



## **Filing Receipt**

**Filing Date - 2024-09-16 01:13:47 PM**

**Control Number - 56822**

**Item Number - 168**

**PROJECT NO. 56822**

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

**COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION  
TO TARGETED ELECTRIC MOUS  
QUESTION NOS. STAFF 1-1 THROUGH 1-120F**

**Electric Utilities – Emergency Planning and Event Response**

**Staff 1-1** Provide the following information concerning the last hurricane or major storm drill conducted in 2024:

- a. The date the drill was conducted; June, 2024
- 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; Normally, in June every year, we start to drill on safety far as mass outages on our system. We stress grounding and lockout/tagout method.  
  
We did not receive any mutual assistance program invitations.
- 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; Techline
- 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; None
- 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; None
- g. How performance during the 2024 hurricane drill was measured; and N/A
- h. Any feed-back whether internally or externally from a third-party vendor or party invited to participate in the 2024 hurricane drill. None

**Staff 1-2** Do you ever seek participation of your customers during a hurricane drill? If yes, please provide a description of their level of involvement. No

- Staff 1-3** Are actual events and conditions experienced during a previous hurricane or storm used in the next year's hurricane or major storm drill? If yes:
- How long would an actual storm be used to set the conditions for future hurricane drills? **Indefinitely, we learn something new with every storm.**
  - What hurricanes and major storms were used to set the conditions for the 2024 hurricane drill? **Hurricane Laura**
- Staff 1-4** Please identify any electric, water, sewer, or telecommunication utilities that invited you to participate in their 2024 hurricane or major storm drill. **None**
- Staff 1-5** Please identify all resources, internal or external, used for weather or storm tracking purposes before July 8, 2024. **Newton County & City of Newton share an Emergency Management Coordinator and also TDEM does a great job keeping us up to date.**
- Staff 1-6** How many days before projected landfall do you start tracking storms that could affect or disrupt operations within your service area? **2-3 weeks.**
- Staff 1-7** How many days before projected landfall did you start tracking the storm eventually named Hurricane Beryl? **30 days.**
- Staff 1-8** Do you check the functionality or performance of your outage tracker as part of your regular storm preparation procedures? **N/A**
- Staff 1-9** How far in advance of landfall did you initiate requests for mutual assistance? **2 weeks before I spoke to City of Lubbock (who helped us during Hurricane Laura).**
- Staff 1-10** Provide information as to how restoration efforts are prioritized, and resources are allocated following a hurricane or major storm. For purposes of this question, please provide how these prioritizations and allocation guidelines were used in practice during your response to Hurricane Beryl **We prioritize getting our main circuits (Critical Load) back on to help restore power to our nursing home, water plant, and wastewater plant. Then continue restoring power to smaller outages. We also prioritize getting our customers on who are on oxygen or medical assistance.**
- Staff 1-11** Describe the procedures during an emergency for handling complaints and for communicating with the public; the media; customers; the commission; the Office of Public Utility Counsel (OPUC); local and state governmental entities, officials, and emergency operations centers, the reliability coordinator for your Company's power region, and critical load customers directly served by the entity. **City of Newton's Customer Services shall make every effort to receive/ answer calls from customers including customers registering concerns, complaints and asking questions regarding the emergency event and related information and updates regarding the City of Newton's restoration efforts and status. During any declared emergency, the City Secretary will coordinate with the City Administrator's Office and the Electrical Superintendent to ensure all external press/ media releases, and**



interviews and associated communications contain accurate and updated information. The City of Newton will have official status reports/updates will be posted on The City of Newton website and appropriate social media outlets. City of Newton has provided PUCT with City of Newton's contact information and will respond directly to any communications and requests from PUCT and OPUC.

- Staff 1-12** Does your company use an operating condition system? If yes, define each level of the operating condition system and actions taken at each level. Please include citations to the relevant section(s) of your EOP filed with the PUCT when answering this question. **No**
- Staff 1-13** Explain the system and tools used to manage all emergency response assignments. Your response should include management of mutual assistance and contract personnel and consider needed food and lodging facilities.
- Staff 1-14** How far in advance of the May 2024 Derecho and Hurricane Beryl did you initiate emergency preparations? Describe the timeframes for the preparation work in anticipation of emergency operations plan activation. Please include citations to the relevant section(s) of your EOP filed with the PUCT when answering this question. **The City of Newton watched storm closely and made timely preparations.**
- Staff 1-15** Please provide a timeline of your Company's response to the May 2024 Derecho and Hurricane Beryl. **Once the storm was formed, the City of Newton made preparations for fuel and mutual assistance if needed.**
- Staff 1-16** Please detail the extent and duration of outages experienced by your customers during and in the aftermath of the May 2024 Derecho and Hurricane Beryl. Include the total number of customers affected; minimum, maximum, and average hours of service interruptions; and maximum and average time to service restoration in your response. **Zero outages for Derecho, with minimum outages not lasting over an hour for Hurricane Beryl.**
- Staff 1-17** Provide the following information concerning your service territory:
- a. Identify the geographic areas that experienced the highest number of outages and longest duration of outage due to the May 2024 Derecho. Your response should identify the neighborhood, city, zip code, and county if possible. **Zero outages**
  - b. Identify the geographic areas that experienced the highest number of outages and longest duration of outage due to Hurricane Beryl. Your response should identify the neighborhood, city, zip code, and county if possible. **We did not experience major outages.**
  - c. Identify or describe the factors that contributed to the areas identified in response to subparts (a) and (b) as being particularly vulnerable. **N/A**
- Staff 1-18** Describe any challenges in restoring operations your Company encountered due to the May 2024 Derecho or Hurricane Beryl. **No major damage, just routine workday.**

**Staff 1-19** Please provide a copy of the after-action reports or provide a date by when the action reports will be completed for the May 2024 Derecho and Hurricane Beryl. **No major damage during Hurricane Beryl.**

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

### **Electric Utilities Communication and Coordination**

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

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? **The City Administrator's Office and City Secretary will work closely and coordinate with local, regional, and State agencies and entities to ensure effective communications regarding outage and restoration conditions, status, and plans.**

- a. 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. **The City of Newton does not have a call center.**
- b. For transmission and distribution utilities, please describe how your company coordinates communication to end-use customers with retail electric providers. **CON City Secretary shall develop pre-scripted templates for news releases, social media posts and other media communications.**

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. **CON Utilities Customer Service Manager shall designate personnel that are responsible for customer communications (that will be synchronized with any/all media communications prepared by the City Secretary).**

**CON Utilities Customer Service Manager will coordinate with the City Secretary to provide official updates on CON's power restoration process to customers and post this information on the CON website. These official status reports / updates will be posted daily or as frequently as it is practical to do so.**

**Customer Services will provide additional status information in the same section of the CON website to inform customers (and media) of any additional restoration information.**

### **Staff 1-22**

**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. **N/A**

- Staff 1-24** What steps are being taken to improve coordination and communication with local governments, medical and eldercare facilities, community organizations, trade associations, and other similar organizations for future significant weather events?
- Staff 1-25** What steps are being taken to improve coordination and communication with other electric, water, sewer, and telecommunication utilities for future significant weather events?
- Staff 1-26** Provide the following information concerning call centers and help desks used by your company before July 8, 2024: The City of Newton does not have a call center.
- a. How many people work in call centers or help desks? N/A
  - b. Of these people, please provide the percentage of these employees that are full-time employees (FTE), contracted labor, or temporary/seasonal workers. N/A
  - c. What is the target wait time or response time for calls? N/A
  - d. What is the target resolution time for calls? N/A
  - e. Provide a detailed description of company-specific training provided to call center and help desk operators concerning major outages and major weather events including, but not limited to, hurricanes and high wind events. N/A
  - f. What is the maximum call volume for the call centers or help desks that were available and in operation during or in the aftermath of Hurricane Beryl? N/A
- Staff 1-27** Provide the daily average and peak call volume to your call centers or help desks during or in the aftermath of Hurricane Beryl. For purposes of this question, please provide responses for each day from July 8, 2024, through the date power was restored to at least 99% of the customers in the service territory in the Impacted Area. N/A
- Staff 1-28** Describe how you communicated and shared information on recovery resources and updates with local and state leaders as well as your customers during leading up to, during, and in the aftermath of Hurricane Beryl. N/A
- Staff 1-29** Please indicate whether calls incoming to your call centers, help desks, or priority call desks are recorded, and if so, provide your retention schedule for the captured calls. N/A
- Staff 1-30** If calls incoming to your priority call desks are not recorded, please indicate if incoming calls are logged or otherwise tracked. If tracked or logged, please provide a copy of all logged or otherwise tracked calls to the priority call desk during or in the aftermath of Hurricane Beryl. N/A
- Staff 1-31** Please provide an audio copy and transcript of any pre-recorded messages related to either the May 2024 Derecho or Hurricane Beryl used by your call centers or help desks and the date these messages were utilized. N/A

- Staff 1-32** Provide the following information concerning the outage tracker in use on July 8, 2024:
- a. The date the outage tracker was rolled out to customers. N/A
  - b. The last date the software underpinning the outage tracker was updated. N/A
  - c. whether the outage tracker was functioning during the May 2024 Derecho and Hurricane Beryl as intended or provide an explanation as to why not. N/A
  - d. Whether the outage tracker was mobile-friendly ; N/A
  - e. the languages supported by the outage tracker; N/A
  - f. Whether the outage tracker captured circuit-specific or meter-specific information or both. N/A
  - g. Whether the outage tracker was cloud-based or operated through an on-premise server? N/A
  - h. The maximum number of simultaneous users the outage tracker was designed to accommodate. N/A
  - i. Whether you had internal facing redundancies/contingencies for outage tracking, and if so if these redundancies/contingencies were utilized during your response to Hurricane Beryl. N/A
  - j. The date of the last stress or load test of the outage tracker. N/A
- Staff 1-33** Provide daily total and peak numbers of users accessing your outage tracker in the greater Houston area during each day of the May 2024 Derecho event. N/A
- Staff 1-34** Provide the daily total and peak number of users accessing your outage tracker in the Impacted Area starting from July 8, 2024 through the date service was restored to 100% of your service territory. N/A
- Staff 1-35** Describe any processes or policies adopted by your company as contingencies to inform customers about service outages and estimated restoration times in the event the outage tracker is offline. N/A
- Staff 1-36** Please indicate if the processes or policies described in your response to Staff 1-35 were utilized during either the May 2024 Derecho event or in the aftermath of Hurricane Beryl. If they were, please identify the dates the identified processes and policies were activated. N/A
- Staff 1-37** Please provide a breakdown of smart meters currently in service for each county in your service territory that was included within the Impacted Area. In providing a response to this question, please provide both raw numbers and answers as a percentage of total customers in each county. N/A



- Staff 1-38** Provide the date and method (e.g., email, phone call, text message) you initially contacted local governments in the Impacted Area. **N/A**
- Staff 1-39** Describe what processes, if any, you had in place on or before July 8, 2024, to contact medical and eldercare facilities or critical infrastructure (e.g., police stations, firehouses, TV stations) in advance of a hurricane or major storm. Please include citations to the relevant section(s) of your EOP filed with the PUCT when answering this question. **Customer Services will direct Critical Load Customers to CON website and social media pages for relevant information.**
- Staff 1-40** If your company has a process to contact critical care facilities, provide the date and method (e.g., email, phone call, text message) you initially contacted medical facilities, eldercare facilities, or critical infrastructure (e.g., police stations, firehouses, TV stations) in advance of Hurricane Beryl.
- Staff 1-41** Please describe how you communicate and with what frequency you communicate with critical care and at-risk customers about service outages and restoration efforts.
- Staff 1-42** For ERCOT-located utilities, please describe any communication with interconnected power generation companies regarding their operational status during Hurricane Beryl. **N/A, CON is in MISO**

### **Electric Utilities – Customer Restoration Workflow**

- Staff 1-43** Please state whether you have a service restoration plan regarding service outages caused by extreme or emergency weather events. If you do, please provide a copy of that plan(s). Please include citations to the relevant section(s) of your EOP filed with the PUCT when answering this question. **Purpose and Applicability, To provide the guidelines, policies, and procedures that CON shall utilize in system restoration activities, including restoration following a Firm Load Shed event. Develop / Implement a Restoration Priorities Plan as part of the EOP Load Shed Annex: CON shall develop and maintain a Restoration Priorities Plan that includes restoration priorities and procedures. The Electric Superintendent and management staff develops and maintains the Restoration Priorities Plan.**

Please describe the procedures followed for customer restoration of service, including prioritization criteria and timelines for restoration or service. Please note if these policies may lead to quicker restoration Following a Firm Load Shed event CON will track the restoration of service to breakers / feeders that were tripped during the load shed event.ion of service for an area of your service territory relative to the others and why.

In the scenario that a feeder is not restored, due to cold-load pickup or other factors, CON may dispatch personnel to restore the circuit by sectionalizing or other methods to restore service.

- The priority of CON in restoring service shall be to locations involving electric service to critical loads, including to gas pipelines and infrastructure serving generation facilities along with hospitals, nursing homes, and other locations involving community health and safety.



- In addition to priorities concerning community health and safety, crews shall be assigned to defined areas. Generally, crews shall concentrate on a given feeder, working to the end or to a sectionalizing point, and then returning to restore service on single phase lines or taps off the feeder.
- Restorations shall be done systematically, avoiding pressure from individuals for special attention. However, one or more crews may be assigned to locations where special hazards exist or where especially critical loads require immediate attention. When not on special assignments, these crews may be used to repair individual services.
- No crew shall be sent to work in an area where a known biohazard or terrorist act has occurred until clearance has been

**Staff 1-44**

**Staff 1-45** Please describe and explain any changes or modifications made to your service restoration plan(s) during and in the aftermath of the May 2024 Derecho or Hurricane Beryl. **No damages during Beryl, but the City of Newton is constantly working on being more efficient and safer during the restoration process.**

**Staff 1-46** Please provide a county-by-county summary of date on which and number of damage assessment, vegetation, and linemen crews that you deployed to assess and begin service restoration efforts after Hurricane Beryl made landfall in the Impacted Area. **No major damage.**

**Staff 1-47** Please provide a county-by-county summary of the percentage of your customers that did not have service due to outages caused by Hurricane Beryl for each day from the day Hurricane Beryl made landfall in the Impacted Area to when service was fully restored to your customers. **The City of Newton had minor damage with no down structures or lines.**

**Staff 1-48** Please describe how calls received by your call centers during and after Hurricane Beryl were incorporated in your service restoration workflow and processes. **The City of Newton does not have a call center.**

**Staff 1-49** Please describe your coordination efforts with local, state, and federal agencies, as well as any other stakeholders regarding service restoration before, during, and after Hurricane Beryl. Please provide details of any formal agreements or understandings with these parties. **No major damage during Hurricane Beryl.**

**Staff 1-50** Excluding the need to clear significant volumes of vegetation, please identify and described any major challenges you experienced during the process of restoring service to your customers before, during, and after Hurricane Beryl and any solutions implemented to address those challenges. **The City of Newton didn't receive major damage from Hurricane Beryl.**

**Staff 1-51** Please describe any lessons learned about restoring service to customers during Hurricane Beryl and how what you learned will inform restoration efforts in the future. **The City of Newton didn't receive major damage from Hurricane Beryl, but the City is always improving on safety and time management.**

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

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

### **Distribution Infrastructure**

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

- a. How frequently this evaluation is conducted;
- b. What criteria you utilize for this evaluation;
- c. When you decide to replace the distribution pole.

**Staff 1-55** Please provide your minimum required right-of-way (ROW) width for both 3-phase and single-phase distribution lines. 15' on each side of the line.

**Staff 1-56** Identify all feeders on your distribution system affected by Hurricane Beryl or the May 2024 Derecho and provide the following for each identified feeder in MS Excel format: No feeders were affected.

- a. The quantity and percentage of each installed pole type (e.g., wood, composite, steel, concrete, other) on the feeder before Hurricane Beryl; N/A
- b. The quantity and percentage of pole failures, by pole type, due to Hurricane Beryl; N/A
- c. Identify the primary cause of failure for each pole type on the feeder (e.g., trees, branches, wind, or other); N/A
- d. Identify the primary point of failure of the poles (e.g., crossarm failure, pole leaning, pole break, or other); N/A
- e. NESC construction strength and overload factors the feeder is currently built to; N/A
- f. Identify which feeders are in your plans to rebuild to a higher wind loading standard; and N/A
- g. Provide an estimate for when identified rebuilds will commence. N/A

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

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

- b. Explain the damage experienced on these lines due to either the May 2024 Derecho or Hurricane Beryl; and
- c. Explain the design criteria for these types of lines.

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

**Staff 1-59** Please provide the standard distribution pole size and class for both single and three phase lines on your system within the Impacted Area. Class 5 40'

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

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

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

- a. Provide the designed criteria for these lines;
- b. The type of poles installed; Class 5, 40' or 45'
- c. The ROW widths; 30'
- d. Explain if these lines are designed to the latest NESC construction strength and overload factors; and Yes
- e. Explain if any distribution line experienced damage but remained standing. No damage

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

**Staff 1-64** Please provide the total number of distribution poles that failed due to the May 2024 Derecho. In your response, please provide separate quantities for each pole type and NESC wind loading criteria for the poles that failed, and separately identify the number of pole failures caused by either high wind or structural loading from vegetation or debris. 0

**Staff 1-65** Please provide the total number of distribution poles that failed due to Hurricane Beryl. In your response, please provide separate quantities for each pole type and NESC wind loading criteria for the poles that failed, and separately identify the number of pole failures caused by either high wind or structural loading from vegetation or debris. 0

**Staff 1-66** For each distribution pole that failed due to the May 2024 Derecho or Hurricane Beryl, please provide the date of the last inspection and explain the planned



frequency of those inspections. Additionally, please provide the most recent inspection report for each pole that failed. No poles were damaged.

**Staff 1-67** Should the PUCT require utilities to construct and maintain distribution feeder equipment located in a hurricane prone area to a certain NESC standard? If so, which ones? If no, why not? No, I believe it should be the utilities responsibility.

### **Transmission Infrastructure**

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

- a. How frequently this evaluation is conducted? N/A
- b. What criteria is utilized for this evaluation? N/A
- c. When do you decide to harden transmission lines? N/A

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

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

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

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

### **Vegetation Management**

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

- a. Provide the current size of your vegetation management staff. Your response should include a separate figure for full-time staff and independent contractors. Our electrical department (3 men) handle our vegetation as well.

- b. Provide the average size of your vegetation management staff over the last 5 years. Your response should include a separate figure for full-time staff and independent contractors. 3
- c. Please explain how you determined the appropriate level of full-time vegetation management staff for each of the last 5 years.
- d. Provide the cost difference per circuit-mile between using contractors versus in-house vegetation management crews. The City of Newton has never had an outside contractor do vegetation management. We do it all in house.
- e. Whether you retain an arborist as part of your permanent vegetation management staff or have an arborist consult with your vegetation management crews. N/A

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

**Staff 1-75** Does your company incorporate any inspection of high customer count circuit segments to proactively identify problematic vegetation for circuits that may be outside their normal cycle period? Yes, we send our electric crew out proactively checking for vegetation.

**Staff 1-76** Please provide inspection logs and field reports from workers who performed vegetation management services in the Impacted Area for the past five years. No damage.

**Staff 1-77** Does your company conduct proactive vegetation management on feeders located in hurricane prone areas? If so, how far in advance of hurricane season do you send out vegetation management crews? They work on it year around.

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

- a. The name of the circuit(s); West side & North Side OR
- b. The date, time, and duration of the outage; No outages on main circuits
- c. The voltage of the circuit(s); 7620
- d. A description of the cause of the outage; and No outages
- e. The NERC category (Grow-In, Fall-In, Blow-In) associated with the outage. N/A

**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. N/A

**Staff 1-80** For the May 2024 Derecho and Hurricane Beryl, please provide the percentage of forced interruptions that were related to vegetation issues. 0%

**Staff 1-81** What steps are being taken to address vegetation management and infrastructure issues that contributed to outages or were identified during restoration after the May 2024 Derecho and Hurricane Beryl? No outages from vegetation.

**Staff 1-82** When did you last substantively review, augment, or modify your vegetation management plan before July 8, 2024? The City of Newton actively improves and manages vegetation management.

**Staff 1-83** What percentage of vegetation-related outages were caused by trees or branches outside of the easement or right of way? In responding to this question, please provide both an overall percentage and a breakdown for each county within your service territory that was affected by the May 2024 Derecho or within the Impacted Area for Hurricane Beryl. 0%

**Staff 1-84** Describe your programs or initiatives that are designed to work with property owners to address potentially hazardous vegetation management issues that are outside of the utility easement or right of way.

**Staff 1-85** Identify the number of staff that participate in any program or initiative designed to address vegetation management hazards outside of the utility easement or right of way.

### **Staffing and Mutual Assistance**

**Staff 1-86** Please state whether you participated in or were a member of any mutual assistance programs on or before July 8, 2024. If yes:

- a. Please identify all mutual assistance programs you participated in or were a member of on that date;
- b. Please provide copies of any agreements entered as part of your membership or participation in those mutual assistance programs;
- c. Please provide a list of members or participants for each mutual assistance program you are a member or participant in. N/A

**Staff 1-87** Please describe, prior to, during, or in the aftermath of Hurricane Beryl how you integrated mutual assistance crews into your existing emergency preparedness and response processes, any coordination challenges you faced in doing so, and how you addressed any such challenges prior to, during, or in the aftermath of Hurricane Beryl.



- Staff 1-88** Please describe the command structure and communication protocols used to manage and direct resources from mutual assistance program(s) you received assistance from prior to, during, and in the aftermath of Hurricane Beryl.
- Staff 1-89** Please describe the process and timeline for requesting or activating assistance as part of your membership or participation in any mutual assistance program(s) prior to, during, or in the aftermath of Hurricane Beryl. No assistance was needed.
- Staff 1-90** Once you learned of the Hurricane Beryl's potential to affect your ability to provide service to your customers, what specific actions were taken to begin coordinating with and staging mutual assistance resources to respond to service issues resulting from the hurricane?
- Staff 1-91** Provide the following information concerning mutual assistance received in response to either the May 2024 Derecho or Hurricane Beryl:
- a. Identify all mutual assistance programs from which you requested assistance;
  - b. Describe the specific assistance, including but not limited to the number of damage assessors, vegetation management crews, linemen, generators, and materials, requested from the mutual assistance program(s); and
  - c. Provide all documentation of requests made to mutual assistance programs and their responses to your requests.
  - d. If it is not evident from the documentation provided in response to Staff 1-91(c), please provide the date the request was made, the date the specific assistance requested began arriving in the Impacted Area, and the date by when the specific assistance requested was fully received.
- Staff 1-92** When you receive responses to requests for assistance from other mutual assistance program participants that confirm their ability to provide the requested assistance, are you able to accept or decline resources being offered as needed, or must you accept all assistance provided in response to a request?
- Staff 1-93** What considerations did you give to reimbursement of costs and expenses incurred by participants of mutual assistance programs when making requests for assistance during the events of Hurricane Beryl? No assistance was needed.
- Staff 1-94** Please provide a list of any hurricane response staging area you established in the lead up to and in the aftermath of Hurricane Beryl. Please include the date the center(s) was established, the location of the center(s), the day-to-day staffing levels at the center, and types of equipment and personnel staged at the center(s). N/A
- Staff 1-95** How did the rollout and deployment of mutual assistance during the events of Hurricane Beryl compare to previous hurricane events during which you requested assistance from mutual assistance programs? In your response, please specifically compare the types and quantities of resources requested, the percentage of request

aid provided, the efficacy of coordination between your company and the mutual assistance provider, and the efficiency of staging, deployment, and release of those assistance resources.

**Staff 1-96** Please describe what specific actions you took to begin staging internal staff and any responsive mutual assistance crews or resources. **CON will utilize the standard organizational structure for emergency events that are limited to electric utility service. The Electric Superintendent and management staff with the Electric Superintendent will direct the Electric Department's management and response to the event. In a major or catastrophic event that impacts multiple utilities and/or are considered "City-wide" emergencies, the City will follow protocols to initiate the City Emergency Operations Center (EOC). EOC staffing will implement an Incident Command Structure (ICS) that includes standard ICS roles, responsibilities, and procedures.**

**Staff 1-97** Did you have to train or on-board any personnel that was provided in response to your request(s) for mutual assistance during the events of Hurricane Beryl? If yes, please describe what kind of training or on-boarding you provided. **No**

### **Mobile Generation**

**Staff 1-98** Please provide details regarding the lease or procurement of each mobile generation facility in the Transmission and Distribution Utility's (TDU) control, including: **N/A**

- a. Details regarding the competitive bidding process used or the justification for not using a competitive bidding process; **N/A**
- b. The size of each mobile generation facility in megawatts (MW); **N/A**
- c. The initial lease or procurement date of each facility; **N/A**
- d. The lease term, in months, of each mobile generation facility; **N/A**
- e. The expiration date of each facility's lease; **N/A**
- f. The to-date costs associated with each mobile generation facility, including operating, leasing costs, or other capital expense; **N/A**
- g. The expected costs associated with each lease, including operation and leasing costs; and **N/A**
- h. The expected return on investment associated with each lease or procurement. **N/A**

**Staff 1-99** Please provide details regarding mobile generation or temporary emergency electric energy facilities (TEEEF):

- a. The control number of the TDU's most recently approved mobile generation or TEEEF cost recovery; **N/A**

- b. Details regarding whether the mobile generation or TEEEF cost recovery was processed as part of a larger Distribution Cost Recovery Factor proceeding or in a separate contested case; N/A
- c. The revenue requirement associated with the TDU's mobile generation or TEEEF expenses, broken out by rate class; and N/A
- d. The in-force tariffs associated with the TDU's mobile generation or TEEEF rider, broken out by rate class. N/A

**Staff 1-100** Provide the following information concerning your customer base:

- a. Total number of customers served by rate class;
- b. Average demand by rate class;
- c. Peak demand by rate class; and
- d. Net peak demand by rate class.

**Staff 1-101** Please provide information on the average customer density by circuit mile for the feeders in the Impacted Area. N/A

**Staff 1-102** Please provide an explanation of any alternatives to mobile generation facilities considered by the TDU before entering a lease for or procuring mobile generation facilities. N/A

**Staff 1-103** Please describe the specific use cases contemplated by the TDU before executing a contract for the lease or procurement of mobile generation facilities. N/A

**Staff 1-104** Please provide the following information concerning mobile generation facilities in your possession:

- a. The total capacity, in MWs, of mobile generation facilities leased or procured before July 8, 2024; N/A
- b. The rationale for leasing or procuring that capacity; and N/A
- c. And how mobility and capacity were prioritized when leasing or procuring mobile generation facilities. N/A

**Staff 1-105** Provide the following information for mobile generation facilities already under lease or procured before July 8, 2024:

- a. The size, in MWs, of each deployed mobile generation facility; N/A
- b. The length of time needed to move each deployed mobile generation facility from storage to its designated staging area; N/A
- c. the length of time needed to move each mobile generation facility from staging to its deployment location; N/A



- d. An explanation for how and where the mobile generation facility was used; and N/A
- e. If a mobile generation facility was not used, an explanation as to why. N/A

**Staff 1-106** Please describe all situations in which the TDU's leased or procured mobile generation facilities were deployed before Hurricane Beryl. If applicable, please describe how those previous deployment situations differed from the use cases initially contemplated by the TDU. N/A

**Staff 1-107** Please provide the following information on power restoration plans or procedures regarding critical infrastructure facilities.

- a. Did the TDU develop a list of critical infrastructure facilities within the TDU's service territory? N/A
- b. Did the TDU develop emergency preparedness plans in collaboration with critical infrastructure facilities in its service territory? N/A
- c. Did the TDU develop a list of routes for use in reaching critical infrastructure facilities during an emergency or significant power outage? N/A
- d. Did the TDU identify the specific steps it would take to energize critical infrastructure facilities in its service territory with mobile generation facilities? N/A
- e. Did the TDU pre-position mobile generation facilities at critical infrastructure facilities in its service territory to respond to significant power outages in a timely manner? N/A

**Staff 1-108** Please provide the following information regarding drills, procedures, and plans to use mobile generation facilities.

- a. Did the TDU develop operating plans or procedures for the deployment of mobile generation? If so, please describe the TDUs strategy for deploying its mobile generation. N/A
- b. Did the TDU assign specific personnel to manage, either directly or indirectly, the operation and deployment of its mobile generation facilities? N/A
- c. Did the TDU conduct personnel trainings or preparedness drills for the operation of its mobile generation facilities? N/A
- d. Please describe any plans or procedures developed in coordination with other TDUs or mutual assistance groups for the operation or deployment of mobile generation. N/A

- Staff 1-109** Please provide the following information regarding each mobile generation facility borrowed during Hurricane Beryl as part of a mutual assistance program or agreement.
- a. How the original request for mobile generation facilities through mutual assistance was made; N/A
  - b. The size, in MW, of each borrowed mobile generation facility; N/A
  - c. The date the mutual assistance program or agreement was entered; N/A
  - d. The date the borrowed mobile generation facility was deployed; N/A
  - e. The duration, in hours, of the borrowing agreement. Describe whether this duration was for a fixed number of hours or a specific number of operating hours; N/A
  - f. The identity of the original owner or lessor of the mobile generation facility subject to the mutual assistance program or agreement; N/A
  - g. Whether obtained mobile generation facilities were used during, or in power restoration efforts following, Hurricane Beryl. N/A
    - i. If the mobile generation facility was not deployed, provide an explanation as to why the mobile generation facility was not deployed; and N/A
    - ii. If the mobile generation facility was deployed, provide an explanation of how it was used. N/A
- Staff 1-110** When mobile generation facilities are offered to other TDUs during significant power outages, what information does the loaning TDU require from the borrowing TDU related to the probable operation of the mobile generation? N/A
- Staff 1-111** Please describe if any mobile generation facilities in the TDU's control were deployed in the service territories of municipally owned utilities or electric cooperatives during Hurricane Beryl. N/A
- Staff 1-112** Please describe how the determination was made regarding when and where to deploy or redeploy each mobile generation facility during, or in response to, Hurricane Beryl. N/A
- Staff 1-113** Please describe the number of distribution customers that had power restored by each mobile generation facility leased or procured by the TDU during, or in response to, Hurricane Beryl. N/A
- Staff 1-114** Please describe the number of distribution customers that had power restored by each mobile generation facility obtained through mutual assistance during, or in response to, Hurricane Beryl. N/A

- Staff 1-115** Please describe the number of transmission customers that had power restored by a mobile generation facility leased or procured by the TDU during, or in response to, Hurricane Beryl. N/A
- Staff 1-116** Please describe the number of transmission customers that had power restored by a mobile generation facility obtained through mutual assistance during, or in response to, Hurricane Beryl. N/A
- Staff 1-117** If applicable, please note if any fueling problems arose with deployed mobile generation facilities during, or in response to, Hurricane Beryl. If so, please describe the fueling problems in detail and any action that the TDU took in response. N/A
- Staff 1-118** Please describe all costs incurred by the TDU that were associated with the deployment of mobile generation facilities during, or in response to, Hurricane Beryl. N/A
- Staff 1-119** Please describe any obstacles that limited the deployment of mobile generation facilities during, or in response to, Hurricane Beryl. N/A
- Staff 1-120** Please describe any procedural improvements that the TDU intends to make prior to the next deployment of mobile generation facilities. If available, please reference specific sections of any after action report or lessons learned document the TDU has created. N/A