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**TEXAS-NEW MEXICO POWER COMPANY'S SUPPLEMENTAL RESPONSES TO
STAFF'S FIRST RFI**

PUC DOCKET NO. 56822

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

**TEXAS-NEW MEXICO POWER COMPANY'S SUPPLEMENTAL RESPONSE TO
COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION**

TEXAS-NEW MEXICO POWER COMPANY ("TNMP") files this Supplemental Response to Commission Staff's ("Staff") First Request for Information to Texas New-Mexico Power Company. All parties may treat the answers as if they were filed under oath.

TNMP files these responses without agreeing to the relevancy of the information sought and without waiving their right to object at the time of the hearing to the admissibility of information produced herein.

Respectfully submitted,

/s/ Scott Seamster

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**ATTORNEYS FOR TEXAS-NEW MEXICO
POWER COMPANY**

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CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing document was filed on the interchange on September 6, 2024.

/s/Scott Seamster

Scott Seamster

**TEXAS-NEW MEXICO POWER COMPANY'S SUPPLEMENTAL RESPONSES TO
STAFF'S FIRST RFI**

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

Prepared by: Stacy Whitehurst

Sponsored by: Stacy Whitehurst

Attachment: STAFF_1_23_000001_CONFIDENTIAL through
STAFF_1_23_000081_CONFIDENTIAL

SUPPLEMENTAL RESPONSE: Based on the number of customers that were impacted by Hurricane Beryl, coupled with outages related to third party cellular service outage, TNMP set up a hurricane response email in an effort to better communicate with customers and solicit additional information for use in developing its restoration efforts. TNMP received approximately 11,000 emails that were sent to the email address it created: hurricane@tnmp.com. The emails came from customers across TNMP's storm-affected Service Area and generally provided TNMP with customer outage information, locations of fallen trees, locations of fallen distribution lines, photos of trees and damaged TNMP infrastructure, and requests for an estimate of restoration time, among other things.

To the extent feasible and appropriate, each email's information was reviewed and passed on to local Operations personnel to determine if any information could be utilized for restoration efforts. TNMP incorporated some of the information, where applicable, in its existing plans for determining scope of restoration work and the allocation and prioritization of resources, particularly with respect to the criticality of outages and the assignment of vegetation management crews and linemen.

In addition to the communications TNMP previously produced in its original responses, TNMP is providing another set of exemplary communications from customers that were sent to the Hurricane Beryl email address identified above.

**TEXAS-NEW MEXICO POWER COMPANY'S SUPPLEMENTAL RESPONSES TO
STAFF'S FIRST RFI**

STAFF 1-79. Please provide aerial maps of circuits and their easements that experienced a vegetation-related outage during the May 2024 Derecho and Hurricane Beryl. Overlay the map with the circuits that received vegetation management treatment for the past 5 years, using a distinct color code for each year. Provide any additional information or details to show clarity.

Prepared by: Chris Gerety, Vincent Herrera, Kenneth Macune, David Stricker,
Timothy Cool

Sponsored by: Chris Gerety

SUPPLEMENTAL RESPONSE: TNMP previously produced CONFIDENTIAL STAFF 1-17 Maps-VegTreatments 2020-2024 which contained aerial maps of TNMP's circuits. Additionally, TNMP refers Staff to its response to STAFF 1-55 which provides information about TNMP's minimum width requirements for its ROW areas, which can be used to generally identify the location of its ROWs on the aerial maps already provided.