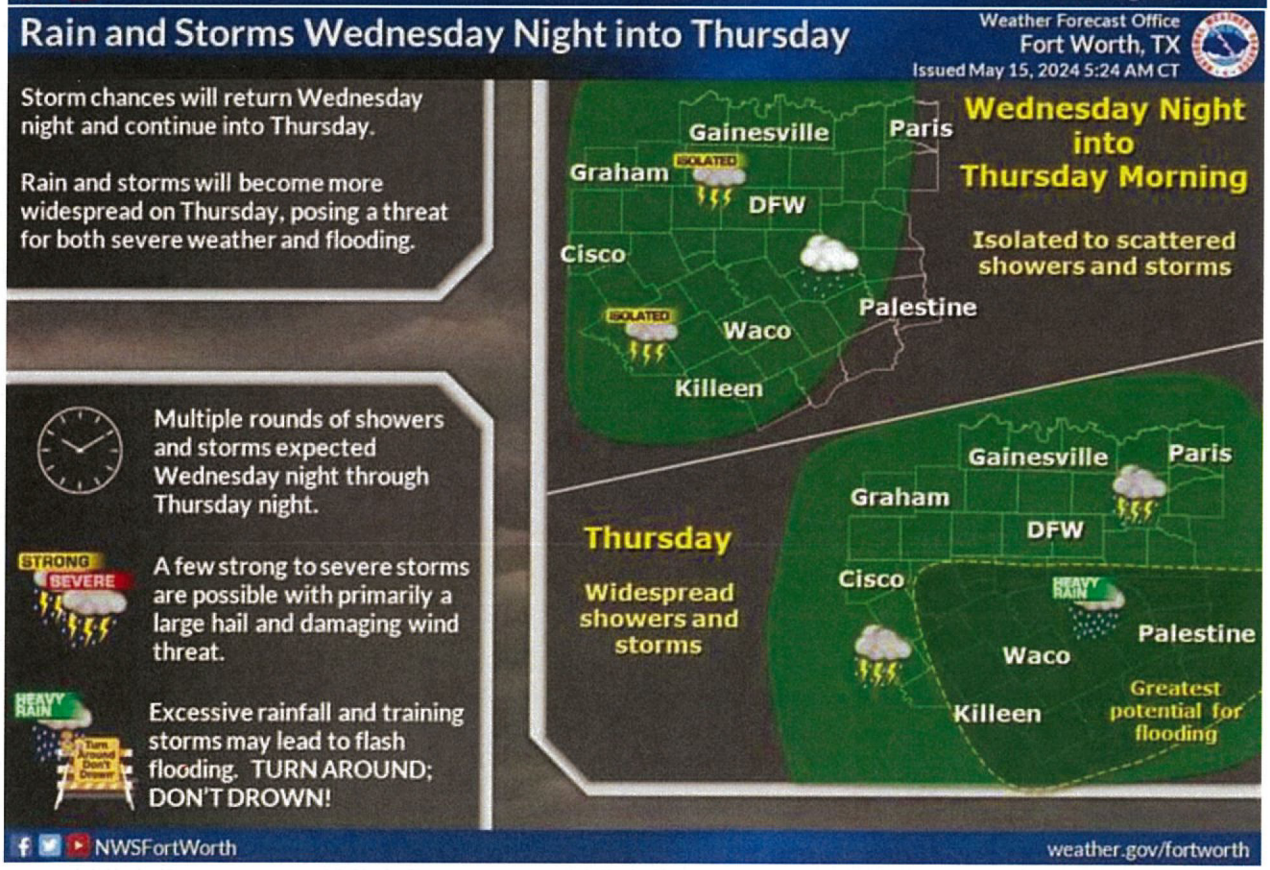
1 – MARGINAL
Limited in duration, coverage, and/or intensity

National Oceanic and Atmospheric Administration
U.S. Department of Commerce

National Weather Service
Lubbock, TX

DALLAS-FORT WORTH





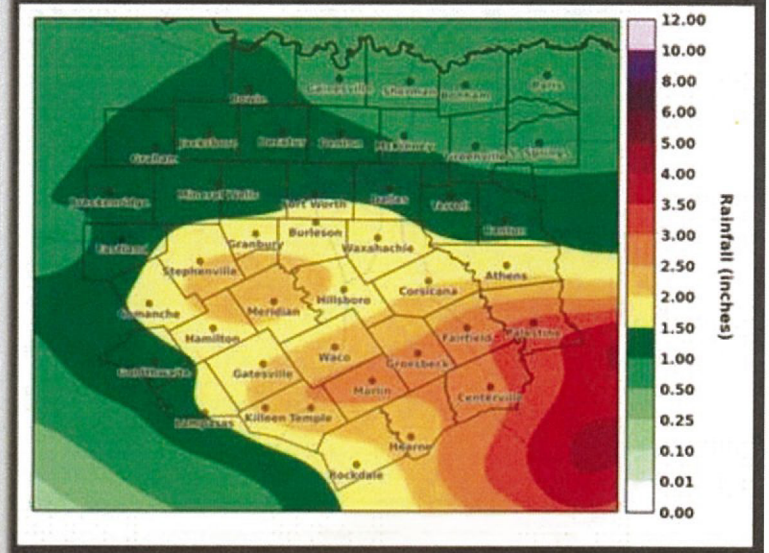
Heavy Rain and Flooding Potential Thursday

Weather Forecast Office
Fort Worth, TX
Issued May 15, 2024 5:26 AM CT

The threat for flash flooding will increase again Thursday into Thursday night.

About 10-20% of the area south of I-20 could see 4+" rain totals.

Average Rain Amounts: ½" to 3"
Through Friday Morning



The flood threat is highest Thursday afternoon into Thursday night.

Never drive into water of unknown depth. Turn around; don't drown!

Use extra caution at low water crossings and in areas of poor drainage like construction zones.

NWSFortWorth

weather.gov/fortworth

Sunny and Warm This Weekend

Weather Forecast Office
Fort Worth, TX
Issued May 14, 2024 4:38 PMCT

Dallas/Fort Worth	Friday	Saturday	Sunday
	20%		
	82°	89°	91°
	66°	70°	

Sherman/Denison	Friday	Saturday	Sunday
	20%		
	80°	87°	89°
	63°	67°	

Waco/Temple/Killeen	Friday	Saturday	Sunday
	20%		
	81°	88°	91°
	65°	68°	

Palestine	Friday	Saturday	Sunday
	20%		
	80°	86°	88°
	64°	67°	

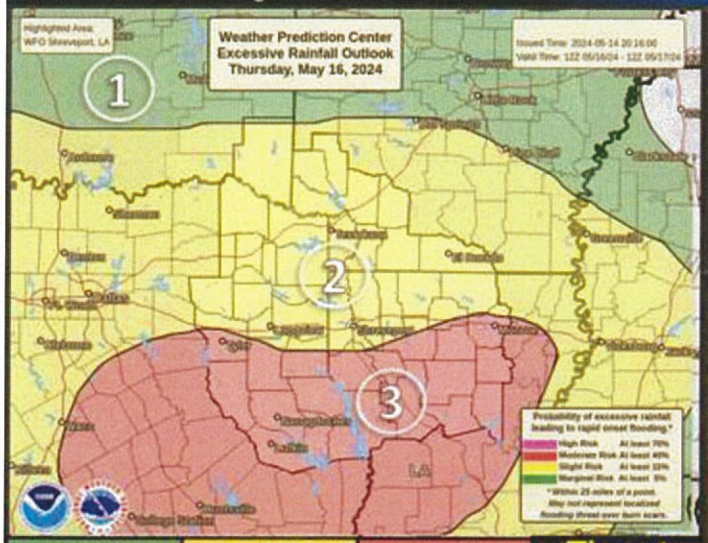
NWSFortWorth

weather.gov/fortworth

Excessive Rainfall Risk Thursday/Friday

Valid Thu 7:00 AM through Fri 7:00 AM CDT

Weather Forecast Office
Shreveport, LA
Issued May 15, 2024 3:24 AM CST



1 – MARGINAL (MRGL)
At least 5% probability of flash flooding within 25 miles of a point

2 – SLIGHT (SLGT)
At least 15% probability of flash flooding within 25 miles of a point

3 – MODERATE (MDT)
At least 40% probability of flash flooding within 25 miles of a point

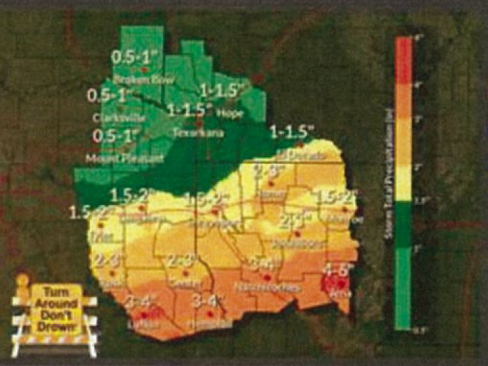
Threat Level 3 of 4

KEY MESSAGES

WHAT...Moderate to Heavy Rainfall is Expected

WHEN...Thursday Afternoon into Early Friday Morning

IMPACTS...With wet soils from recent rainfall, excessive rainfall may result in flash flooding of roadways, rivers, creeks, streams, and other low-lying and flood-prone areas.



POTENTIAL RAINFALL AMOUNTS

Locally higher amounts possible

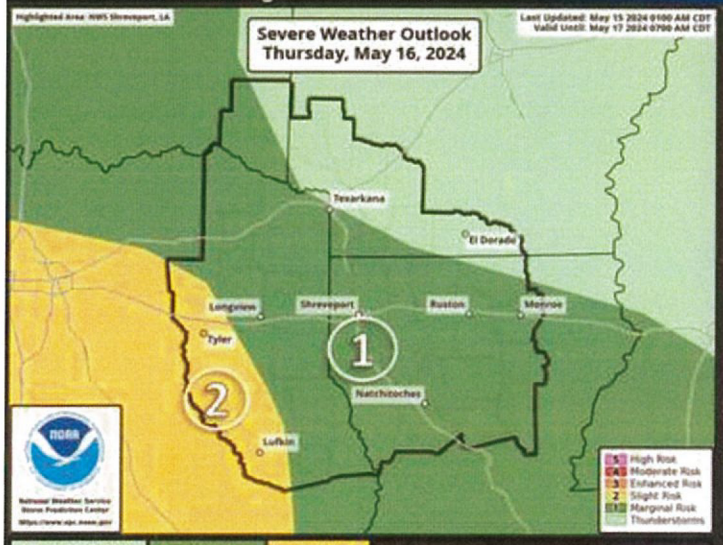
NWSShreveport

weather.gov/shv

Severe Weather Risk: Thursday/Friday Morning

Valid Thu 7:00 AM through Fri 7:00 AM CDT

Weather Forecast Office
Shreveport, LA
Issued May 15, 2024 3:54 AM CDT



THUNDERSTORMS (no label)
No severe thunderstorms expected

1 – MARGINAL (MRGL)
Isolated severe thunderstorms possible

2 – SLIGHT (SLGT)
Scattered severe storms possible

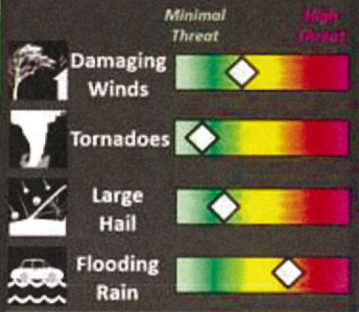
Threat Level 2 of 5

KEY MESSAGES

WHAT... Showers and thunderstorms will return to the Four State Region by Thursday afternoon. A few storms may become severe, especially across portions of East Texas. Excessive heavy rain is also possible, along and south of Interstate 20.

WHEN... Mainly Thursday Afternoon through Friday morning.

THREATS

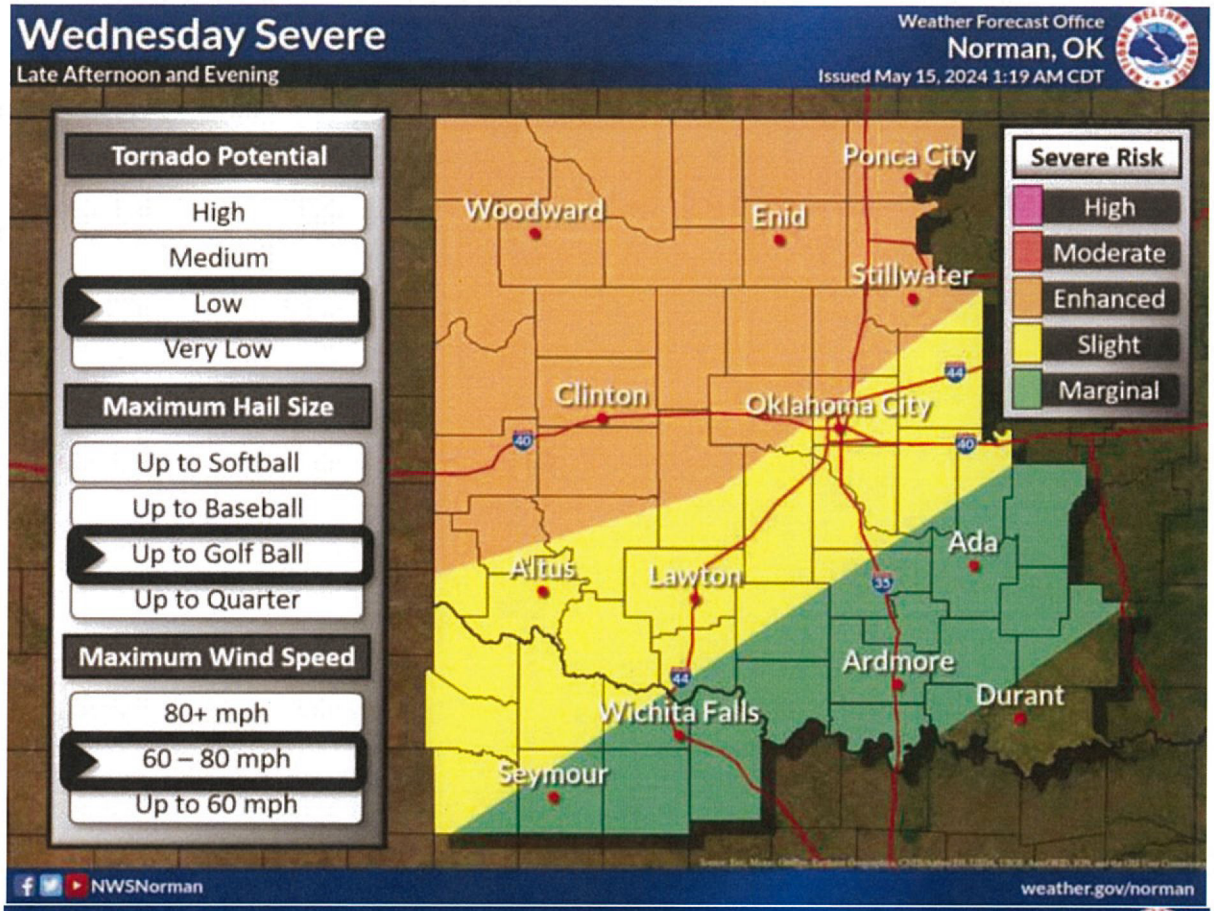


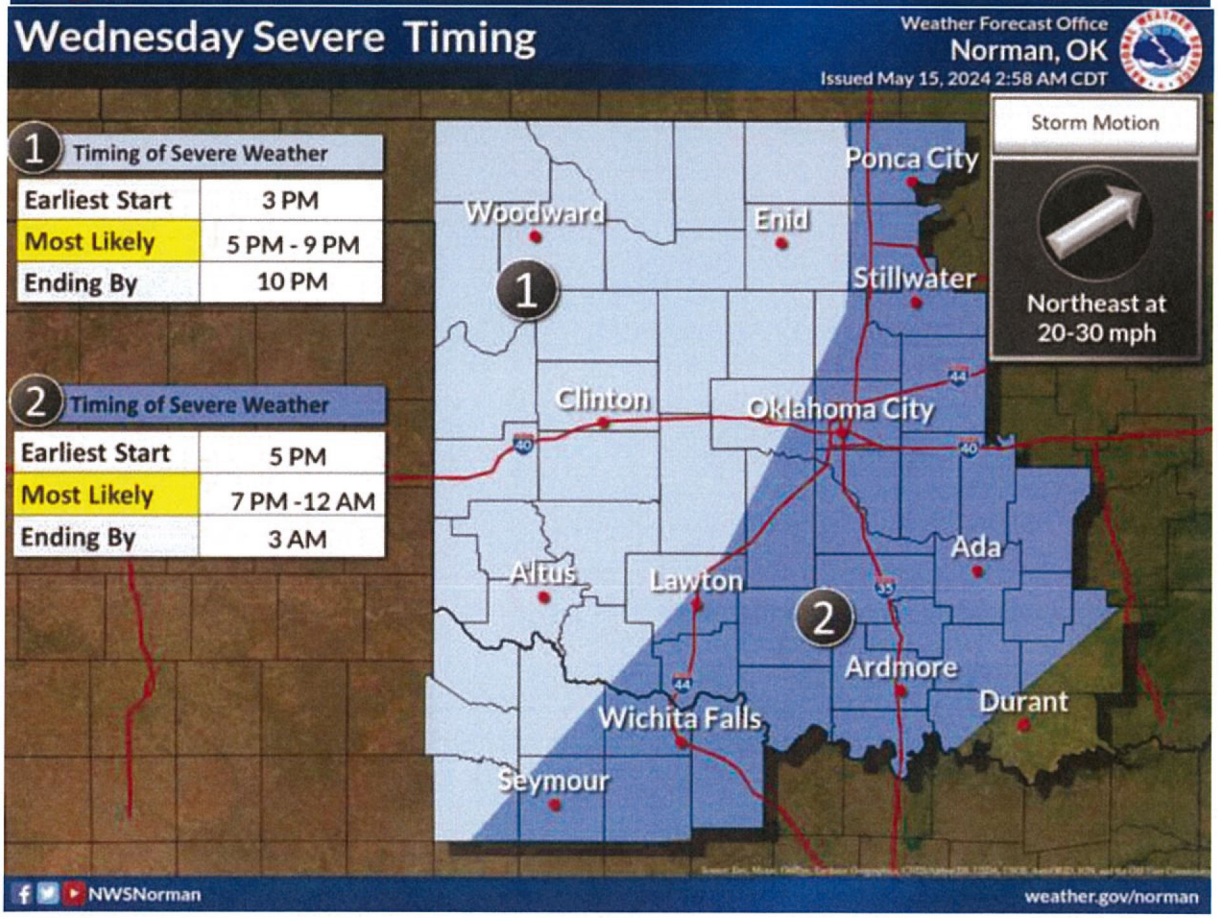
SAFETY

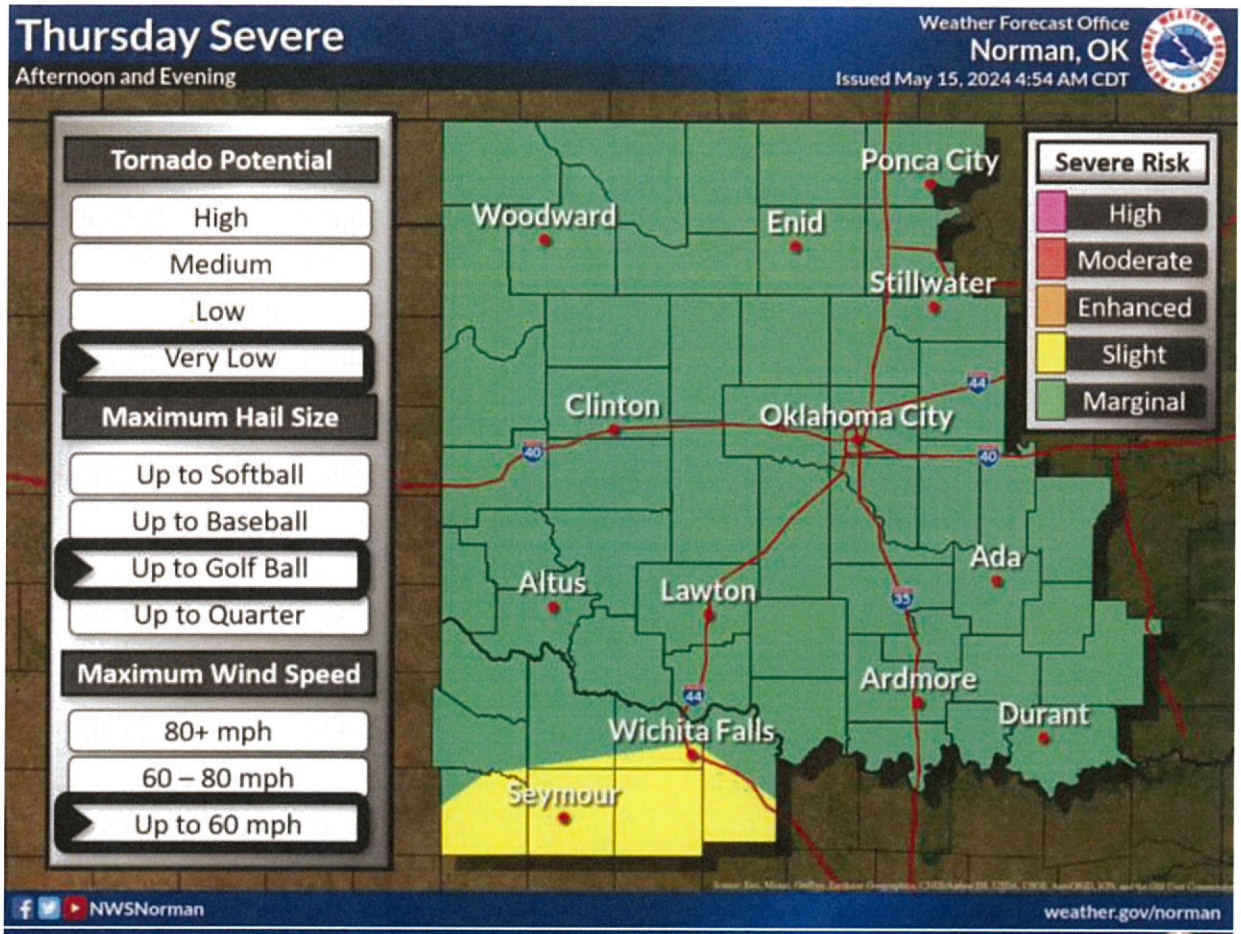
- Stay weather aware.
- Have multiple ways to receive warnings.
- Know where your safe place is in the event you need to take shelter.

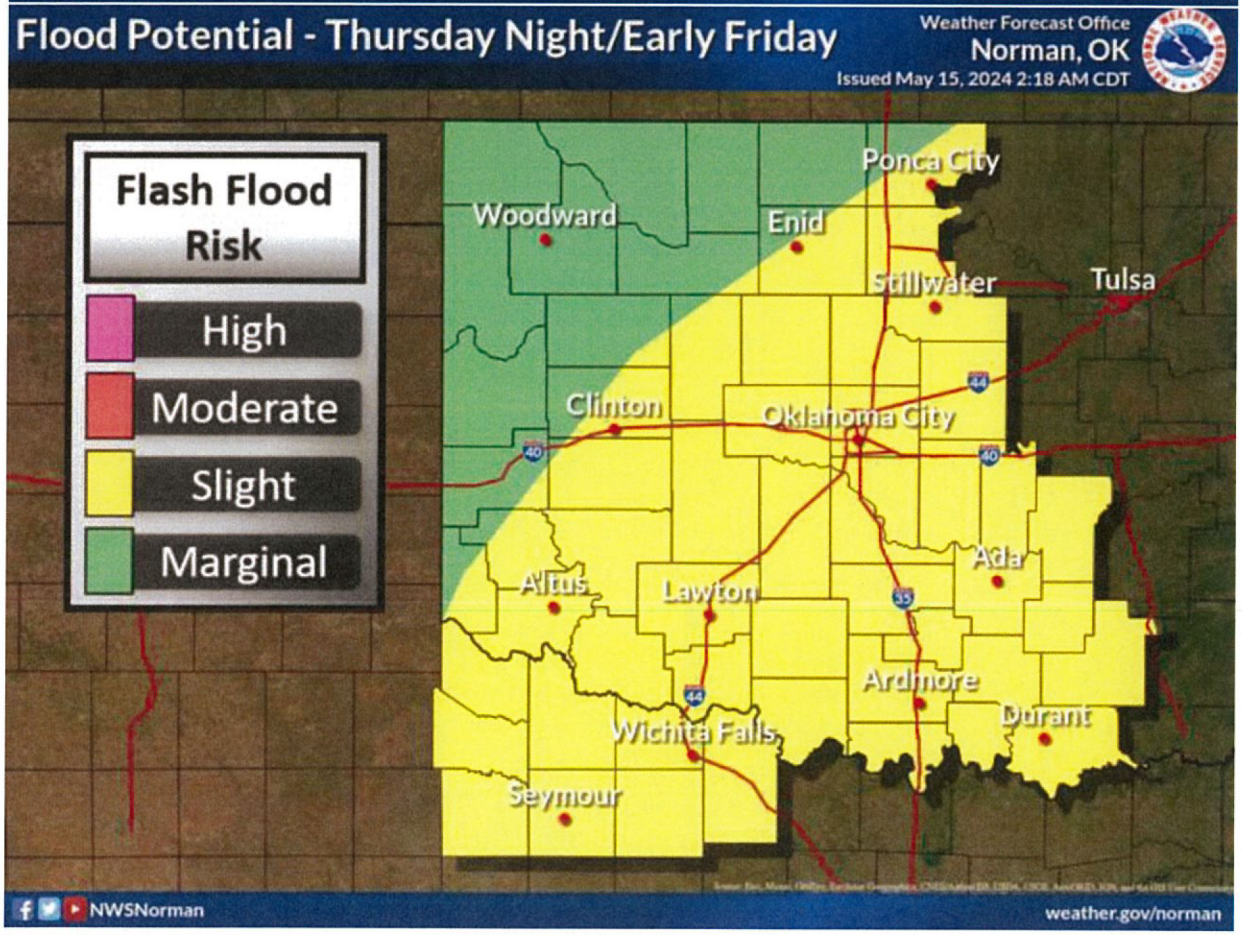
NWSShreveport

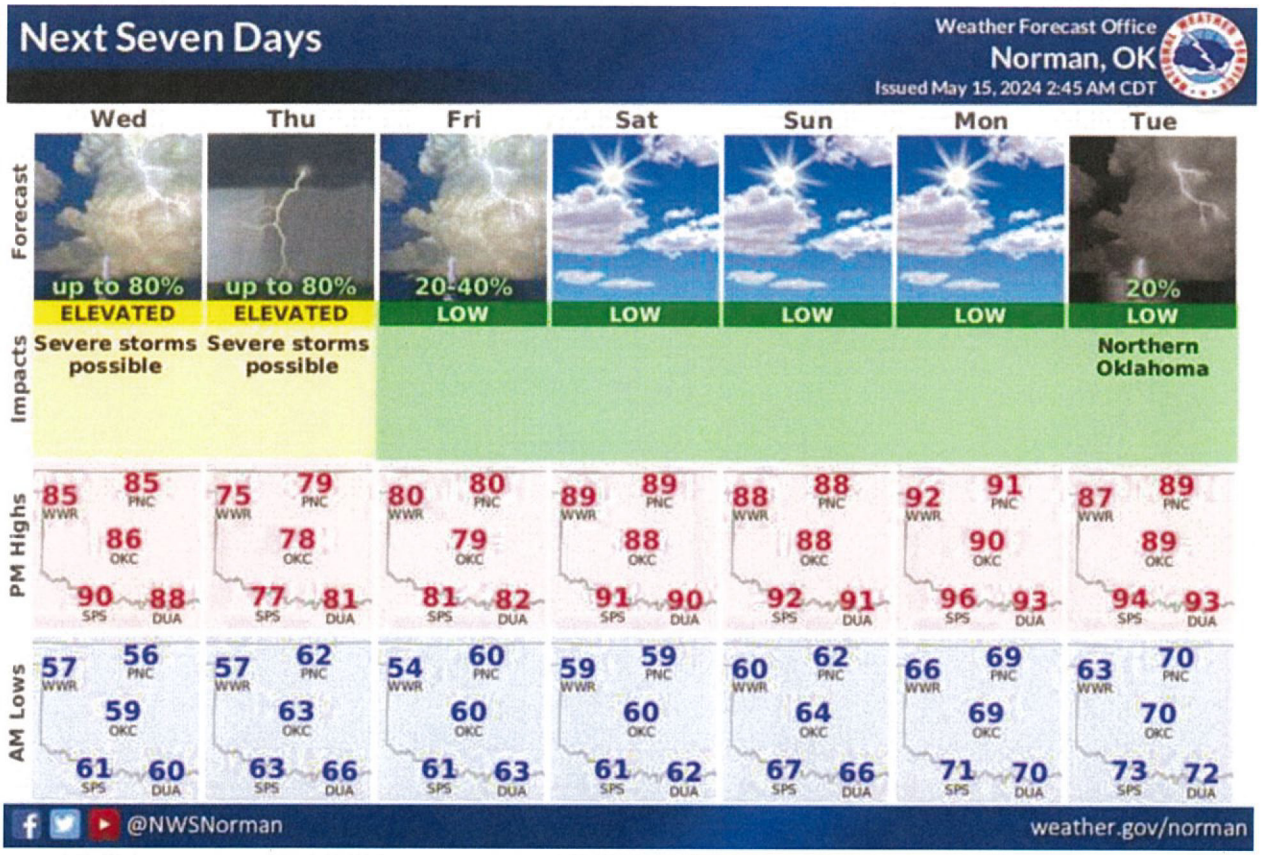
weather.gov/shv


Wednesday Severe
Late Afternoon and Evening
Weather Forecast Office
Norman, OK
Issued May 15, 2024 1:19 AM CDT
Tornado Potential
High
Medium
Low
Very Low
Maximum Hail Size
Up to Softball
Up to Baseball
Up to Golf Ball
Up to Quarter
Maximum Wind Speed
80+ mph
60 – 80 mph
Up to 60 mph
Severe Risk
High
Moderate
Enhanced
Slight
Marginal
Ponca City
Woodward
Enid
Stillwater
Clinton
Oklahoma City
Ada
Altus
Lawton
Ardmore
Durant
Wichita Falls
Seymour
NWSNorman
weather.gov/norman

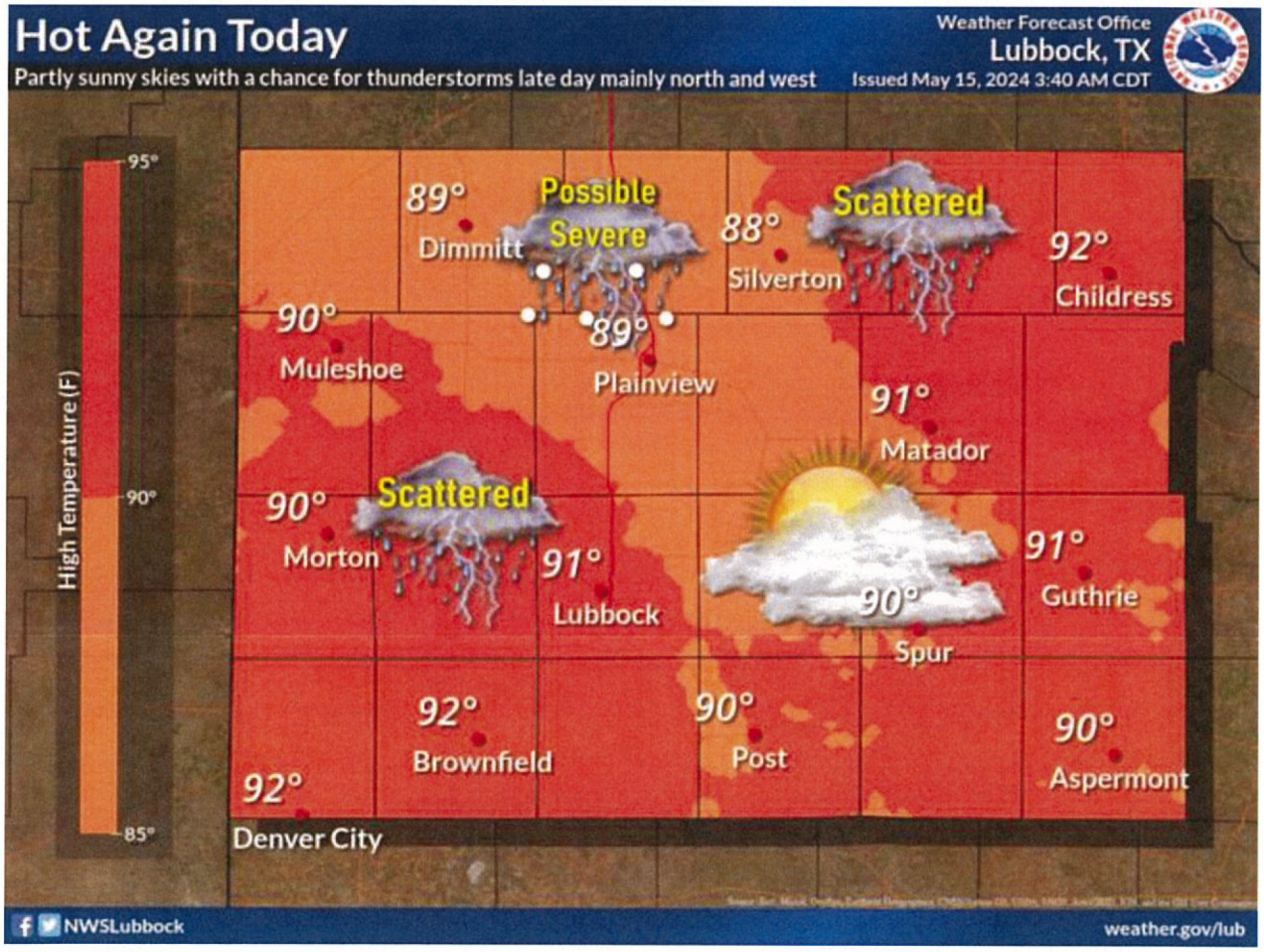

Wednesday Severe Timing
Weather Forecast Office
Norman, OK
Issued May 15, 2024 2:58 AM CDT
1 Timing of Severe Weather
Earliest Start 3 PM
Most Likely 5 PM - 9 PM
Ending By 10 PM
2 Timing of Severe Weather
Earliest Start 5 PM
Most Likely 7 PM -12 AM
Ending By 3 AM
Storm Motion
Northeast at 20-30 mph
Ponca City
Woodward
Enid
Stillwater
1
Clinton
Oklahoma City
Ada
Altus
Lawton
2
Ardmore
Durant
Wichita Falls
Seymour
NWSNorman
weather.gov/norman

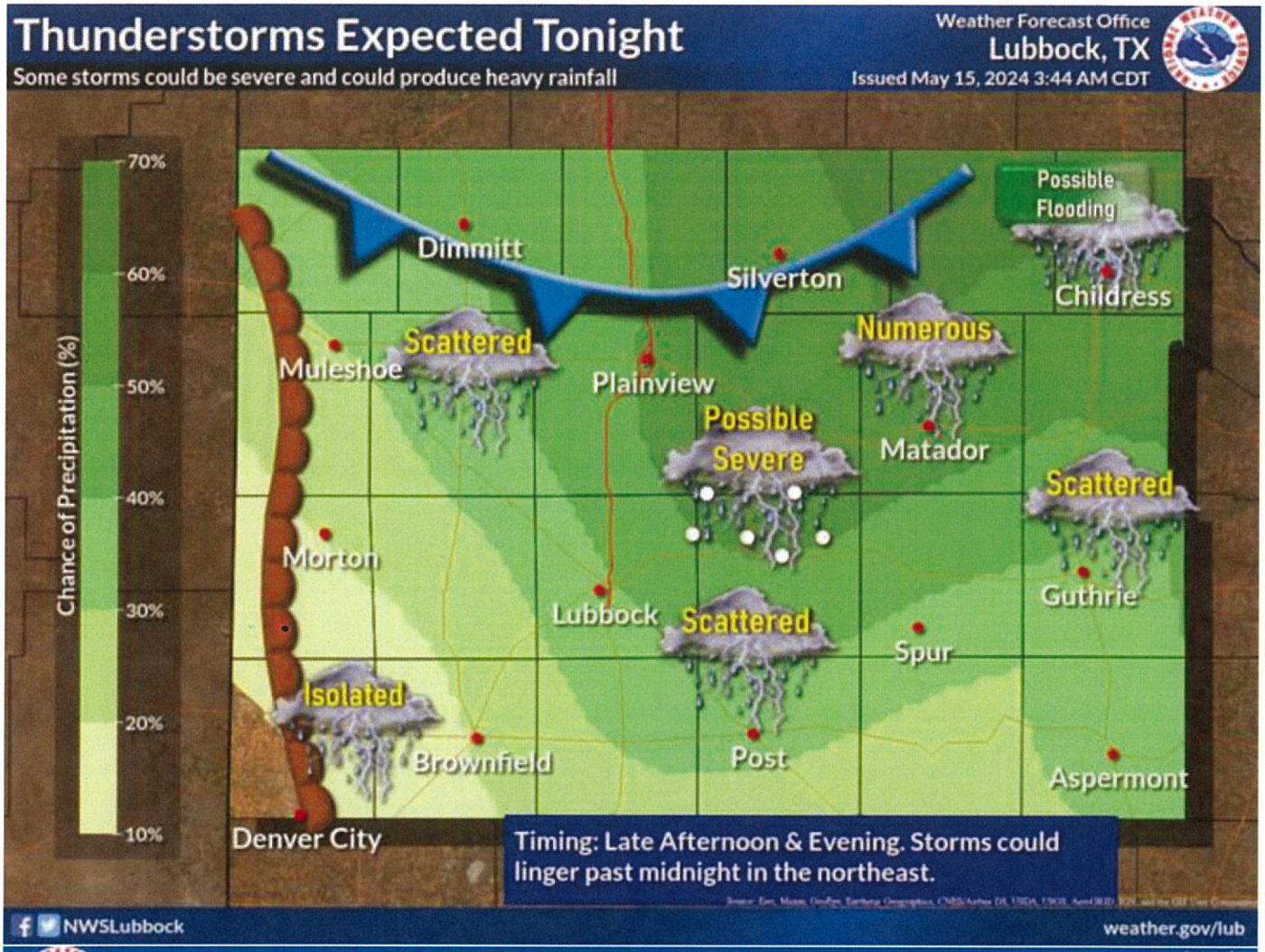

Thursday Severe
Afternoon and Evening
Weather Forecast Office
Norman, OK
Issued May 15, 2024 4:54 AM CDT
Tornado Potential
High
Medium
Low
Very Low
Maximum Hail Size
Up to Softball
Up to Baseball
Up to Golf Ball
Up to Quarter
Maximum Wind Speed
80+ mph
60 – 80 mph
Up to 60 mph
Severe Risk
High
Moderate
Enhanced
Slight
Marginal
Ponca City
Woodward
Enid
Stillwater
Clinton
Oklahoma City
Ada
Altus
Lawton
Ardmore
Durant
Wichita Falls
Seymour
NWSNorman
weather.gov/norman

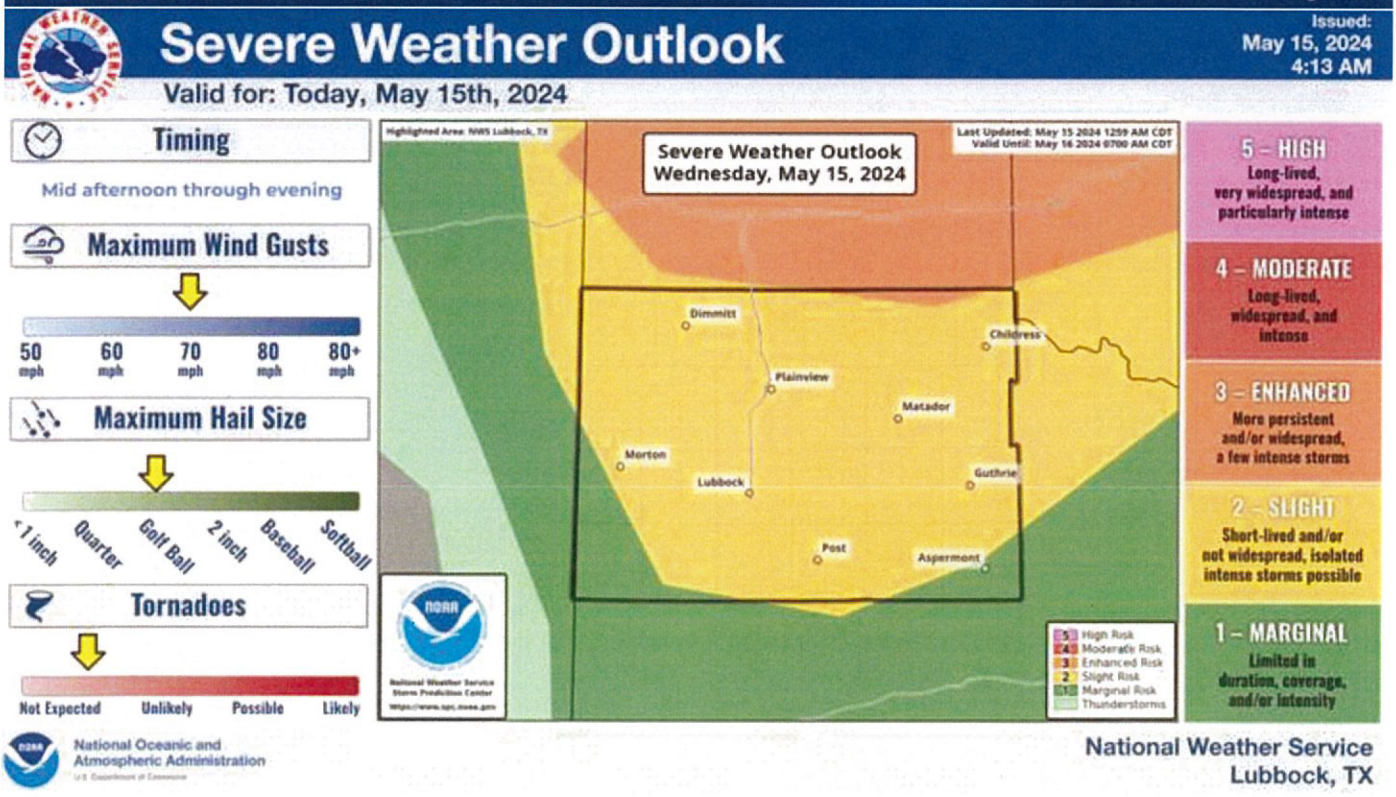

Flood Potential - Thursday Night/Early Friday
Weather Forecast Office
Norman, OK
Issued May 15, 2024 2:18 AM CDT
Flash Flood Risk
High
Moderate
Slight
Marginal
Ponca City
Woodward
Enid
Stillwater
Tulsa
Clinton
Oklahoma City
Ada
Altus
Lawton
Ardmore
Durant
Wichita Falls
Seymour
NWSNorman
weather.gov/norman


Next Seven Days
Weather Forecast Office
Norman, OK
Issued May 15, 2024 2:45 AM CDT
Wed
Thu
Fri
Sat
Sun
Mon
Tue
Forecast
up to 80%
up to 80%
20-40%
20%
ELEVATED
ELEVATED
LOW
LOW
LOW
LOW
LOW
Impacts
Severe storms possible
Severe storms possible
Northern Oklahoma
PM Highs
85 WWR 85 PNC 86 OKC 90 SPS 88 DUA
75 WWR 79 PNC 78 OKC 77 SPS 81 DUA
80 WWR 80 PNC 79 OKC 81 SPS 82 DUA
89 WWR 89 PNC 88 OKC 91 SPS 90 DUA
88 WWR 88 PNC 88 OKC 92 SPS 91 DUA
92 WWR 91 PNC 90 OKC 96 SPS 93 DUA
87 WWR 89 PNC 89 OKC 94 SPS 93 DUA
AM Lows
57 WWR 56 PNC 59 OKC 61 SPS 60 DUA
57 WWR 62 PNC 63 OKC 63 SPS 66 DUA
54 WWR 60 PNC 60 OKC 61 SPS 63 DUA
59 WWR 59 PNC 60 OKC 61 SPS 62 DUA
60 WWR 62 PNC 64 OKC 67 SPS 66 DUA
66 WWR 69 PNC 69 OKC 71 SPS 70 DUA
63 WWR 70 PNC 70 OKC 73 SPS 72 DUA
@NWSNorman
weather.gov/norman

LUBBOCK


Hot Again Today
Partly sunny skies with a chance for thunderstorms late day mainly north and west
Weather Forecast Office
Lubbock, TX
Issued May 15, 2024 3:40 AM CDT
High Temperature (F)
95°
90°
85°
89° Dimmitt
Possible Severe
88° Silverton
Scattered
92° Childress
90° Muleshoe
89° Plainview
91° Matador
90° Morton
Scattered
91° Lubbock
90° Spur
91° Guthrie
92° Brownfield
90° Post
90° Aspermont
92° Denver City
NWSLubbock
weather.gov/lub


Thunderstorms Expected Tonight
Some storms could be severe and could produce heavy rainfall
Weather Forecast Office
Lubbock, TX
Issued May 15, 2024 3:44 AM CDT
Chance of Precipitation (%)
70%
60%
50%
40%
30%
20%
10%
Dimmitt
Silverton
Possible Flooding
Childress
Scattered
Muleshoe
Plainview
Numerous
Possible Severe
Matador
Scattered
Morton
Lubbock
Scattered
Guthrie
Spur
Isolated
Brownfield
Post
Aspermont
Denver City
Timing: Late Afternoon & Evening. Storms could linger past midnight in the northeast.
NWSLubbock
weather.gov/lub


Severe Weather Outlook
Valid for: Today, May 15th, 2024
Issued:
May 15, 2024
4:13 AM
Timing
Mid afternoon through evening
Maximum Wind Gusts
50 mph
60 mph
70 mph
80 mph
80+ mph
Maximum Hail Size
< 1 inch
Quarter
Golf Ball
2 inch
Baseball
Softball
Tornadoes
Not Expected
Unlikely
Possible
Likely
Severe Weather Outlook
Wednesday, May 15, 2024
Dimmitt
Childress
Plainview
Matador
Morton
Lubbock
Guthrie
Post
Aspermont
5 – HIGH
Long-lived, very widespread, and particularly intense
4 – MODERATE
Long-lived, widespread, and intense
3 – ENHANCED
More persistent and/or widespread, a few intense storms
2 – SLIGHT
Short-lived and/or not widespread, isolated intense storms possible
1 – MARGINAL
Limited in duration, coverage, and/or intensity
National Oceanic and Atmospheric Administration
National Weather Service
Lubbock, TX

Today's Severe Weather Outlook

May 15, 2024
3:18 AM

Potential Hazards:

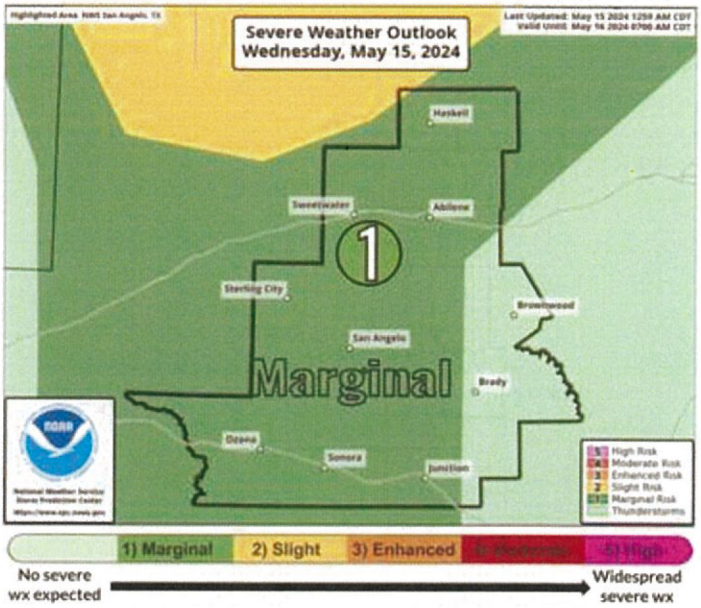
- Damaging Winds (60+ mph)
- Hail (Up to Quarter Size)

Timing:

Most likely to occur between 5-9 PM CDT.

What to Expect:

A few isolated storms could form along the dryline, mainly west of a line from Abilene to Junction. Most areas will not see any storms. But, any cells that develop could produce sudden wind gusts over 60 MPH and hail up to quarter size.



National Oceanic and Atmospheric Administration

National Weather Service
San Angelo, TX

Thursday Severe Weather Outlook

May 15, 2024
3:18 AM

Potential Hazards:

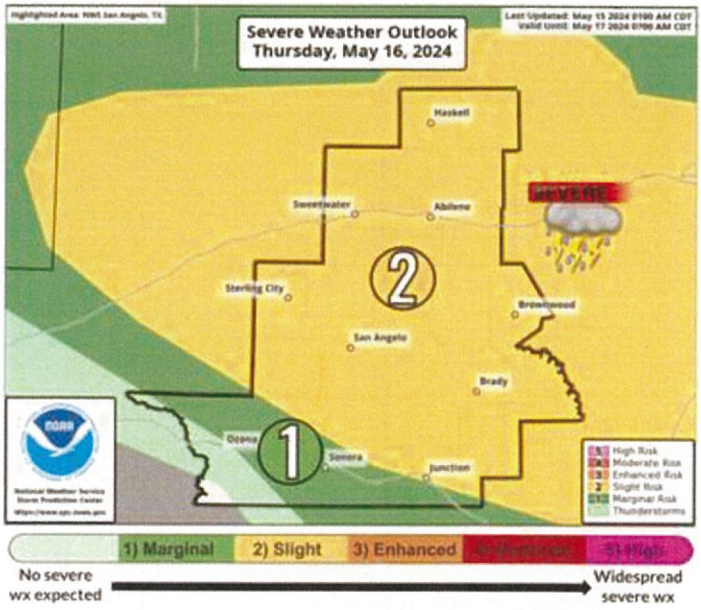
- Large Hail (2 in+.)
- Damaging Winds (60+ mph)
- Isolated Tornadoes Possible

Timing:

Thursday afternoon and evening.

What to Expect:

Scattered to numerous thunderstorms will develop across much of the area Thursday. Some storms may be severe across much of the area during the afternoon and evening. The main hazards will be very large hail, damaging winds and isolated tornadoes. Keep up with the latest weather information!



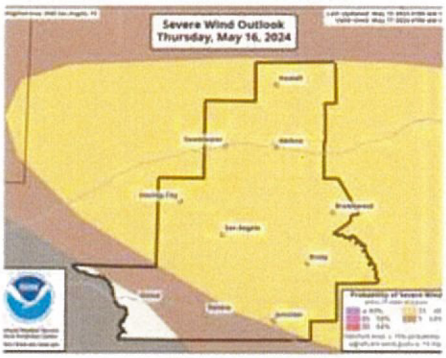
National Oceanic and Atmospheric Administration

National Weather Service
San Angelo, TX

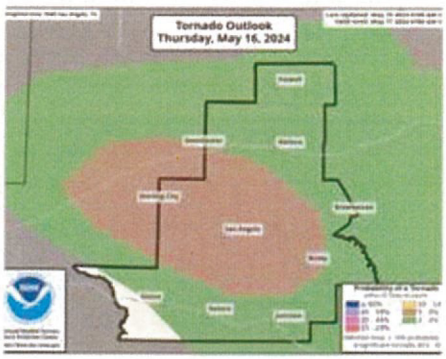
Thursday Potential Hazards

May 15, 2024
3:18 AM

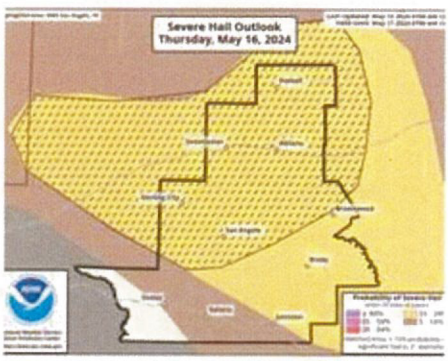
Wind



Tornado



Hail



Potential Hazards

All hazards will be possible, including large hail to 2+" (hatched area), damaging winds (60+ MPH), and isolated tornadoes.

What to Do

Secure outdoor items

Stay away from windows

National Oceanic and Atmospheric Administration

National Weather Service
San Angelo, TX

Extended Forecast

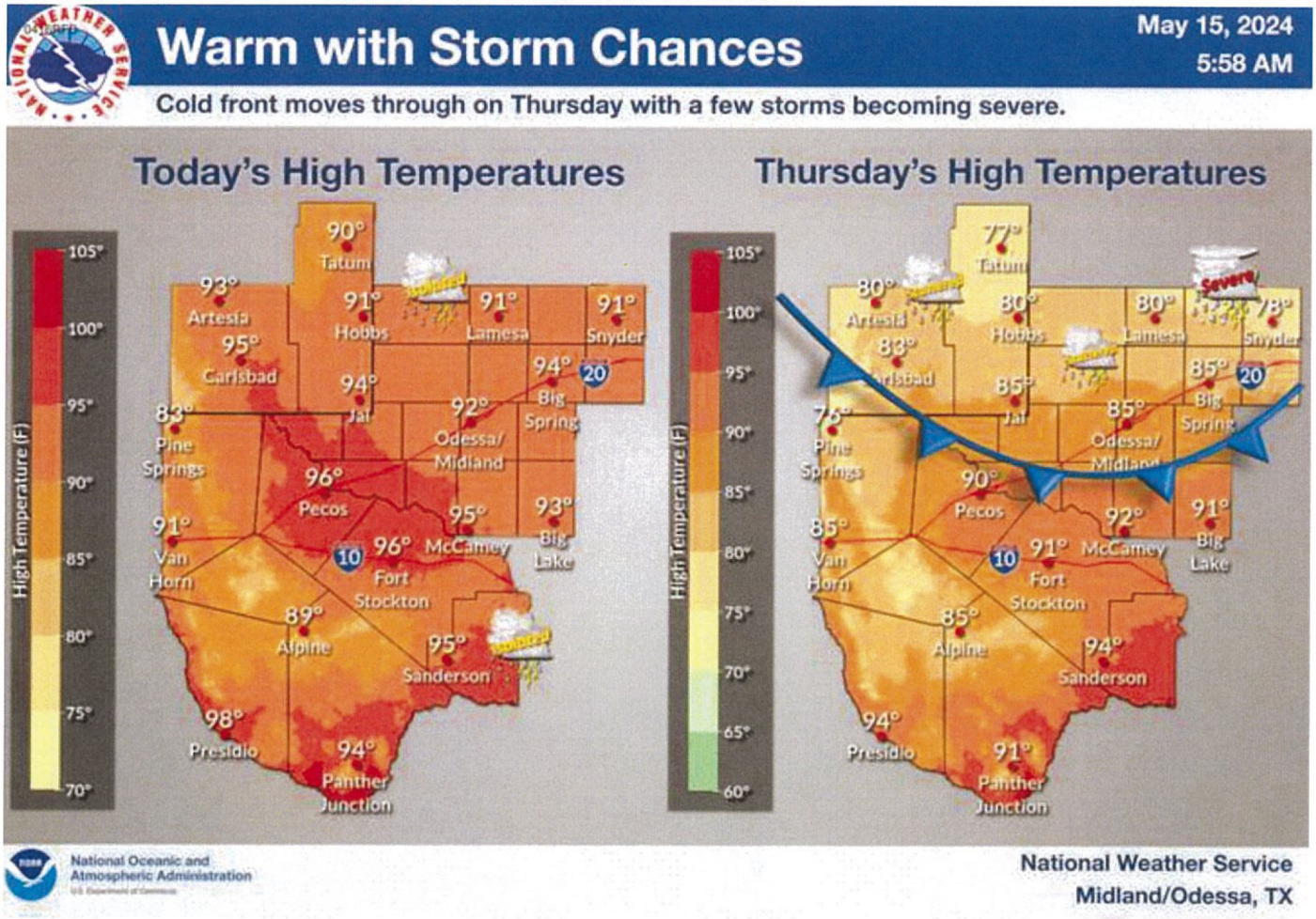
May 15, 2024
3:42 AM

Thursday	70%	Morning Lows: Mid 60s Afternoon Highs: Upper 70s to Low 90s	Scattered to numerous thunderstorms. Some storms may be severe. South to Southeast winds 10 to 20 mph	Elevated Impacts
Friday		Morning Lows: Low 60s Afternoon Highs: 80s to Low 90s	Partly Cloudy North Winds 10 to 15 mph	Minimal Impacts
Saturday	HOT!	Morning Lows: Low 60s Afternoon Highs: In the 90s to around 100	Mostly Sunny and Hot South winds 10 to 20 mph	Elevated Impacts
Sunday	HOT!	Morning Lows: Upper 60s Afternoon Highs: Mid 90s to around 103	Mostly Sunny and Hot South Winds 10 to 20 mph	Elevated Impacts
Monday	HOT!	Morning Lows: 70 to 75 Afternoon Highs: Upper 90s to around 103	Mostly Sunny and Hot South Winds 10 to 20 mph	Elevated Impacts

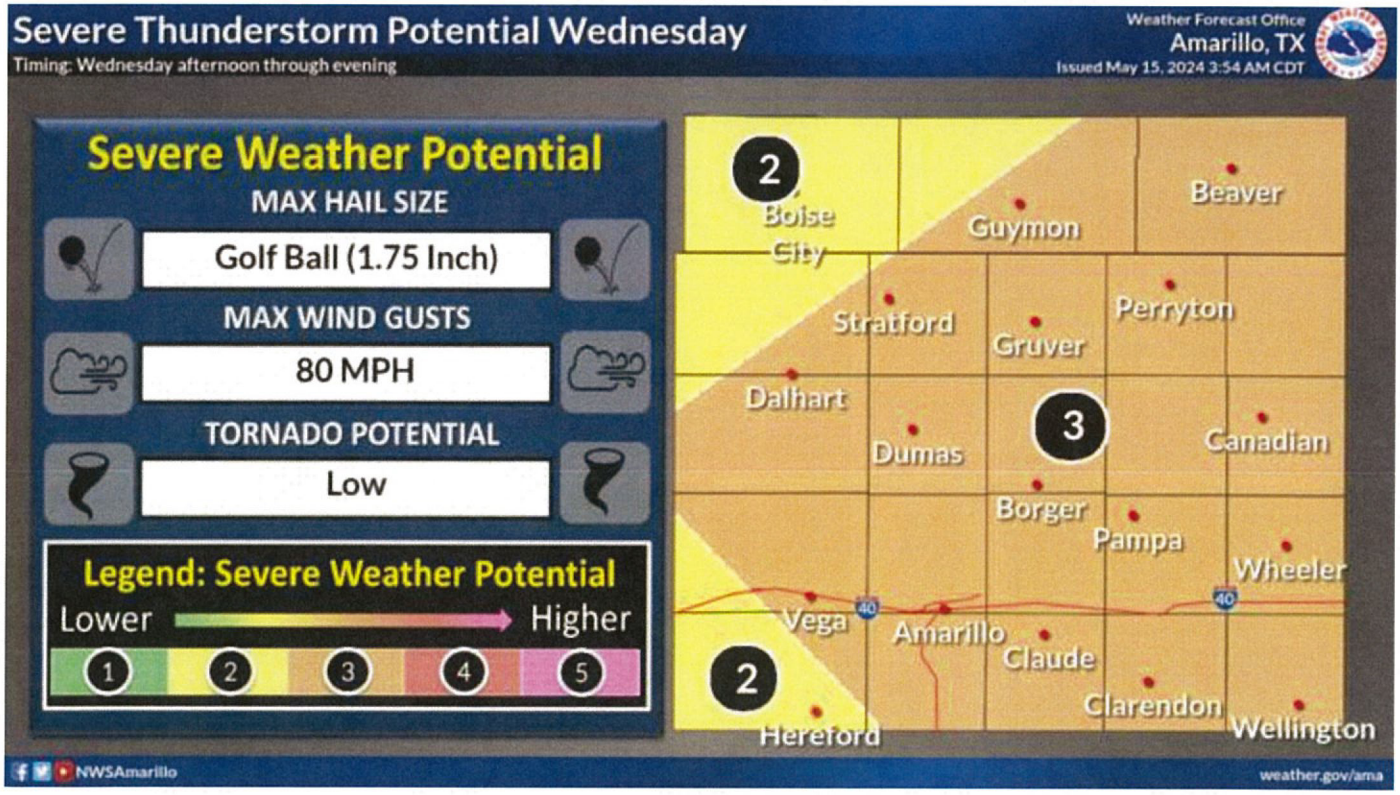
National Oceanic and Atmospheric Administration

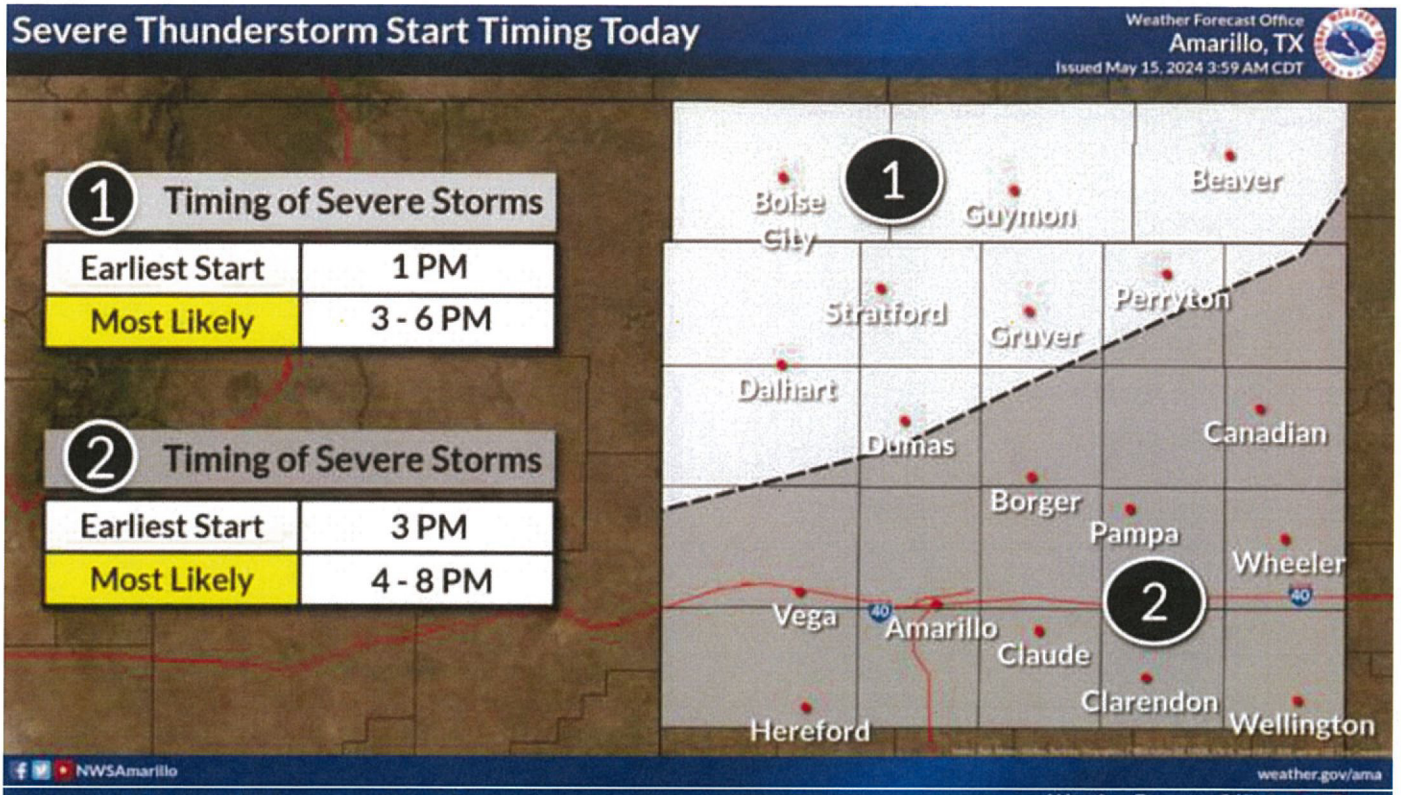
National Weather Service
San Angelo, TX

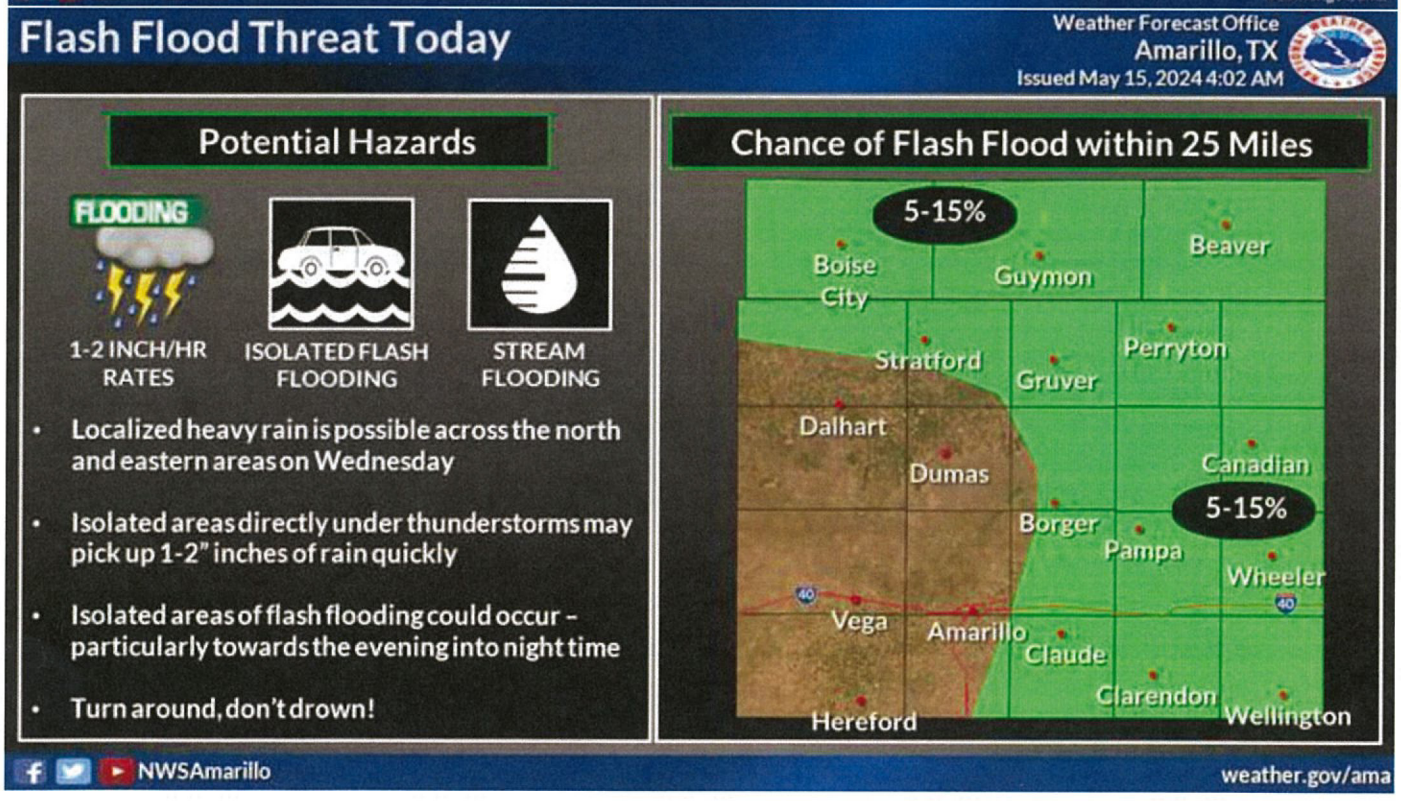
MIDLAND/ODESSA

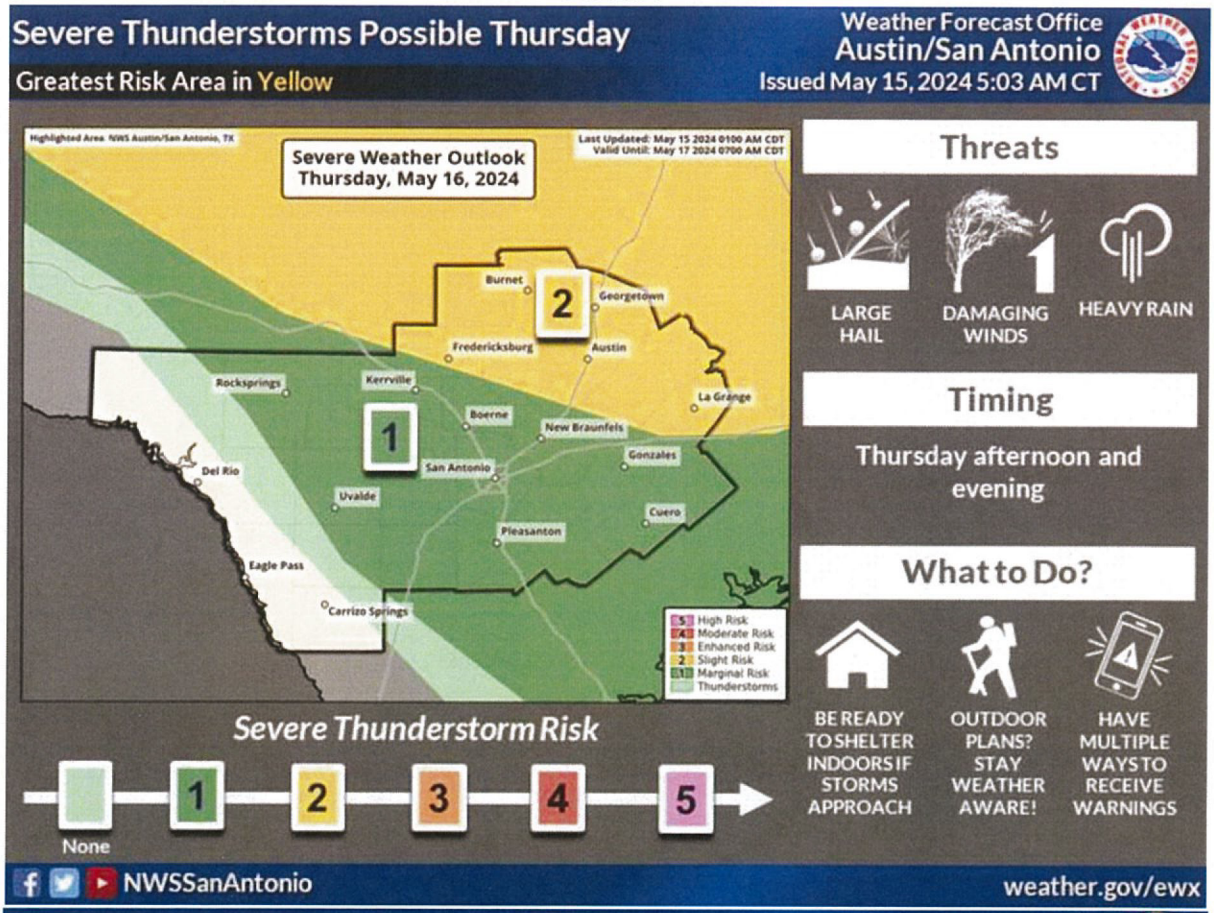


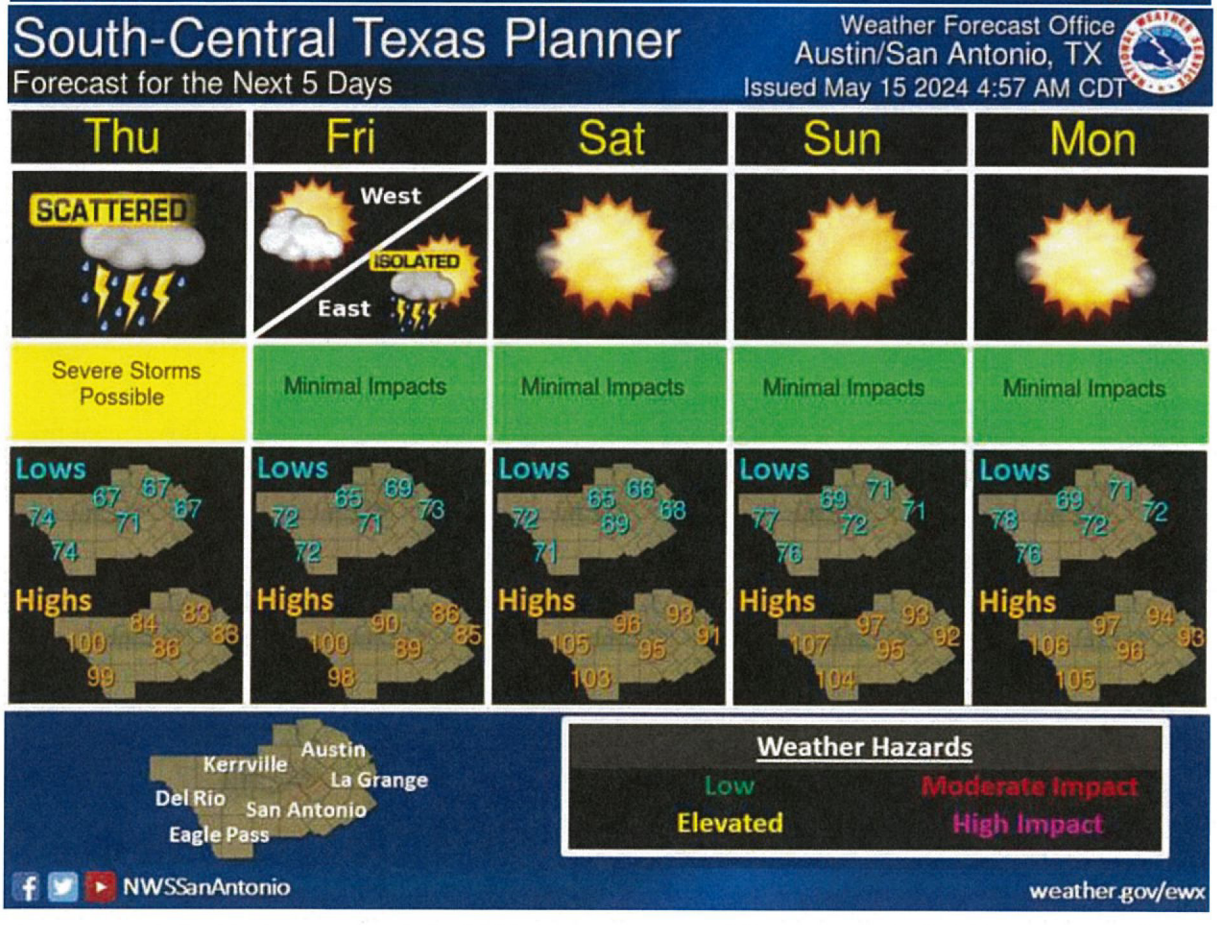
AMARILLO



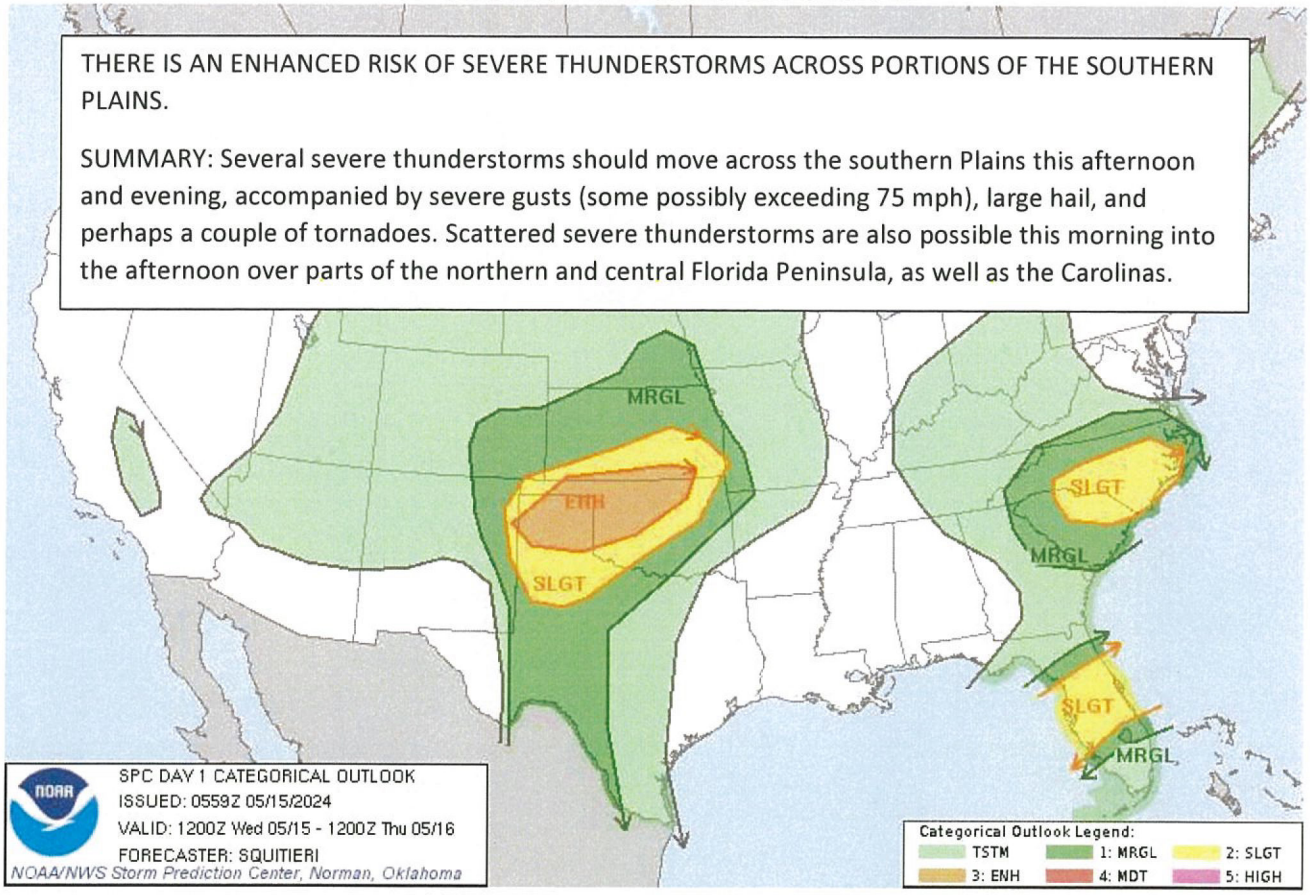

Severe Thunderstorm Start Timing Today
Weather Forecast Office
Amarillo, TX
Issued May 15, 2024 3:59 AM CDT
1 Timing of Severe Storms
Earliest Start 1 PM
Most Likely 3 - 6 PM
2 Timing of Severe Storms
Earliest Start 3 PM
Most Likely 4 - 8 PM
Boise City
Guymon
Beaver
Stratford
Gruver
Perryton
Dalhart
Dumas
Canadian
Borger
Pampa
Wheeler
Vega
Amarillo
Claude
Clarendon
Hereford
Wellington
NWSAmarillo
weather.gov/ama


Flash Flood Threat Today
Weather Forecast Office
Amarillo, TX
Issued May 15, 2024 4:02 AM
Potential Hazards
FLOODING
1-2 INCH/HR RATES
ISOLATED FLASH FLOODING
STREAM FLOODING
• Localized heavy rain is possible across the north and eastern areas on Wednesday
• Isolated areas directly under thunderstorms may pick up 1-2" inches of rain quickly
• Isolated areas of flash flooding could occur – particularly towards the evening into night time
• Turn around, don't drown!
Chance of Flash Flood within 25 Miles
5-15%
5-15%
Boise City
Guymon
Beaver
Stratford
Gruver
Perryton
Dalhart
Dumas
Canadian
Borger
Pampa
Wheeler
Vega
Amarillo
Claude
Clarendon
Hereford
Wellington
NWSAmarillo
weather.gov/ama

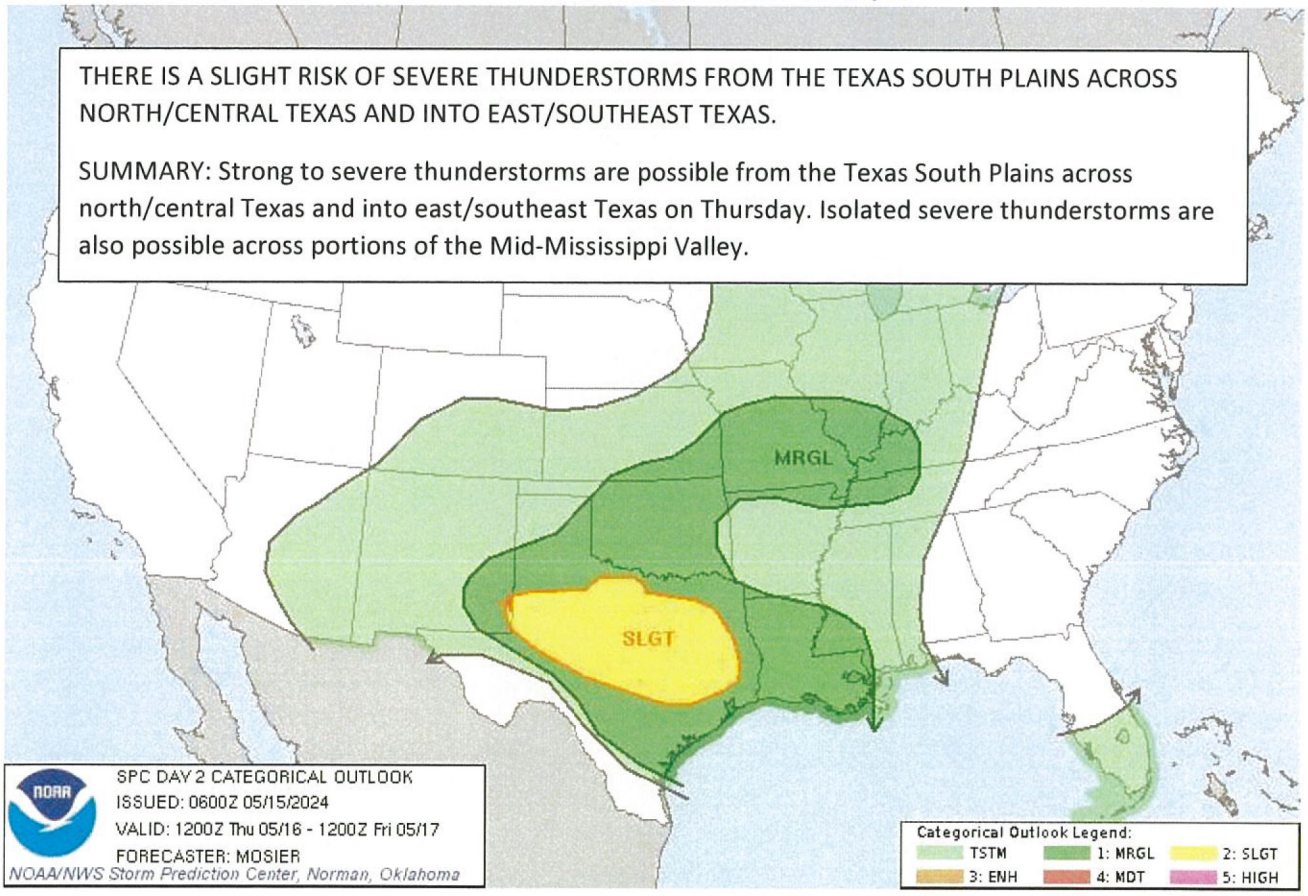

Severe Thunderstorms Possible Thursday
Greatest Risk Area in Yellow
Weather Forecast Office
Austin/San Antonio
Issued May 15, 2024 5:03 AM CT
Severe Weather Outlook
Thursday, May 16, 2024
Burnet
Georgetown
Fredericksburg
Austin
Rocksprings
Kerrville
La Grange
Boerne
New Braunfels
Del Rio
San Antonio
Gonzales
Uvalde
Cuero
Pleasanton
Eagle Pass
Carrizo Springs
High Risk
Moderate Risk
Enhanced Risk
Slight Risk
Marginal Risk
Thunderstorms
Threats
LARGE HAIL
DAMAGING WINDS
HEAVY RAIN
Timing
Thursday afternoon and evening
What to Do?
BE READY TO SHELTER INDOORS IF STORMS APPROACH
OUTDOOR PLANS? STAY WEATHER AWARE!
HAVE MULTIPLE WAYS TO RECEIVE WARNINGS
Severe Thunderstorm Risk
None
NWSSanAntonio
weather.gov/ewx


South-Central Texas Planner
Forecast for the Next 5 Days
Weather Forecast Office
Austin/San Antonio, TX
Issued May 15 2024 4:57 AM CDT
Thu
Fri
Sat
Sun
Mon
SCATTERED
West
ISOLATED
East
Severe Storms Possible
Minimal Impacts
Minimal Impacts
Minimal Impacts
Minimal Impacts
Lows
Highs
Austin
Kerrville
La Grange
Del Rio
San Antonio
Eagle Pass
Weather Hazards
Low
Moderate Impact
Elevated
High Impact
NWSSanAntonio
weather.gov/ewx

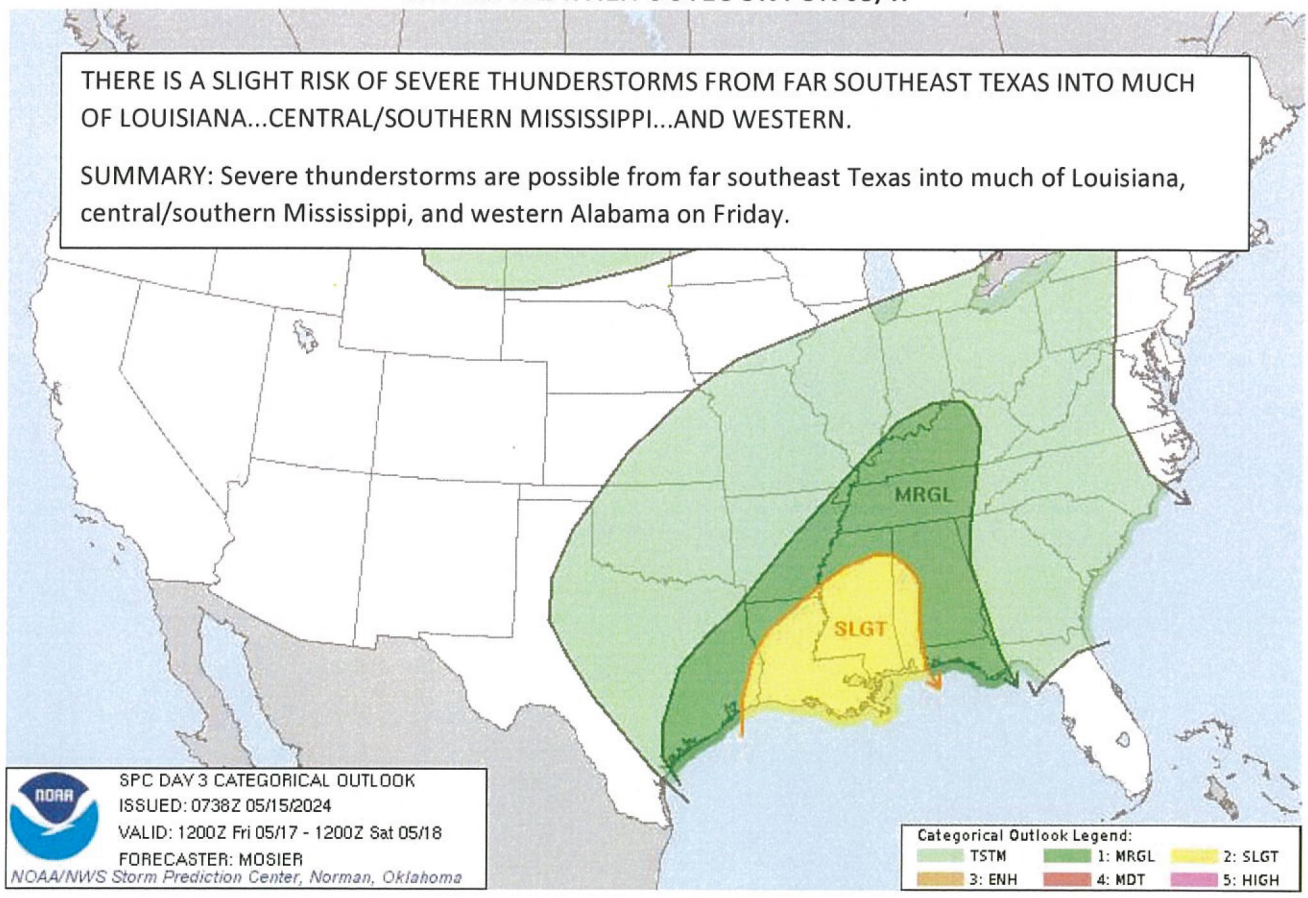
SEVERE WEATHER OUTLOOK FOR 05/15



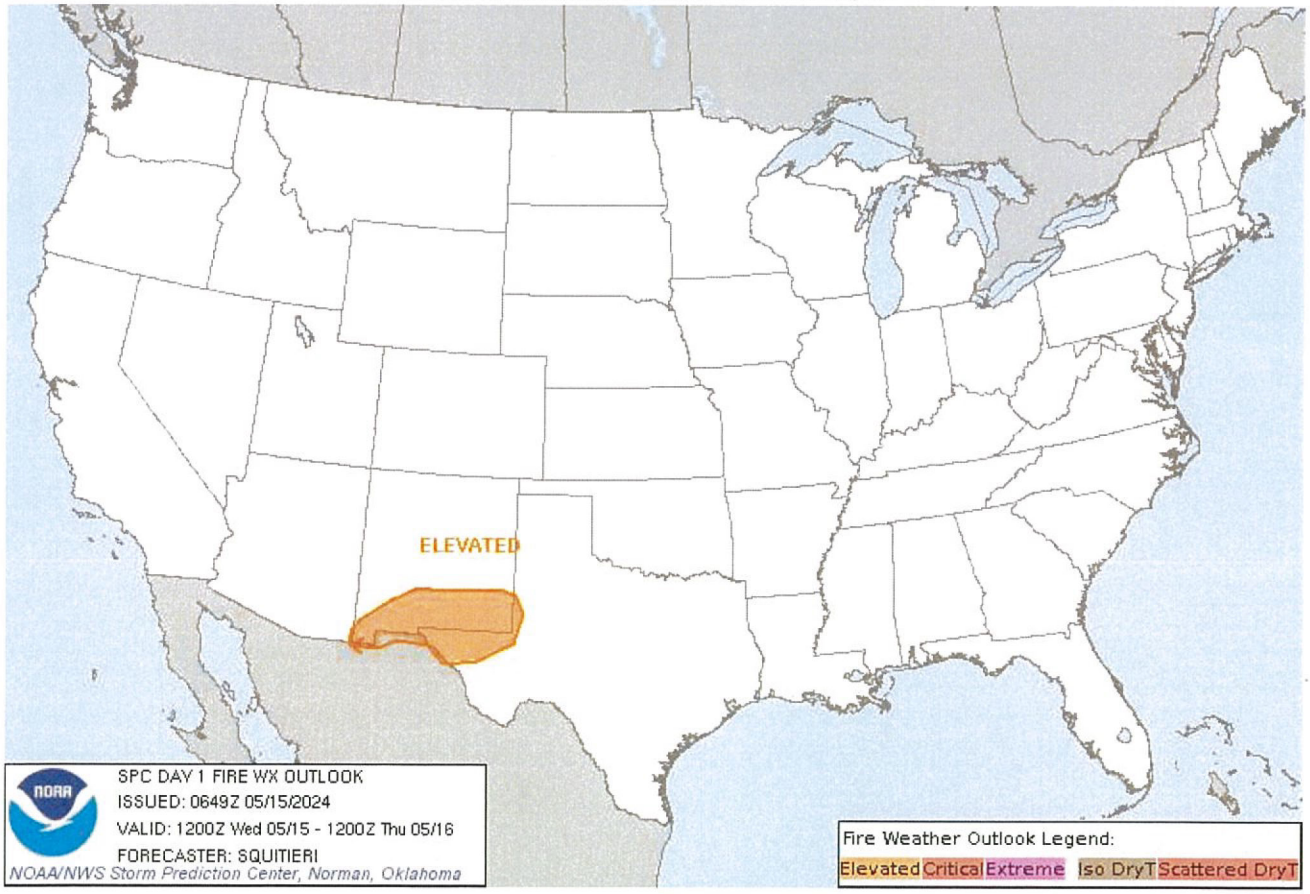
SEVERE WEATHER OUTLOOK FOR 05/16



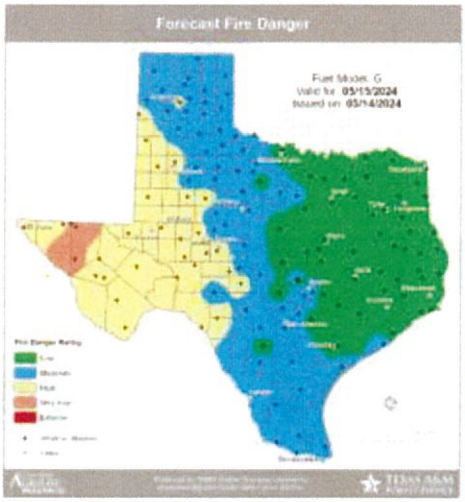
SEVERE WEATHER OUTLOOK FOR 05/17

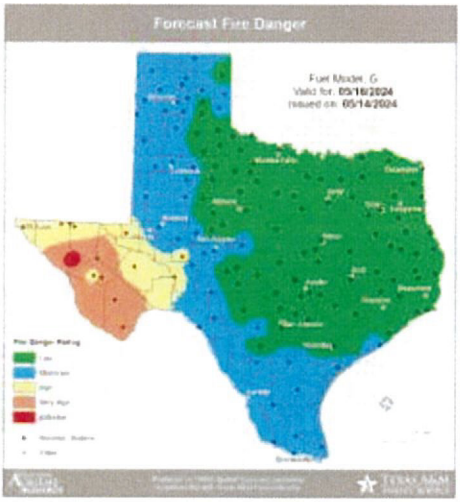


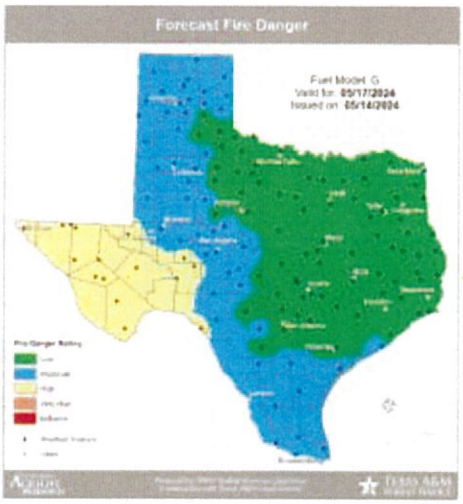
FIRE WEATHER OUTLOOK FOR 05/15



FORECAST FIRE DANGER







From: Cortez, Melissa
To: WeatherUpdateDistribution
Subject: Weather Information 07.05.24 Hurricane Beryl NWS Austin, IBM & NHC
Date: Friday, July 5, 2024 1:33:28 PM
Attachments: Weather Information 07.05.24 NWS Austin Hurricane Beryl.pdf
Weather Information 07.05.24 IBM Hurricane Beryl.pdf
Weather Information 07.05.24 NHC 1300.pdf

Good Afternoon,

Please see updates from the National Hurricane Center, IBM, and National Weather Service office in Austin attached. As of now the National Hurricane Center is predicting landfall near Padre Island as a Category 1 Hurricane (~85 mph winds, gusts up to 105 mph).

IBM Discussion (Oncor Concerns)
For the Oncor service area, direct impacts from Beryl are not expected through Sunday night. Later on Monday and Monday night, rain from a weakening Beryl is likely to move northward into southern parts of the service area around Round Rock. As Beryl weakens on Tuesday and Wednesday, it will track northward across Texas and likely bring a swath of a couple to several inches of rain along and east of the track. Isolated thunderstorms are possible, particularly along and east of where the circulation center passes. Any thunderstorm to the east of Beryl's track could generate a locally strong to severe wind gust with the risk for a brief tornado. Beryl's winds will be much weaker when the system tracks into the service area on Tuesday and Wednesday, however, a period of gusty winds near tropical storm force can't be ruled out of far southern areas near Round Rock depending on the exact track. Forecast confidence in Beryl's impacts to the Oncor service area is moderate at this time.

Thank you,

Melissa Cortez
Mutual Assistance - Emergency Preparedness Coordinator
Oncor | Mutual Assistance
777 Main St. Suite 1138-07
Fort Worth, TX 76102

[redacted]
Melissa.Cortez@oncor.com

oncor.com

"If you do what you love, you'll never work a day in your life."

From: Cortez, Melissa
To: WeatherUpdateDistribution
Subject: Weather Information 07.05.24
Date: Friday, July 5, 2024 7:26:54 AM
Attachments: Weather Information 07.05.24.pdf

Good Morning,

Current Conditions:
Storm Prediction Center Severe Outlook: YES, Severe Outlook Probabilistic to Categorical Conversion Table can be found HERE.
Winter Precipitation: NO
Red Flag Warning: NO
Extreme Heat: NO
Wildfires: YES
Tropical Activity: YES, Threats of direct impact center around Corpus Christi, Brownsville Sunday night as a Hurricane

Please see weather information attached.
Past updates are archived HERE.

Thank you,

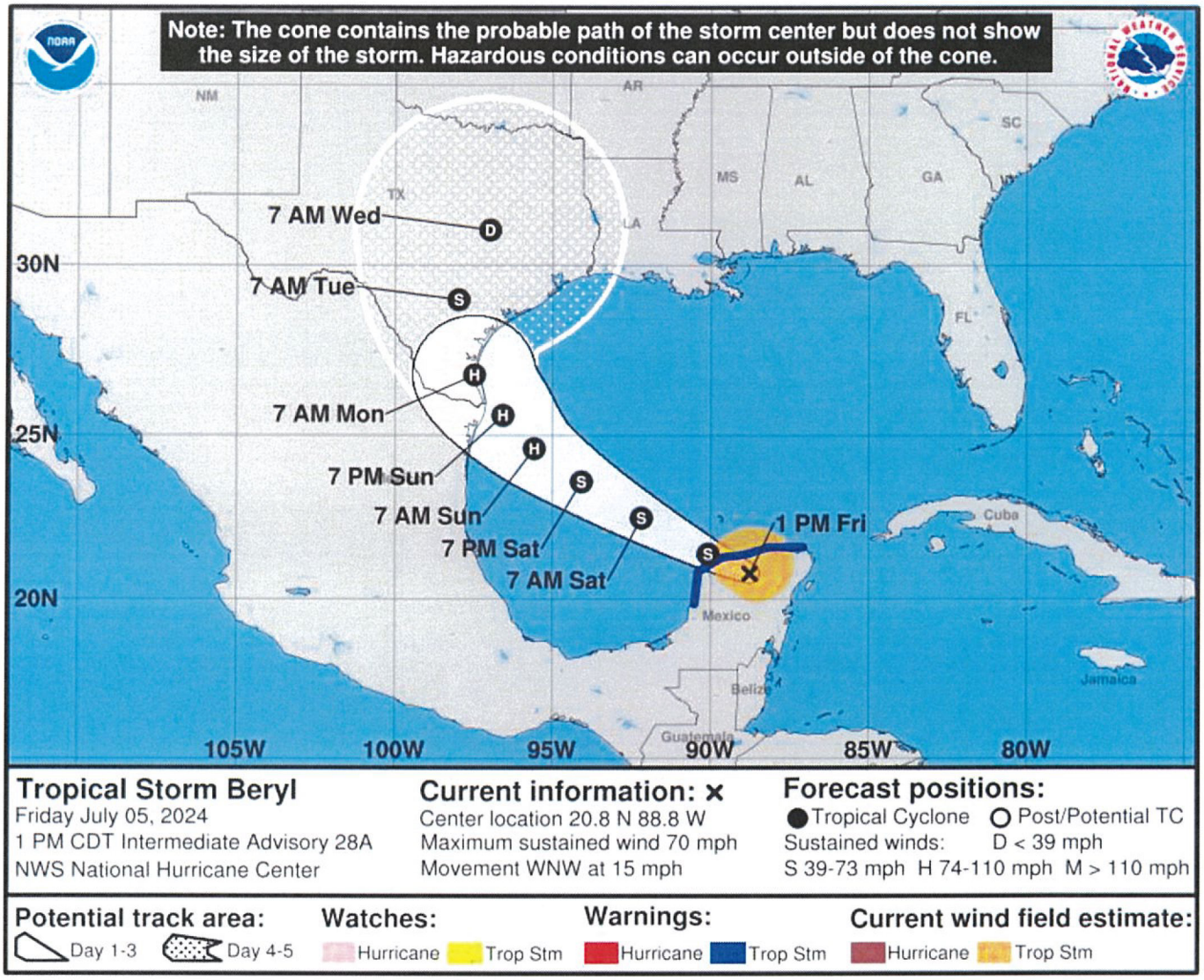
***Please email OncorEPMA@oncor.com with requests to add or remove employees from the weather distribution list.

Melissa Cortez
Mutual Assistance - Emergency Preparedness Coordinator
Oncor | Mutual Assistance
777 Main St. Suite 1138-07
Fort Worth, TX 76102

Cell: [redacted]
Melissa.Cortez@oncor.com

oncor.com

"If you do what you love, you'll never work a day in your life."



FORECAST POSITIONS AND MAX WINDS

INIT	05/1500Z	20.7N	88.3W	75 KT	85 MPH...INLAND
12H	06/0000Z	21.4N	90.1W	55 KT	65 MPH...OVER WATER
24H	06/1200Z	22.5N	92.2W	55 KT	65 MPH
36H	07/0000Z	23.6N	94.1W	60 KT	70 MPH
48H	07/1200Z	24.6N	95.6W	65 KT	75 MPH
60H	08/0000Z	25.6N	96.6W	70 KT	80 MPH
72H	08/1200Z	26.8N	97.5W	75 KT	85 MPH...NEAR COAST (LANDFALL)
96H	09/1200Z	29.0N	98.0W	35 KT	40 MPH...INLAND
120H	10/1200Z	31.0N	97.0W	25 KT	30 MPH...INLAND

The Weather Company

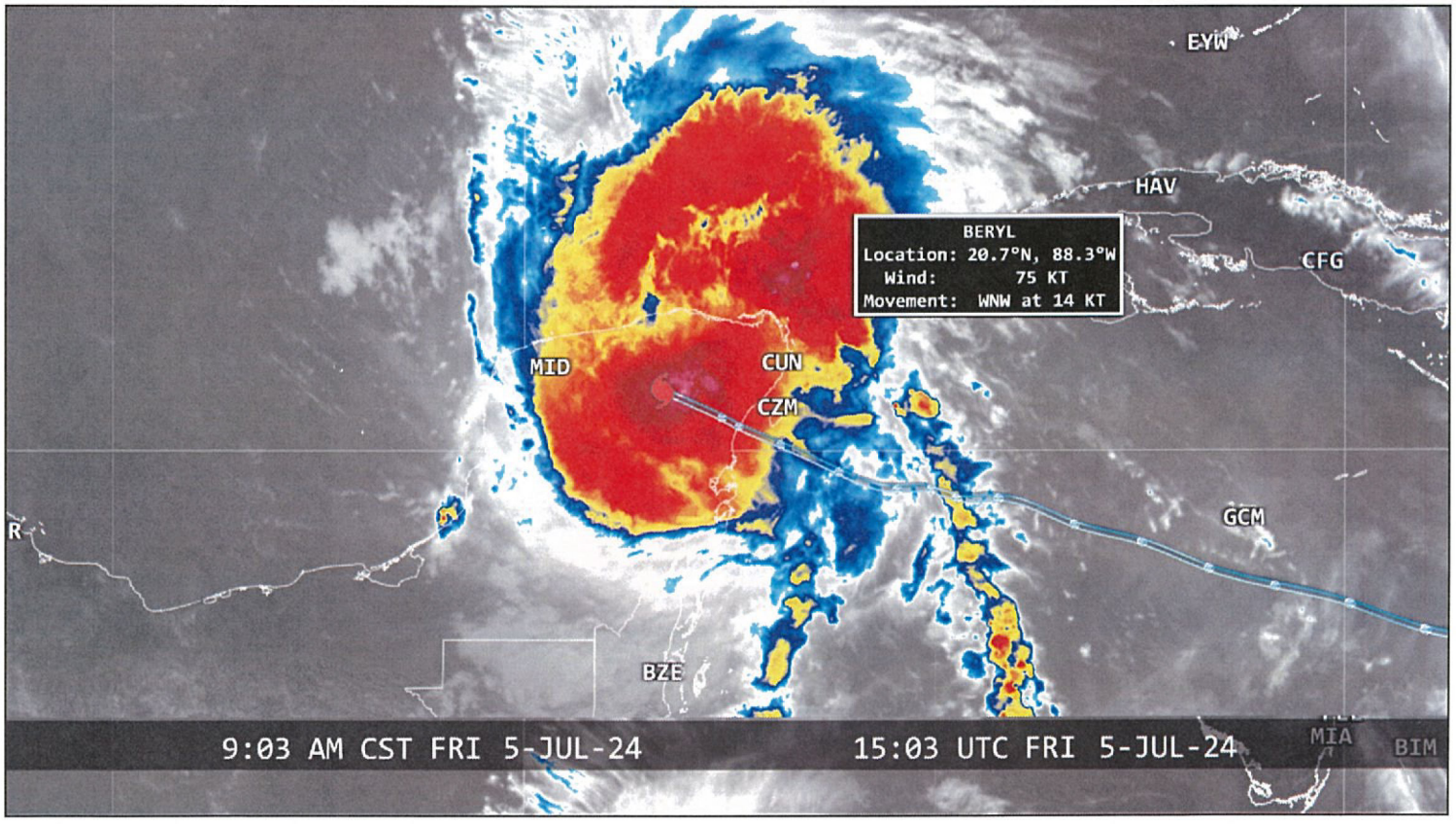
HURRICANE BERYL FORECAST FOR ONCOR

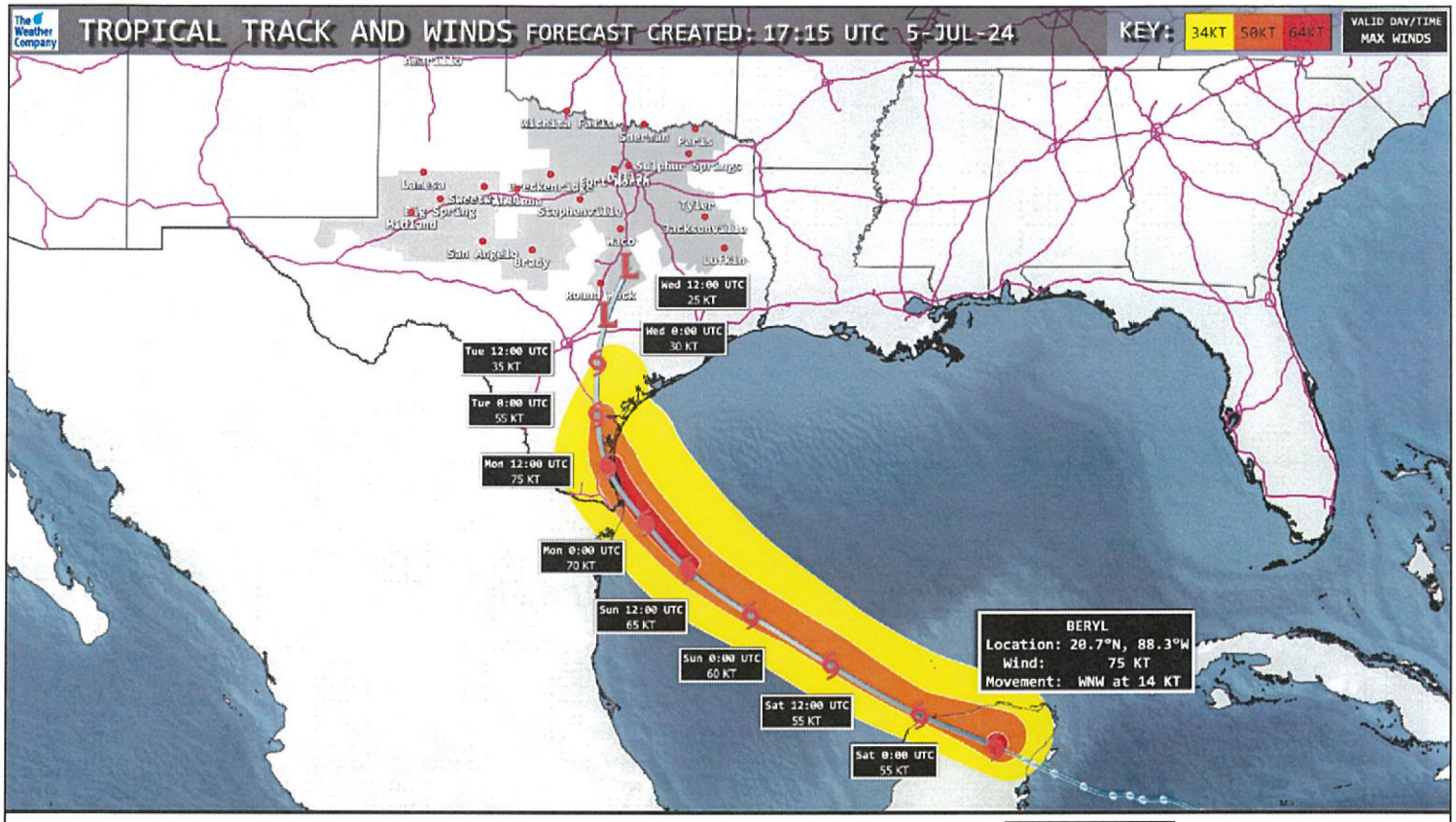
FORECASTER: E. Pindrock **ISSUED:** 1759Z 07-05-24 **NEXT UPDATE:** Ad Hoc

DISCUSSION: As of early Friday afternoon, Beryl is moving across the northern Yucatan Peninsula, and it is expected to weaken to a tropical storm later today due to its interaction with land. Beryl will move into the southwest Gulf of Mexico this evening and then likely strengthen back into a hurricane before moving into south Texas later on Sunday or on Monday.

For the Oncor service area, direct impacts from Beryl are not expected through Sunday night. Later on Monday and Monday night, rain from a weakening Beryl is likely to move northward into southern parts of the service area around Round Rock. As Beryl weakens on Tuesday and Wednesday, it will track northward across Texas and likely bring a swath of a couple to several inches of rain along and east of the track. Isolated thunderstorms are possible, particularly along and east of where the circulation center passes. Any thunderstorm to the east of Beryl's track could generate a locally strong to severe wind gust with the risk for a brief tornado. Beryl's winds will be much weaker when the system tracks into the service area on Tuesday and Wednesday, however, a period of gusty winds near tropical storm force can't be ruled out of far southern areas near Round Rock depending on the exact track. Forecast confidence in Beryl's impacts to the Oncor service area is moderate at this time.

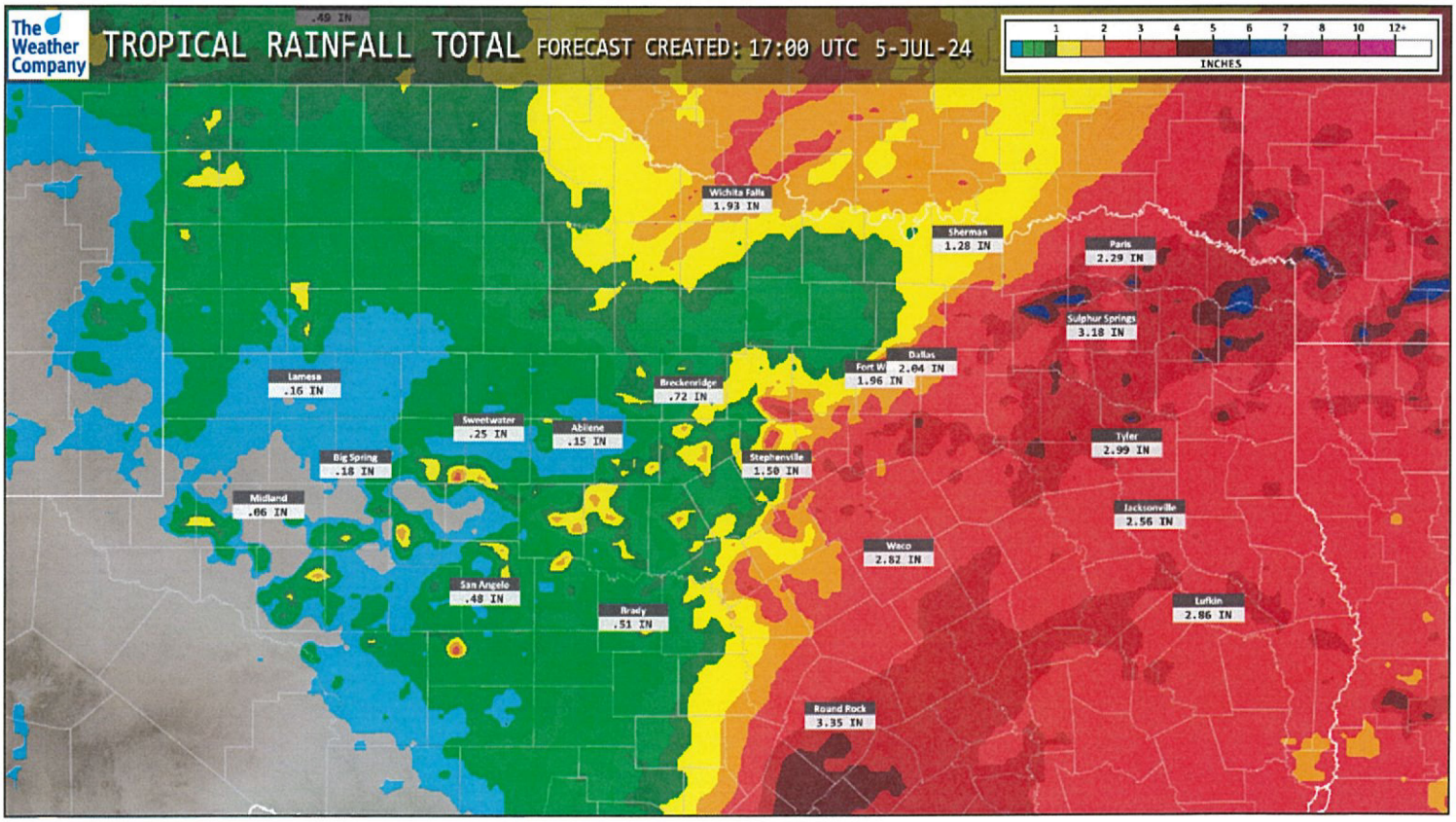
LATEST IMAGE



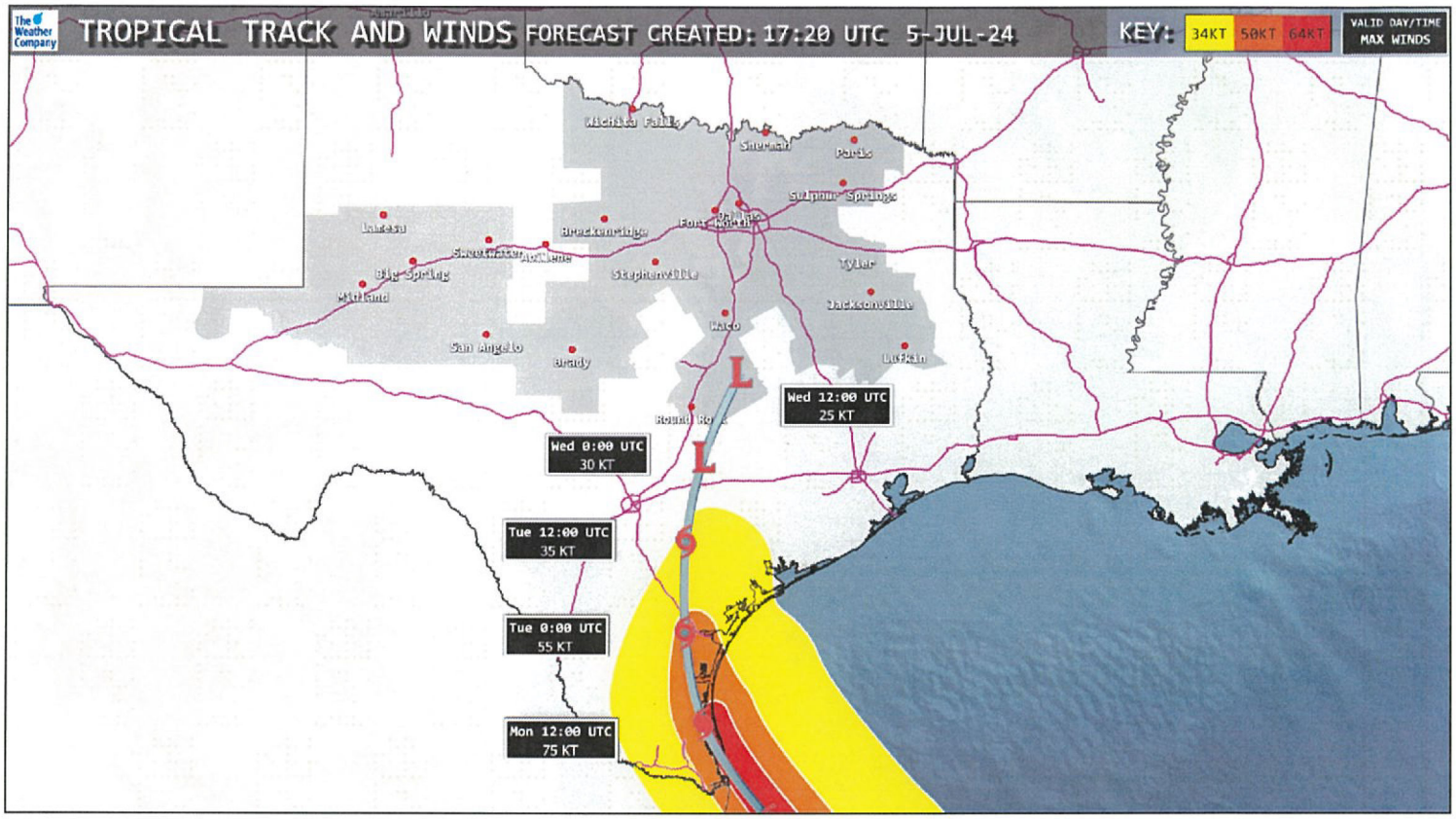


FORECAST TRACK CONFIDENCE: **MODERATE**

LOW	MODERATE	HIGH
Forecast models are in poor agreement. There may be greater than normal shifts with the track and forecast winds.	There is some forecast uncertainty. The forecast will likely change but not drastically.	Forecast models are in very good agreement. Little to no significant changes anticipated.



TROPICAL TRACK & WINDS ZOOMED INTO ONCOR SERVICE AREA



National Weather Service

National Weather Service - Austin/San Antonio, TX

Hurricane Beryl Briefing

10:30 AM CDT

Friday, Jul 5, 2024

Disclaimer: The information contained within is time-sensitive. Do not use after: 5PM Friday July 5, 2024

Situation Overview

Hurricane Beryl

- Beryl has made landfall on the Yucatan. The forecast calls for Beryl to move west across the southern Gulf and turn NW toward the TX coast. Landfall on the Texas coast is forecast to occur on Monday.

- Areas along the Texas coast need to start preparing for Beryl…the impacts may stretch across a large portion of the Texas coast.

- With Beryl currently forecast to make landfall on the southern Texas coast, rainfall impacts are likely across the eastern half of South Central Texas. There is low confidence on amounts and exact locations as each time the forecast of Beryl is adjusted our impacts are changing. Eastern areas need to prepare for several inches of rainfall at this time. Flooding rains are a possibility.

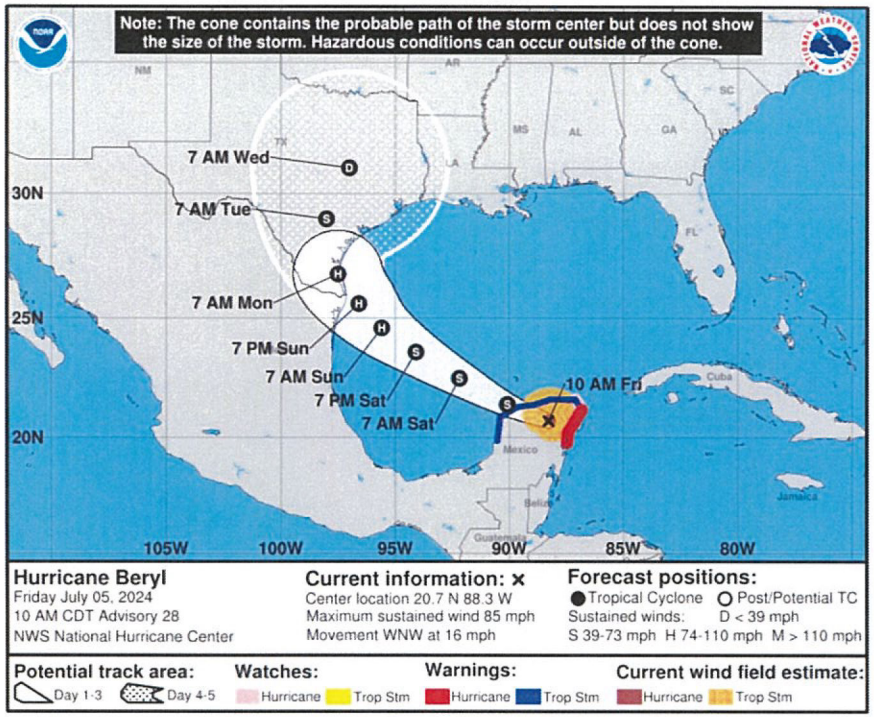
- Impacts across eastern areas of South Central Texas could also include gusty winds along with some isolated tornadoes associated with rainbands.

Last updated: 7/5/2024 10:06 AM CDT

National Weather Service - Austin/San Antonio, TX

Situation Overview

Hurricane Beryl



NOTE: *Do not focus on the exact track.*
Impacts can occur well outside the area enclosed by the cone.

Key Messages

- Category 1 Hurricane Beryl is located over the Yucatan Peninsula
- Beryl is moving west-northwest at 16 mph over the Yucatan and will enter the southern Gulf of Mexico later today
- Beryl is forecast to move across the southwest part of the Gulf of Mexico as a tropical storm late tonight, restrengthening into a hurricane Sunday as it approaches South Texas.
- Confidence for rainfall chances has increased across portions of South Central Texas early to middle of next week with chances possibly continuing through late week due to tropical moisture in place while confidence in location remains low.
- There is still some forecast uncertainty as to where Beryl will make landfall over the western Gulf coast which will impact where potential heavy rain falls and strongest winds are across South Central Texas.

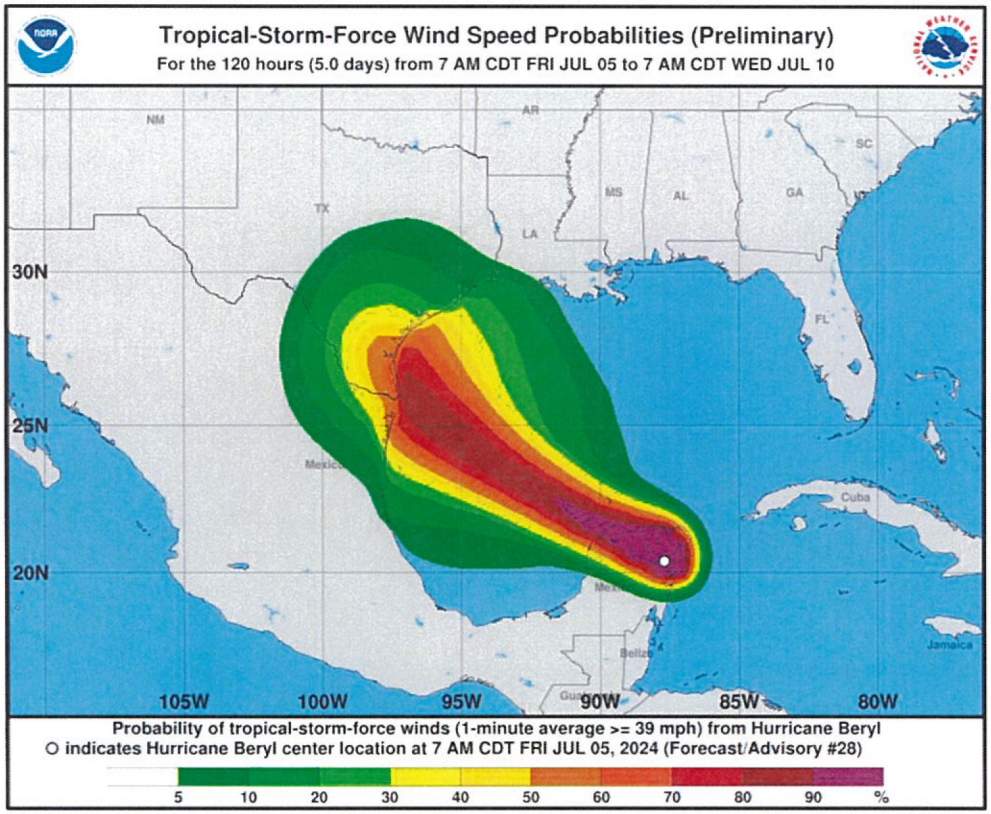
Increasing surf conditions and dangerous rip currents are likely for beaches along the Texas coast the weekend and into next week. Dangerous swimming conditions are forecast this weekend.

Last updated: 7/5/2024 10:06 AM CDT

National Weather Service - Austin/San Antonio, TX

Tropical Storm Wind Speed Probabilities

Hurricane Beryl



- Probabilities for tropical storm force winds are increasing along the Texas coast and portions of the Texas Coastal Plains.
- The greatest risk for tropical storm force winds will be across the southern and middle Texas coast.
- If the track of Beryl is inland, probabilities will likely increase across the eastern sections of South Central Texas.

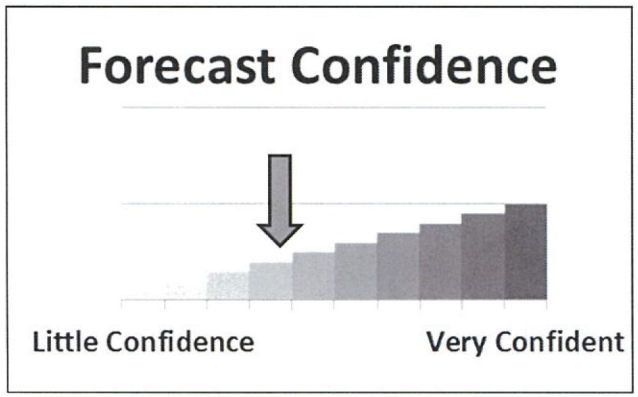
Last updated: 7/5/2024 10:06 AM CDT

National Weather Service - Austin/San Antonio, TX

Key Take-Aways

Hurricane Beryl

- The forecast track of Beryl has been shifting slightly to the north and to the right…this will likely continue to shift the threats/impacts to the eastern half of South Central TX.
- Areas along and east of I-35 could see several inches of rain based on the current track…with Monday-Wednesday being the most impacted.
- Continue to watch the forecast of Beryl. Some Watches may be needed over the coming days across our region.



Confidence is increasing that the eastern half of South Central Texas will likely be affected more than the western areas of South Central Texas.

Last updated: 7/5/2024 10:06 AM CDT

National Weather Service - Austin/San Antonio, TX

Request

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

Response

The following response was prepared by or under the direct supervision of Paul Folger.

In addition to the preparations discussed in Oncor's response to Staff RFI Set No. 1, Question No. 1-14, the timeline for Oncor's response to the May 2024 Derecho is as follows:

05/16/2024, 2:40 PM:	Heart of Texas (Waco/Corsicana/Mexia/Hillsboro) and Hutto/Round Rock/Taylor Districts enter storm mode.
05/16/2024, 8:00 PM:	West Texas Region Director makes request for additional Oncor crew assistance from DFW Metro regions.
05/16/2024, 8:23 PM:	West Texas District opens storm desk.
05/16/2024, 9:00 PM:	Contract resources mobilized to support the Hutto/Round Rock/Taylor and West Texas districts.
05/16/2024, 10:22 PM:	Heart of Texas District closes storm desk and returns to normal operations.
05/17/2024, 8:00 AM:	Southeastern Electric Exchange (S.E.E.) storm call #1 occurs; Oncor offers to provide on-system contract resources.
05/17/2024, 8:43 AM:	CenterPoint requests Oncor on-system contractor crews to support Derecho response.
05/17/2024, 10:19 AM:	Oncor releases on-system contract resources (approximately 160 total personnel) to CenterPoint.
05/17/2024, 2:33 PM:	Oncor's mobile generation Derecho support team of 30 total personnel departs to CenterPoint mobile generation sites in Houston area.
05/17/2024, 5:50 PM:	Five Oncor mobile generation units (two 1250 kW and three 625 kW units) deployed to Houston area.
05/17/2024, 11:00 AM:	29 Oncor DFW Metro employees arrive to assist West Texas Region in restoration.

05/17/2024, 9:00 PM:	West Texas District closes storm desk and returns to normal operations.
05/17/2024, 10:30 PM:	Hutto/Round Rock/Taylor District closes storm desk and returns to normal operations.
05/18/2024, 8:00 AM:	29 Oncor DFW Metro employees return from West Texas to their home locations.

In addition to the preparations discussed in Oncor's response to Staff RFI Set No. 1, Question No. 1-14, the timeline for Oncor's response to Hurricane Beryl is as follows:

07/08/2024, 1:15 PM:	Oncor opens the Lufkin storm desk in response to increased outage activity.
07/08/2024, 2:53 PM:	Oncor opens the East District storm desk in response to increased outage activity.
07/08/2024, 3:40 PM:	Oncor opens the Dallas Metro storm desk at the East Distribution Operations Center (EDOC) in response to increased outage activity.
07/08/2024, 4:00 PM:	Contract resources mobilized to the Hutto, Taylor, Round Rock, Waco, Corsicana, and Hillsboro areas to assist in restoration.
07/08/2024, 4:40 PM:	Oncor resources moved from the DFW Metro area to East Texas to support restoration efforts.
07/08/2024, 5:00 PM:	Oncor resources moved from Fort Worth area to Dallas area.
07/08/2024, 6:40 PM:	Mobile generator requested to restore power to the Lufkin City Water Treatment plant due to City of Lufkin generator not working.
07/08/2024, 7:15 PM:	Additional contract resources mobilized to the Hutto, Taylor, Round Rock, and West Texas areas to assist in restoration due to a second and third round of storms to these areas.
07/08/2024, 9:40 PM:	Additional Oncor resources from DFW Metro area sent to East Texas to support restoration efforts.
07/08/2024, 10:45 PM:	Mobile generator energized at the City of Lufkin Water Treatment plant.

07/09/2024, 2:30 AM:	EDOC closes storm desk and returns to normal operations.
07/09/2024, 5:22 AM:	Oncor offers personnel and contractor resources as mutual assistance.
07/09/2024, 7:04 AM:	Oncor offers available mobile generation resources as mutual assistance.
07/09/2024, 5:30 PM:	Mobile generator removed from City of Lufkin Water Treatment plant which was restored to normal configuration.
07/09/2024, 7:30 PM:	CenterPoint requested that Oncor provide four 1,250 kW mobile generation units with crew support.
07/10/2024 (multiple):	Through several conversations, Oncor notified other Texas utilities serving the area impacted by Beryl that it was releasing contractor resources and provided relevant contractor contact information.
07/10/2024, 8:35 AM:	Oncor personnel arrive at CenterPoint's designated staging area with four 1250 kW mobile generation units and all needed support crew members.
07/10/2024, 9:46 AM:	Oncor receives and begins assessing Mutual Assistance urgent material request from CenterPoint.
07/10/2024, 2:01 PM:	TNMP requests and Oncor agrees to provide Vegetation Management contractor resources; 90 total personnel provided the next morning.
07/10/2024, 4:15 PM:	East District closes storm desk and returns to normal operations.
07/11/2024, 6:11 AM:	Lufkin District closes storm desk and returns to normal operations.
07/11/2024, 8:57 AM:	Oncor responds to CenterPoint's urgent material request to let CenterPoint know what Oncor has available to ship to CenterPoint.
07/11/2024, 11:00 AM:	CenterPoint requests and Oncor agrees to provide mutual assistance support; 471 total personnel provided the next day.

07/11/2024, 2:15 PM:	CenterPoint requests four 625 kW mobile generation units with support crews.
07/11/2024, 2:44 PM:	Oncor agrees to provide four 625 kW mobile generation units with support crews to CenterPoint.
07/11/2024, 4:48 PM:	CenterPoint provided Oncor with the list of Oncor's offered material that CenterPoint wanted and provided shipping requirements.
07/11/2024, 4:55 PM:	Oncor confirms the material offered to CenterPoint is ready to ship.
07/11/2024, 5:20 PM:	Oncor assisted with energizing CenterPoint's 326 kW mobile generation unit using Oncor cables at 6201 Rankin Rd. Humble, TX 77396.
07/12/2024:	Oncor provides 471 total personnel and 60 Vegetation Management crews to CenterPoint.
07/12/2024, 7:19 AM:	Oncor's four 625 kW mobile generation units with support crews arrive at CenterPoint's designated staging area.
07/12/2024, 12:54 PM:	CenterPoint driver arrives to take delivery of requested material from Oncor.
07/13/2024:	CenterPoint requests an additional 75 Vegetation Management climbing crews. Oncor provided its remaining 40 Vegetation Management crews that had climbing capabilities.

Request

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

Response

The following response was prepared by or under the direct supervision of Robel Lulseged.

The following information is provided in accordance with the agreement of the requesting party in lieu of the requested information. The information, as agreed to be provided, is limited to outages in the stated timeframe due to the May 2024 Derecho and Hurricane Beryl.

In the aftermath of the Derecho Event, 11,315 Oncor customers were affected in the Impacted Area with a minimum outage duration of 0.08 hours, average of 3.92 hours, and maximum of 23.98 hours. The maximum and average time to service restoration are the same as the maximum and average hours of service interruptions provided in the previous sentence.

In the aftermath of Hurricane Beryl, 58,161 customers were affected in the Impacted Area with a minimum outage duration of 0.08 hours, average of 7.28 hours, and maximum of 57.39 hours. The maximum and average time to service restoration are the same as the maximum and average hours of service interruptions provided in the previous sentence.

Request

Provide the following information concerning your service territory:

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

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

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

Response

The following response was prepared by or under the direct supervision of Robel Lulseged.

(a) The city of Taylor, TX in Williamson County, zip code 76574, was the geographic area served by Oncor that experienced the highest number of outages from the Derecho Event. The city of Elgin, TX in Bastrop County, zip code 78621, was the geographic area served by Oncor that experienced the longest duration of outages from the Derecho Event. See Native File 1, tab 1-17.a in Oncor's response to Staff RFI Set No. 1, Question No. 101 herein for additional data. Oncor does not track outage information at the neighborhood level.

(b) The city of Lufkin, TX in Angelina County, zip code 75904, was the geographic area served by Oncor that experienced the highest number of outages from Hurricane Beryl. The city of Zavalla, TX in Angelina County, zip code 75980, was the geographic area served by Oncor that experienced the longest duration of outages from Hurricane Beryl. See Native File 1, tab 1-17.b in Oncor's response to Staff RFI Set No. 1, Question No. 101 herein for additional data. Oncor does not track outage information at the neighborhood level.

(c) The characteristics of the geographical areas described above are not particularly vulnerable relative to similar areas and installations across the Oncor system. These common vulnerabilities include: (1) overhead facilities subject to increased structural loading from high wind and/or ice accretion; (2) high vegetation density with the potential to make contact with powerlines, causing outages and/or facility damage during high wind and/or ice events; (3) certain legacy design facilities more prone to failure due to stress from electrical loading based on extreme heat or cold temperatures; and (4) overhead and underground facilities subject to stress/outages from surges due to lightning events. See response to Staff RFI Set No. 1, Question No. 18 for restoration challenges encountered due to Hurricane Beryl related to severe flooding in East Texas.

Request

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

Response

The following response was prepared by or under the direct supervision of Keith Hull.

At the peak of the May 2024 Derecho, 44,576 of Oncor's customers experienced an outage as a result of that storm. Oncor did not experience any major challenges in restoring operations as a result of this event.

At the peak of Hurricane Beryl, 49,065 of Oncor's customers experienced an outage as a result of Hurricane Beryl. Oncor did not experience any major challenges in restoring operations as a result of this event. Minor challenges encountered during this event were due to boating equipment needed to restore service to customers in East Texas due to severe flooding; however, this issue is not abnormal when flooding takes place in this area. Specialized equipment was available to restore power quickly to affected customers.

Request

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

Response

The following response was prepared by or under the direct supervision of Paul Folger.

Because Oncor was able to restore power to affected customers after the May 2024 Derecho and Hurricane Beryl without any major challenges, Oncor did not prepare and does not plan to prepare formal after-action reports related to those events. However, on July 17, 2024, Oncor filed a storm summary report for the July 8-10, 2024, period relating to Hurricane Beryl which can be found on the Commission's Interchange site, Project No. 56058, Item No. 22 (https://interchange.puc.texas.gov/Documents/56058_22_1411572.PDF).

Request

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

Response

The following response was prepared by or under the direct supervision of Paul Folger.

Oncor has no additional information or concerns that would be helpful to this investigation at this time.

Request

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

a. What consideration is given to local governments, community organizations, and other electric, water, sewer, and telecommunication utilities concerning your communication strategy after a hurricane or major storm in your service territory?
b. Describe any augmentation to staffing at call centers or help desks that would occur in advance of or after a hurricane or major storm entered your service territory.
c. For transmission and distribution utilities, please describe how your company coordinates communication to end-use customers with retail electric providers.

Response

The following response was prepared by or under the direct supervision of Connie Piloto.

a. Per Oncor's Emergency Operations Plan, which can be found on the Commission's Interchange site, Project No. 53385, Item No. 2097 (https://interchange.puc.texas.gov/Documents/53385_2097_1375649.PDF), Section 2.7, Oncor has specific team members responsible for maintaining close communications with local government entities, including municipalities and counties, as well as a variety of local contacts. For example, Area Managers within the Customer Service Group live and work in various communities across Oncor's service area, and remain in coordination with officials from these entities throughout restoration events to disseminate information and updates, and identify and prioritize potential outage escalations, such as those impacting water, sewer, telecom, electric or other critical facilities. In those counties in which Oncor owns transmission facilities but does not serve end-use customers, the applicable Oncor Area Manager is still responsible for communicating with local governmental entities or emergency operations centers during an emergency if necessary.

   Furthermore, the Large Commercial and Industrial team, through its assigned Account Managers, establishes lines of communication and develops an understanding of their customers' level of operation and what is deemed critical before any weather event. Therefore, should a significant weather event occur and electric service be limited to these entities, the team can maintain situational awareness, provide updates and help prioritize restoration accordingly.

b. Oncor's Customer Engagement team actively monitors weather and coordinates with Oncor's call center team and other internal resources and suppliers to coordinate on-call rotations, staffing needs, and staff augmentation.

   Depending on the severity of the predicted storm, the call center has various levels of staffing augmentation. The first level of augmentation proactively engages on-call resources and additional agent shifts are scheduled for the next 24 hours. After weather has passed through, depending on the impact, additional shifts will be

scheduled as needed to support restoration activities.

The second level of augmentation engages internal resources through a Customer Engagement Response Team to provide support for communication channels including calls, live chat, and social media care. Additionally, Oncor's call center vendor has the ability to provide additional surge resources temporarily. Based on call volumes, surge agents will be set up, trained and engaged to support the duration of restoration activities.

The third level of augmentation includes all items from the second level, but also includes shifting the contact center into "emergency mode", which closes non-critical phone lines, allowing agents to support emergency outage calls and hazardous disconnects and reconnects. In Oncor's most recent significant storm using level three augmentation, Oncor increased contact center staffing by approximately 285%.
Oncor is currently in the process of engaging a second call center provider to assist with supplying additional surge agents on demand for future needs.

c. In advance of or after a major storm in Oncor's service territory, Oncor communicates with retail electric providers ("REPs") by sending emails to our REP contacts or through the ERCOT Retail Market Subcommittee Listserv. The messaging typically includes information about the impact of the storm and progress of our restoration and information that REPs can share with customers on how to report outages through Oncor's numerous outage reporting platforms, as well as any other critical information including any news releases.

Request

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

Response

The following response was prepared by or under the direct supervision of Connie Piloto.

Derecho Event

Before the storm system that included the Derecho Event arrived, Oncor began to utilize its regular communication channels for informing customers of potential inclement weather. This included a forecast in our twice-weekly Weather Current update, a digital outreach effort led by an AMS-certified Meteorologist on staff that forecasts upcoming weather for customers, with an additional emphasis on community, public and electric safety. Oncor's social media channels were used to echo this forecast and provide current severe weather alerts during the storm, including severe thunderstorm, tornado and flood watches across our western, central and eastern service territory. After the severe weather had passed and crews were able to begin safely working on any necessary power restoration, these social media channels continued to provide general updates to customers while identifying the areas of greatest impact (Midland-Odessa, Lufkin, and the I-35 corridor between Waco and Round Rock). Crucial messaging on safety (such as reporting downed power lines to 911), as well as the numerous communication platforms customers could use to report outages, were also shared across our proactive digital channels, our Storm Outage map and through targeted paid ads that could be geographically customized to these harder-hit areas.

Hurricane Beryl

Similar to the leadup to the Derecho Event, Oncor began utilizing regular communication channels, particularly our social media pages, for informing customers of potential inclement weather ahead of Hurricane Beryl's arrival and throughout its impact, including flood watches, wind advisories and expected rainfall. Following the storm, this also included restoration updates, safety messages and photos of personnel performing local restoration work. Local Area Managers in the East Texas area shared the pre-storm information from Oncor's social channels to echo preparation messaging for the incoming storm system. On July 9, as the storm moved through Oncor's southeast service area (in particular the Lufkin/Nacogdoches area), Oncor's Region Manager was interviewed by local news media about restoration activities, as well as information the public needs for reporting outages and mutual assistance efforts.

Local media also utilized the Oncor Outage Map to provide updates on outages in East Texas due to Hurricane Beryl. Oncor leverages a banner on its storm map to provide mass communications, while using the My Oncor Alerts messaging platform and the Integrated Voice Response (IVR) system to provide area specific messaging. On the storm banner, Oncor posted the following message:

"Oncor teams continue working to make repairs and restore power for customers in the Eastern part of our territory, impacted by the landfall of Tropical Storm Beryl.

The storm brought thunderstorms and tornado warnings with high winds and heavy rain, resulting in damage to Oncor poles and wires and also localized flooding, causing some difficulty in gaining access to make repairs.
We greatly appreciate the patience and understanding of our customers and are focused on doing all we can to restore the remaining outages as quickly and safely as possible.
Safety for our teams and the public remains Oncor's number one priority. If you see a downed power line, please stay away, keep pets and others away and call 911 immediately. In addition to the downed line potentially being energized, anything touching the power line, such as a tree branch, could also be energized. Please do not touch the power line or anything else touching it."

Additionally, on July 9, 2024, custom messages related to repairs or progress on restoring power were prepared for work orders with the longest outage durations. These messages were sent to customers enrolled to receive My Oncor Alerts. These events impacted approximately 4,000 customers, and 2,251 of these customers had enrolled to receive the alerts.

Request

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

Response

The following response was prepared by or under the direct supervision of Chris Rowley.

Oncor conducts customer surveys after customers have reported outages. Oncor received 34 survey responses from customers regarding outages in areas impacted by Hurricane Beryl. Customer survey feedback included the following general themes:

- vegetation management concerns including debris cleanup from the storm and avoidance of future power outages;
- requests for more detailed and frequent updates regarding the outage restoration status, including the reason for the outage;
- the need for customer service representatives to have access to more detailed information about restoration status; and
- appreciation for Oncor crews and the efforts to restore power following the storm.

Additionally, Oncor's Customer Relations management team received two escalated outage complaints from Oncor's Contact Center and five outage complaints from the Staff of the Public Utility Commission of Texas relating to Hurricane Beryl. Those complaints were related to restoration, tree trimming concerns, and power quality.