Filing Receipt

Filing Date - 2024-09-24 10:11:40 AM

Control Number - 56822

Item Number - 183

PROJECT NO. 56822

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

SOUTHWEST ARKANSAS ELECTRIC COOPERATIVE CORPORATION'S RESPONSES TO COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO TARGETED ELECTRIC COOPS QUESTION NOS. STAFF 1-1 THROUGH 1-120

TO: John B. Lajzer, The Staff (Staff) of the Public Utility Commission of Texas (Commission), Division Director, 1701 N. Congress Ave, Austin, Texas 78711-3326

Southwest Arkansas Electric Cooperative Corporation, ("SWAECC" or "The Co-op" herein") files these responses to Commission Staff's First Request for Information (RFI) to electric cooperatives providing electric services in any of the 121 counties identified in Acting Governor Dan Patrick's Amended July 6, 2024 Disaster Declaration (Targeted Electric COOPs). SWAECC stipulates that its responses may be treated by the Commission as if they were filed under oath.

Dated: September 24, 2024,

Respectfully Submitted,

/s/ Jonathan W. Beck
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PROJECT NO. 56822

CERTIFICATE OF SERVICE

I certify that notice of filing of this document was provided to all parties of record via electronic mail on September 24, 2024 in accordance with the Order Suspending Rules, issued in Project No. 50664.

/s/ Jonathan W. Beck
Jonathan W. Beck

PROJECT NO. 56822

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;

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: Hurricanes do not normally affect SWAECC therefore hurricane drills are not something we typically do. However, we do perform tabletop exercises annually for various emergencies including major storms, pandemics and cyber-attacks.

SPONSOR: Bobby Fenton

Staff 1-2 Do you ever seek participation of your customers during a hurricane drill? If yes, please provide a description of their level of involvement.

RESPONSE: SWAECC does use customer feedback from actual events to incorporate in our operations planning.

SPONSOR: Bobby Fenton

Staff 1-3 Are actual events and conditions experienced during a previous hurricane or storm used in the next year's hurricane or major storm drill? If yes:

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

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

RESPONSE: Yes, a. indefinitely b. N/A

SPONSOR: Bobby Fenton

Staff 1-4 Please identify any electric, water, sewer, or telecommunication utilities that invited you to participate in their 2024 hurricane or major storm drill.

RESPONSE: N/A

SPONSOR: Bobby Fenton

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

RESPONSE: SWAECC uses a variety of resources for tracking storms including the national weather service and local weather authorities as well as our statewide weather service reports and department of emergency management.

SPONSOR: Bobby Fenton

Staff 1-6 How many days before projected landfall do you start tracking storms that could affect or disrupt operations within your service area?

RESPONSE: SWAECC actively and continuously monitors all weather systems that may affect its service area.

SPONSOR: Bobby Fenton

Staff 1-7 How many days before projected landfall did you start tracking the storm eventually named Hurricane Beryl?

RESPONSE: Five

SPONSOR: Bobby Fenton

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

RESPONSE: Yes

SPONSOR: Bobby Fenton

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

RESPONSE: We did not request assistance.

SPONSOR: Bobby Fenton

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 the practice during your response to hurricane Beryl.

RESPONSE: During major events with extended outage times, SWAECC typically starts at the substation and works its way down the feeders enabling the restoration of power to the most members with minimal time and effort. SWAECC was not affected by Hurricane Beryl.

SPONSOR: Bobby Fenton

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.

RESPONSE: Complaints received during emergencies are promptly addressed and forwarded to the relevant departments. SWAECC's Incident Commander will collaborate with local, regional and state agencies to maintain clear communication about outage conditions, restoration status, and plans as needed. SWAECC will provide at least one daily status update on its website, with notifications shared via social media and/or email to keep our members informed.

SPONSOR: Kecia Wolf

Staff 1-12 Does your company use an operating condition system? If yes, define each level of the operating condition system and actions taken at each level. Please include

citations to the relevant section(s) of your EOP filed with the PUCT when answering this question.

RESPONSE: SWAECC does not use an operating condition system.

SPONSOR: Scott Kennedy

Staff 1-13 Explain the system and tools used to manage all emergency response assignments. Your response should include management of mutual assistance and contract personnel and consider needed food and lodging facilities.

RESPONSE: SWAECC has an emergency restoration plan that is used that has all contact information for contract crews, food and lodging in the area.

SPONSOR: Bobby Fenton

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.

RESPONSE: SWAECC was not affected by these storms.

SPONSOR: Bobby Fenton

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

RESPONSE: N/A

SPONSOR: Bobby Fenton

Staff 1-16 Please detail the extent and duration of outages experienced by your customers during and in the aftermath of the May 2024 Derecho and Hurricane Beryl. Include the total number of customers affected; minimum, maximum, and average hours of service interruptions; and maximum and average time to service restoration in your response.

RESPONSE: N/A

SPONSOR: Bobby Fenton

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.

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.

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

RESPONSE: N/A

SPONSOR: Bobby Fenton

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

RESPONSE: N/A

SPONSOR: Bobby Fenton

Staff 1-19 Please provide a copy of the after-action reports or provide a date by when the action reports will be completed for the May 2024 Derecho and Hurricane Beryl.

RESPONSE: N/A

SPONSOR: Bobby Fenton

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

RESPONSE: None

SPONSOR: Bobby Fenton

Electric Utilities Communication and Coordination

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

a. What consideration is given to local governments, community organizations, and other electric, water, sewer, and telecommunication

utilities concerning your communication strategy after a hurricane or major storm in your service territory?

b. Describe any augmentation to staffing at call centers or help desks that would occur in advance of or after a hurricane or major storm entered your service territory.

c. For transmission and distribution utilities, please describe how your company coordinates communication to end-use customers with retail electric providers.

RESPONSE: a. Post storm communication strategy is discussed with both regional and national utilities and communication/marketing partners via meetings, print, and documentation.

b. Scheduling of additional staff is planned and executed if needed.

c. End-Use customer communication takes place using various social media, company website, and telecommunications platforms.

SPONSOR: Jeff Douglas

Staff 1-22 Describe your communication strategy with the public before, during, and after the May 2024 Derecho and Hurricane Beryl and by what means these communications were conducted.

RESPONSE: N/A

SPONSOR: Jeff Douglas

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

RESPONSE: N/A

SPONSOR: Jeff Douglas

Staff 1-24 What steps are being taken to improve coordination and communication with local governments, medical and eldercare facilities, community organizations, trade associations, and other similar organizations for future significant weather events?

RESPONSE: SWAECC does not proactively coordinate or communicate with these organizations during significant weather events.

SPONSOR: Jeff Douglas

Staff 1-25 What steps are being taken to improve coordination and communication with other electric, water, sewer, and telecommunication utilities for future significant weather events?

RESPONSE: Utility employees attend Arkansas Electric Cooperative statewide meetings, as well as meetings with SWAECC's call center organization CRC (Cooperative Response Center) where discussions are held to improve significant weather response and processes.

SPONSOR: Jeff Douglas

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

a. How many people work in call centers or help desks?

b. Of these people, please provide the percentage of these employees that are full-time employees (FTE), contracted labor, or temporary/seasonal workers.

c. What is the target wait time or response time for calls?

d. What is the target resolution time for calls?

e. Provide a detailed description of company-specific training provided to call center and help desk operators concerning major outages and major weather events including, but not limited to, hurricanes and high wind events.

f. What is the maximum call volume for the call centers of help desks that were available and in operation during or in the aftermath of Hurricane Beryl?

RESPONSE: a. 2

b. 100% FTE

c. none

d. none

e. Help Desk is trained by experienced in house managers or employees. Additionally detailed instructions are given to CRC.

f. N/A

SPONSOR: Jeff Douglas

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.

RESPONSE: N/A

SPONSOR: Jeff Douglas

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.

RESPONSE: N/A

SPONSOR: Jeff Douglas

Staff 1-29 Please indicate whether calls incoming to your call centers, help desks, or priority call desks are recorded, and if so, provide your retention schedule for the captured calls.

RESPONSE: Incoming calls to SWAECC's help desk are not recorded. CRC manages their call center employees and any recording of calls.

SPONSOR: Jeff Douglas

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.

RESPONSE: Incoming calls are logged and tracked via SWAECC's outage management system. N/A

SPONSOR: Jeff Douglas

Staff 1-31 Please provide an audio copy and transcript of any pre-recorded messages related to either the May 2024 Derecho or Hurricane Beryl used by your call centers or help desks and the date these messages were utilized.

RESPONSE: N/A

SPONSOR: Jeff Douglas

Staff 1-32 Provide the following information concerning the outage tracker in use on July 8, 2024:

a. The date the outage tracker was rolled out to customers.

b. The last date the software underpinning the outage tracker was updated.

c. whether the outage tracker was functioning during the May 2024 Derecho and Hurricane Beryl as intended or provide an explanation as to why not.

d. Whether the outage tracker was mobile-friendly;

e. the languages supported by the outage tracker;

f. Whether the outage tracker captured circuit-specific or meter-specific information or both.

g. Whether the outage tracker was cloud-based or operated through an on-premise server?

h. The maximum number of simultaneous users the outage tracker was designed to accommodate.

i. Whether you had internal facing redundancies/contingencies for outage tracking, and if so if these redundancies/contingencies were utilized during your response to Hurricane Beryl.

j. The date of the last stress or load test of the outage tracker.

RESPONSE: The only customer outage tracking provided is through NISC's Smarthub (National Information Solutions Cooperative.) This software is wholly managed by NISC. It is cloud-based and accessible through the internet via web browser or mobile app. Smarthub is an elective Opt-In product offered by SWAECC.

SPONSOR: Jeff Douglas

Staff 1-33 Provide daily total and peak numbers of users accessing your outage tracker in the greater Houston area during each day of the May 2024 Derecho event.

RESPONSE: N/A

SPONSOR: Jeff Douglas

Staff 1-34 Provide the daily total and peak number of users accessing your outage tracker in the Impacted Area starting from July 8, 2024 through the date service was restored to 100% of your service territory.

RESPONSE: N/A

SPONSOR: Jeff Douglas

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.

RESPONSE: Social media, email, and company web site are the only contingencies in the event Smarthub is offline.

SPONSOR: Jeff Douglas

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.

RESPONSE: N/A

SPONSOR: Jeff Douglas

Staff 1-37 Please provide a breakdown of smart meters currently in service for each county in your service territory that was included within the Impacted Area. In providing a response to this question, please provide both raw numbers and answers as a percentage of total customers in each county.

RESPONSE: N/A

SPONSOR: Jeff Douglas

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

RESPONSE: N/A

SPONSOR: Jeff Douglas

Staff 1-39 Describe what processes, if any, you had in place on or before July 8, 2024, to contact medical and eldercare facilities or critical infrastructure (e.g., police stations, firehouses, TV stations) in advance of a hurricane or major storm. Please include citations to the relevant section(s) of your EOP filed with the PUCT when answering this question.

RESPONSE: N/A

SPONSOR: Jeff Douglas

Staff 1-40 If your company has a process to contact critical care facilities, provide the date and method (e.g., email, phone call, text message) you initially contacted medical facilities, eldercare facilities, or critical infrastructure (e.g., police stations, firehouses, TV stations) in advance of Hurricane Beryl.

RESPONSE: N/A

SPONSOR: Jeff Douglas

Staff 1-41 Please describe how you communicate and with what frequency you communicate with critical care and at-risk customers about service outages and restoration efforts.

RESPONSE: SWAECC does not proactively engage with these members.

SPONSOR: Jeff Douglas

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

RESPONSE: N/A

SPONSOR: Jeff Douglas

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.

RESPONSE: SWAECC does have an Emergency Restoration Plan that is updated annually. However, the last EOP filed with the PUCT could not be located.

SPONSOR: Kecia Wolf

Staff 1-44 Please describe the procedures followed for customer restoration of service, including prioritization criteria and timelines for restoration or service. Please note if these policies may lead to quicker restoration of service for an area of your service territory relative to the others and why.

RESPONSE: Member restoration is done in this order: transmission, substation, main circuits, feeders, then individual services. Restoration of critical facilities is prioritized as necessary.

SPONSOR: Bobby Fenton

Staff 1-45 Please describe and explain any changes or modifications made to your service restoration plan(s) during and in the aftermath of the May 2024 Derecho or Hurricane Beryl.

RESPONSE: N/A

SPONSOR: Bobby Fenton

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.

RESPONSE: SWAECC was not affected by Hurricane Beryl

SPONSOR: Bobby Fenton

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.

RESPONSE: N/A

SPONSOR: Bobby Fenton

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.

RESPONSE: N/A

SPONSOR: Bobby Fenton

Staff 1-49 Please describe your coordination efforts with local, state, and federal agencies, as well as any other stakeholders regarding service restoration before, during, and after Hurricane Beryl. Please provide details of any formal agreements or understandings with these parties.

RESPONSE: There was no coordination effort required for Hurricane Beryl.

SPONSOR: Bobby Fenton

Staff 1-50 Excluding the need to clear significant volumes of vegetation, please identify and described any major challenges you experienced during the process of restoring service to your customers before, during, and after Hurricane Beryl and any solutions implemented to address those challenges.

RESPONSE: SWAECC had no major challenges.

SPONSOR: Bobby Fenton

Staff 1-51 Please describe any lessons learned about restoring service to customers during Hurricane Beryl and how what you learned will inform restoration efforts in the future.

RESPONSE: N/A

SPONSOR: Bobby Fenton

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

RESPONSE: SWAECC does not use NIMS

SPONSOR: Bobby Fenton

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

RESPONSE: No, SWAECC conducts tabletop drills annually and reviews and updates its emergency operations plan. The EOP outlines the roles and responsibilities of management personnel including those that interact with local and state officials and other utilities.

SPONSOR: Bobby Fenton

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; and

c. When you decide to replace the distribution pole.

RESPONSE: SWAECC inspects its poles with sound and bore with partial excavation and selective treatment and ultrasound. The Co-op is currently on a 10-year cycle with the pole inspection program. All poles that fail inspection are replaced. Priority poles are replaced within a week of being notified.

SPONSOR: Bobby Fenton

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

RESPONSE: ROW width is 40ft for both single and three phase lines.

SPONSOR: Bobby Fenton

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:

a. The quantity and percentage of each installed pole type (e.g., wood, composite, steel, concrete, other) on the feeder before Hurricane Beryl;

b. The quantity and percentage of pole failures, by pole type, due to Hurricane Beryl;

c. Identify the primary cause of failure for each pole type on the feeder (e.g., trees, branches, wind, or other);

d. Identify the primary point of failure of the poles (e.g., crossarm failure, pole leaning, pole break, or other);

e. NESC construction strength and overload factors the feeder is currently built to;

f. Identify which feeders are in your plans to rebuild to a higher wind loading standard; and

g. Provide an estimate for when identified rebuilds will commence

RESPONSE: SWAECC was not affected by Hurricane Beryl or the May 2024 Derecho.

SPONSOR: Bobby Fenton

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

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

b. Explain the damage experienced on these lines due to either the May 2024 Derecho or Hurricane Beryl; and

c. Explain the design criteria for these types of lines.

RESPONSE: N/A

SPONSOR: Bobby Fenton

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

RESPONSE: The RUS specification of 10% + 2ft is used.

SPONSOR: Bobby Fenton

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

RESPONSE: Single phase is 40ft class 4 and three phase is 45ft class 2.

SPONSOR: Bobby Fenton

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

RESPONSE: SWAECC builds to all applicable construction standards required by RUS.

SPONSOR: Bobby Fenton

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

RESPONSE: SWAECC has been building lines under the Heavy building guidelines provided under the RUS standards for several years.

SPONSER: Bobby Fenton

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

a. Provide the designed criteria for these lines;

b. The type of poles installed;

c. The ROW widths;

d. Explain if these lines are designed to the latest NESC construction strength and overload factors; and

e. Explain if any distribution line experienced damage but remained standing.

RESPONSE: N/A

SPONSOR: Bobby Fenton

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

RESPONSE: Qty: 1,833 wooden poles; NESC wind loading: Heavy loading on all

SPONSOR: Bobby Fenton

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.

RESPONSE: None

SPONSOR: Bobby Fenton

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

RESPONSE: None

SPONSOR: Bobby Fenton

Staff 1-66 For each distribution pole that failed due to the May 2024 Derecho or Hurricane Beryl, please provide the date of the last inspection and explain the planned frequency of those inspections. Additionally, please provide the most recent inspection report for each pole that failed.

RESPONSE: N/A

SPONSOR: Bobby Fenton

Staff 1-67 Should the PUCT require utilities to construct and maintain distribution feeder equipment located in a hurricane prone area to a certain NESC standard? If so, which ones? If no, why not?

RESPONSE: No. Electric cooperatives already build to NESC and RUS standards.

SPONSOR: Bobby Fenton

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?

b. What criteria is utilized for this evaluation?

c. When do you decide to harden transmission lines?

RESPONSE: All lines (transmission and distribution) are built under the heavy loading guidelines provided by RUS standards and SWAECC's engineering consultants.

SPONSOR: Scott Kennedy

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

RESPONSE: 359 wooden poles; 1 steel pole; NESC Wind Loading: Unknown

SPONSOR: Bobby Fenton

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.

RESPONSE: N/A

SPONSOR: Bobby Fenton

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

RESPONSE: N/A

SPONSOR: Bobby Fenton

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.

RESPONSE: N/A

SPONSOR: Bobby Fenton

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.

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.

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.

e. Whether you retain an arborist as part of your permanent vegetation management staff or have an arborist consult with your vegetation management crews.

RESPONSE: SWAECC currently contracts out all vegetation management. The contractors employ around 30 people currently and that has been the same for the last five years. The Co-op has not done a study on in-house vs contract cost analysis. The contractors do retain an arborist on staff.

SPONSOR: Bobby Fenton

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.

RESPONSE: Transmission lines have a 100ft easement that is mowed or sprayed as needed to prevent tree encroachment. Distribution lines have a 40ft easement and are trimmed and mowed on a seven-year cycle.

SPONSOR: Bobby Fenton

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?

RESPONSE: Yes, SWAECC has crews dedicated to trimming these hot spots that arise outside of the normal trim cycle.

SPONSOR: Bobby Fenton

Staff 1-76 Please provide inspection logs and field reports from workers who performed VM services in the Impacted Area for the past five years.

RESPONSE: No logs are readily available, however an aggressive vegetation management program is maintained by trimming and mowing 600 miles per year and chemical spraying another 1200 miles per year.

SPONSOR: Bobby Fenton

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?

RESPONSE: SWAECC is not located in a hurricane prone area.

SPONSOR: Bobby Fenton

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);

b. The date, time, and duration of the outage;

c. The voltage of the circuit(s);

d. A description of the cause of the outage; and

e. The NERC category (Grow-In, Fall-In, Blow-In) associated with the outage.

RESPONSE: N/A

SPONSOR: Bobby Fenton

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.

RESPONSE: N/A

SPONSOR: Bobby Fenton

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

RESPONSE: N/A

SPONSOR: Bobby Fenton

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?

RESPONSE: N/A

SPONSOR: Bobby Fenton

Staff 1-82 When did you last substantively review, augment, or modify your vegetation management plan before July 8, 2024?

RESPONSE: SWAECC reviews and adjust its vegetation management annually if needed.

SPONSOR: Bobby Fenton

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.

RESPONSE: N/A

SPONSOR: Bobby Fenton

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.

RESPONSE: When a hazard tree outside of the easement is identified, the member is contacted to remedy the problem.

SPONSOR: Bobby Fenton

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.

RESPONSE: 50 in-house and 30 contract personnel.

SPONSOR: Bobby Fenton

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; and

c. Please provide a list of members or participants for each mutual assistance program you are a member or participant in.

RESPONSE: SWAECC participates in the Arkansas statewide mutual aid program. SWAECC has also sent assistance to our neighboring Texas co-ops.

SPONSOR: Bobby Fenton

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.

RESPONSE: N/A

SPONSOR: Bobby Fenton

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.

RESPONSE: N/A

SPONSOR: Bobby Fenton

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.

RESPONSE: N/A

SPONSOR: Bobby Fenton

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?

RESPONSE: N/A

SPONSOR: Bobby Fenton

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, linesmen, 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.

RESPONSE: N/A

SPONSOR: Bobby Fenton

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?

RESPONSE: SWAECC can accept or decline mutual aid assistance.

SPONSOR: Bobby Fenton

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?

RESPONSE: N/A

SPONSOR: Bobby Fenton

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).

RESPONSE: N/A

SPONSOR: Bobby Fenton

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.

RESPONSE: N/A

SPONSOR: Bobby Fenton

Staff 1-96 Please describe what specific actions you took to begin staging internal staff and any responsive mutual assistance crews or resources.

RESPONSE: N/A

SPONSOR: Bobby Fenton

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.

RESPONSE: N/A

SPONSOR: Bobby Fenton

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:

a. Details regarding the competitive bidding process used or the justification for not using a competitive bidding process;

b. The size of each mobile generation facility in megawatts (MW);

c. The initial lease or procurement date of each facility;

d. The lease term, in months, of each mobile generation facility;

e. The expiration date of each facility's lease;

f. The to-date costs associated with each mobile generation facility, including operating, leasing costs, or other capital expense;

g. The expected costs associated with each lease, including operation and leasing costs; and

h. The expected return on investment associated with each lease or procurement.

RESPONSE: SWAECC has never leased or procured any mobile generation.

SPONSOR: Scott Kennedy

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;

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;

c. The revenue requirement associated with the TDU's mobile generation or TEEEF expenses, broken out by rate class; and

d. The in-force tariffs associated with the TDU's mobile generation or TEEEF rider, broken out by rate class

RESPONSE: SWAECC has never used any mobile generation or TEEEF.

SPONSOR: Scott Kennedy

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.

RESPONSE:

RATE	COUNT	Average Demand (kW)	Peak Demand (kW)	Net Peak Demand
41 - Residential	1042	N/A	N/A	N/A
43 - Pumps- Residential and Farm	35	N/A	N/A	N/A
45 - Small Commercial	55	N/A	N/A	N/A
47 - Public Buildings	6	N/A	N/A	N/A
49 - Three Phase Residential	3	1.308	40.81	N/A
50 - Large Commercial - 51- 350 KVA	2	0.856	22.28	N/A
51 - Large Commercial - over 350 KVA	1	1.501	56.48	N/A
52 - Small Commercial	13	10.68	44.24	N/A
59 - Street Lights	74	N/A	N/A	N/A

SPONSOR: Rose Lopez

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

RESPONSE: N/A

SPONSOR: Rose Lopez

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.

RESPONSE: N/A

SPONSOR: Scott Kennedy

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.

RESPONSE: N/A

SPONSOR: Scott Kennedy

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;

b. The rationale for leasing or procuring that capacity; and

c. And how mobility and capacity were prioritized when leasing or procuring mobile generation facilities.

RESPONSE: SWAECC has never had any mobile generation facilities in our possession

SPONSOR: Scott Kennedy

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;

b. The length of time needed to move each deployed mobile generation facility from storage to its designated staging area;

c. the length of time needed to move each mobile generation facility from staging to its deployment location;

d. An explanation for how and where the mobile generation facility was used; and

e. If a mobile generation facility was not used, an explanation as to why.

RESPONSE: SWAECC has never had any mobile generation facilities in our possession

SPONSOR: Scott Kennedy

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.

RESPONSE: SWAECC has never used any mobile generation.

SPONSOR: Scott Kennedy

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?

b. Did the TDU develop emergency preparedness plans in collaboration with critical infrastructure facilities in its service territory?

c. Did the TDU develop a list of routes for use in reaching critical infrastructure facilities during an emergency or significant power outage?

d. Did the TDU identify the specific steps it would take to energize critical infrastructure facilities in its service territory with mobile generation facilities?

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?

RESPONSE: N/A

SPONSOR: Scott Kennedy

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.

b. Did the TDU assign specific personnel to manage, either directly or indirectly, the operation and deployment of its mobile generation facilities?

c. Did the TDU conduct personnel trainings or preparedness drills for the operation of its mobile generation facilities?

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.

RESPONSE: SWAECC has no plans for using mobile generation. If necessary, it would be provided by Arkansas Electric Cooperative Corporation in Little Rock

SPONSOR: Scott Kennedy

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;

b. The size, in MW, of each borrowed mobile generation facility;

c. The date the mutual assistance program or agreement was entered;

d. The date the borrowed mobile generation facility was deployed;

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;

f. The identity of the original owner or lessor of the mobile generation facility subject to the mutual assistance program or agreement; and

g. Whether obtained mobile generation facilities were used during, or in power restoration efforts following, Hurricane Beryl.

i. If the mobile generation facility was not deployed, provide an explanation as to why the mobile generation facility was not deployed; and

ii. If the mobile generation facility was deployed, provide an explanation of how it was used.

RESPONSE: N/A

SPONSOR: Scott Kennedy

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?

RESPONSE: N/A

SPONSOR: Scott Kennedy

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.

RESPONSE: N/A

SPONSOR: Scott Kennedy

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.

RESPONSE: N/A

SPONSOR: Scott Kennedy

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.

RESPONSE: N/A

SPONSOR: Scott Kennedy

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.

RESPONSE: N/A

SPONSOR: Scott Kennedy

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.

RESPONSE: N/A

SPONSOR: Scott Kennedy

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.

RESPONSE: N/A

SPONSOR: Scott Kennedy

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.

RESPONSE: N/A

SPONSOR: Scott Kennedy

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.

RESPONSE: N/A

SPONSOR: Scott Kennedy

Staff 1-119 Please describe any obstacles that limited the deployment of mobile generation facilities during, or in response to, Hurricane Beryl.

RESPONSE: SWAECC has no plans for using mobile generation. If necessary, it would be provided by Arkansas Electric Cooperative Corporation in Little Rock

SPONSOR: Scott Kennedy

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.

RESPONSE: SWAECC has no plans for using mobile generation. If necessary, it would be provided by Arkansas Electric Cooperative Corporation in Little Rock

SPONSOR: Scott Kennedy

SOUTHWEST ARKANSAS ELECTRIC
COOPERATIVE CORPORATION

Emergency Restoration Plan

Touchstone Energy℠
The power of human connections

Revised 03/01/2023

EMERGENCY RESTORATION PLAN

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SOUTHWEST ARKANSAS ELECTRIC COOPERATIVE CORPORATION

EMERGENCY RESTORATION PLAN

EXECUTIVE SUMMARY

Southwest Arkansas Electric Cooperative is a non-profit, member owned electric utility organized under the Arkansas Electric Cooperative Corporation Act. This electric cooperative was organized and incorporated on August 25, 1937. Similar electric cooperatives were organized and incorporated throughout the United States about this time. Presently, there are approximately 1,000 electric cooperatives operating today. Each cooperative is an independent, locally owned business enterprise operated for member owners who share in the responsibility for its success or failure along with the benefits that they receive.

The Cooperative's headquarters office is located at 2904 East Ninth Street, Texarkana, Arkansas. Also, the Cooperative has district offices in Bradley, DeQueen, and Nashville, Arkansas. The Cooperative serves members in Arkansas, Oklahoma and Texas. The President and CEO is Kecia Wolf.

The Cooperative's business affairs are managed under the direction of policies set by a Board of Directors consisting of nine member consumers elected by the membership of the Cooperative at membership meetings held annually. The Cooperative serves rural and urban residences as well as industrial and commercial accounts in the three states area. Construction of electric plant facilities has been financed over the years through the National Rural Utilities Cooperative Finance Corporation (CFC), the Rural Electrification Administration and the Rural Utilities Service. Additionally, retained margins from operations, assigned to the capital account of members, have provided a substantial portion of the investment capital for the electric investment. The Cooperative provides service to approximately 18,450 member consumers through about 28,158 meters.

SWREA service territory is a diverse area stretching from the piney hills north of DeQueen, Arkansas, to the fertile bottomland along the Red River near Doddridge and Bradley in Miller and Lafayette counties. Depending on the time of year, hurricanes, tornados, ice and snowstorms and severe thunderstorms can cause an emergency event. SWREA employees deal with these types of weather-related emergencies on a regular basis and provide first class electric service to the members. Southwest Arkansas Electric Cooperative's Emergency Restoration Plan is a comprehensive, highly detailed document that directs the preparations and response to weather related and other emergency events. Also, it emphasizes public and employee safety before, during, and after the emergency events.

During routine events, utility companies in the United States use their own crews and/or contractors to restore power. In the event of an emergency event, the task of restoration may require assistance from others. If such an event occurs, electric cooperatives in Arkansas can look to their sister cooperatives for help. Also, the statewide association has a Disaster Response Guide and is ready to assist electric cooperatives in the state to receive and give assistance to other electric cooperatives in the region. The additional help may include line or right-of-way personnel and office and administrative assistance. Further, the statewide association has a material and supply division that has the capacity of delivering large amounts of materials and supplies after an emergency event. The state Response Guide provides emergency contact telephone numbers and system fact sheets for other electric distribution cooperatives in the state.

Further, in the event of an overwhelming disaster, the Cooperative can readily obtain assistance from one of the largest line construction contractors in the Southwest, Pike Electric. Presently, Pike Electric has over four hundred Distribution and Transmission crews. The Cooperative developed a close working relationship with Pike Electric following the 2000 ice storm and has continued to maintain that relationship. In addition, the Cooperative has a number of local line construction and right-of-way contractors that are available to provide assistance in the event of a major disaster.

The Cooperative, with the assistance of the Cooperative Response Center ("CRC"), maintains operational response 24-hours a day, 365 days a year. When an event seems likely, operations personnel are placed on alert, coordinate preparation efforts and make decisions to proactively prepare for the storm.

During and after the storm, damage assessment is carried out quickly and accurately so that personnel may be dispatched to the hardest hit areas. The initial assessment helps develop an estimate of personnel needed, resources required and the time estimated to complete restoration of power.

In general, restoration of electric service proceeds in the following order:

1. An assessment is made to determine the extent of the damage by Cooperative employees. The assessment helps to determine a restoration timeline. Also, the assessment helps the Cooperative to determine how much material, equipment and personnel are needed including help from sister cooperatives and contractors.

2. After the assessment of the transmission system, substations, distribution lines and equipment, the Cooperative will start securing the material, equipment and manpower needed to begin the initial restoration of service.

3. The Cooperative will place the highest priority on repairing the transmission system. Without a functioning transmission system, all other restoration efforts are useless.

4. The next step is to repair substations and energize station transformers and equipment.

5. The next step requires the repair of primary distribution circuits and secondary lines. Due to the design of the electric system, many consumers and secondary lines will be restored at that time. As the task progresses, the Cooperative will consider establishing separate service trucks to expedite steps 6 and 7. Also, the Cooperative will constantly evaluate the damage to the system and the resources that are available to determine if additional material, equipment and manpower are needed.

6. Next, the Cooperative will focus on restoring service to large blocks of customers, life and safety situations, essential community services (i.e., fire stations, hospitals, police stations, communications networks), members included on the Cooperative's list of priority service restorations and critical industrial members.

7. Finally, power will be restored to individual services with isolated issues. In many cases, it often takes more time to get power back on to these individual meters. Some individual houses may require further evaluation to determine when power can be safely restored.

When a disaster event occurs, the membership has several ways of contacting the Cooperative. Southwest Arkansas Electric Cooperative is a member of the Cooperative Response Center with call answering centers in Minnesota, Tennessee and Texas. CRC is a sophisticated call answering organization that has the capability of answering hundreds of telephone inquiries and sending them via the Internet directly into SWREA's outage management system. Also, the Cooperative has installed an advanced meter system with two-way communications on virtually all meters that can report outages and restoration of service. In addition, the Cooperative's outage management system will accept outage reports via the Internet through the NISC SmartHub from wireless phones. Finally, during severe emergency events, personnel can answer individual outage calls or walk-in notifications at the headquarters and district offices and those individual outages will be entered immediately into the Cooperative's outage management system.

The Cooperative's outage management system is integrated with the Cooperative's Customer Information system that allows it to have complete and accurate consumer information. Further, in the future, sophisticated prediction routines will aid in restoring major outages and the dispatching of personnel to the proper locations on the system. Also, the automated phone answering system,

working in conjunction with the outage management system, has the ability to call member locations to confirm that power has been restored and to find any meters that have not been restored. In addition, the outage management system keeps track of members' telephone calls and helps reassure the member that an outage has been received and is in the system so that it will eventually be worked by Cooperative line personnel. The Cooperative utilizes:

(1)	The Outage Response Center	1-866-229-8474
(2)	Automated Response Center	1-888-265-2743
(3)	General Office Response Center	1-800-782-2743
(4)	President & CEO	kwolf@swrea.com
	George Wall, Vice President Engineering & Operations	gwall@swrea.com
	Jeff Newton, Vice President IT, Comm & Co-op Svcs	jnewton@swrea.com
	Bobby Fenton, Dir. of Operations	bfenton@swrea.com
	Scott Kennedy, Dir. of Engineering	s.kennedy@swrea.com

(5)	Texarkana Headquarters	870-772-2743
	Bradley District Office	870-894-3329
	DeQueen District Office	870-642-2737
	Nashville District Office	870-845-1313

SOUTHWEST ARKANSAS ELECTRIC
COOPERATIVE CORPORATION

CHAIN OF COMMAND, DIRECTION AND CONTROL

ORGANIZATION ASSIGMENTS TO EMERGENCY TEAMS

Emergency Management Team (EMT) – Responsible for overseeing and coordinating the work of all other teams.

President & CEO
VP of Engineering
VP of Operations
VP of Finance, Accounting, Member Services & Personnel
Director of Engineering

Damage Assessment and Recovery/Restoration Team (DARRT) – Responsible for evaluating the damage to electric facilities, buildings, vehicles and other assets. Responsible for the restoration of electric service. Responsible for determining and recommending outside assistance to EMT. Responsible for obtaining and coordinating resources to restore above said assets. Coordinates and directs activities for restoration of transmission system, substations and distribution system. Coordinates activities of Operations Center, sets priorities for surveying damage, switching, patrolling and restoration. Determines extent of damage and resources needed to restore service. Coordinates activities of engineering and line personnel and contractors. Communicates with industrial and large loads. Responsible for the resumption of electric service.

- VP of Engineering
- VP of Operations
- Director of Engineering
- District Managers
- Manager of Construction/Staking & GIS Services
- Manager of Outside Plant Fiber
- Manager of Metering/SCADA Services
- Manager of Safety & Purchasing
- Architect
- AECI material and supply representative

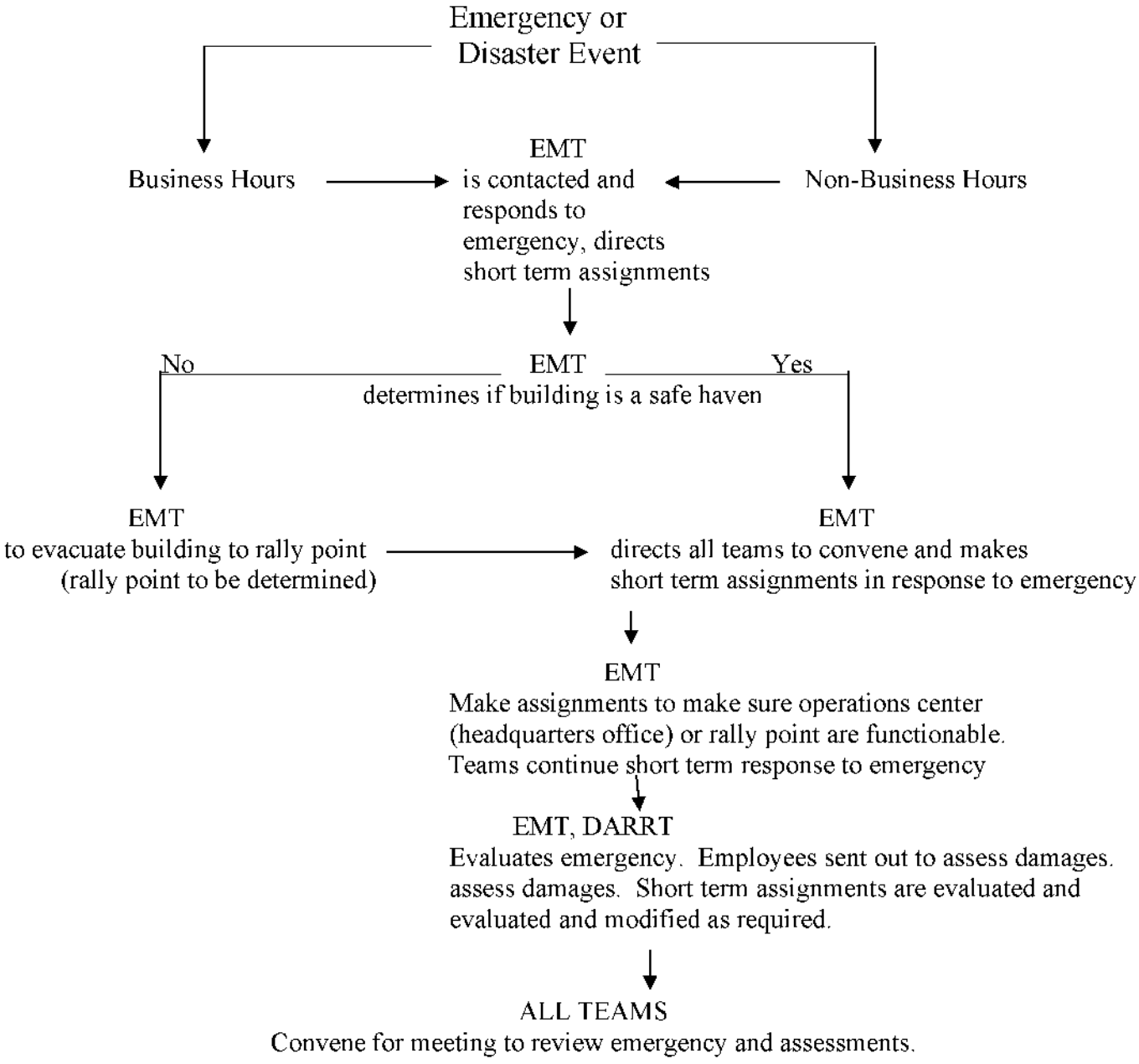
Emergency Communication Team (ECT) – Responsible for insuring consistency of the organizations message as information is disseminated to members, the media, government officials, industrial users and elected officials. Responsible for telephone, internet and personal communications with members. Coordinates news releases, public service announcements, general instructions and safety bulletins. Provides updates to Board of Directors, employees, elected city, county and state officials, AECI, NRECA, APSC and CFC. Responsible for handling and responding to complaints.

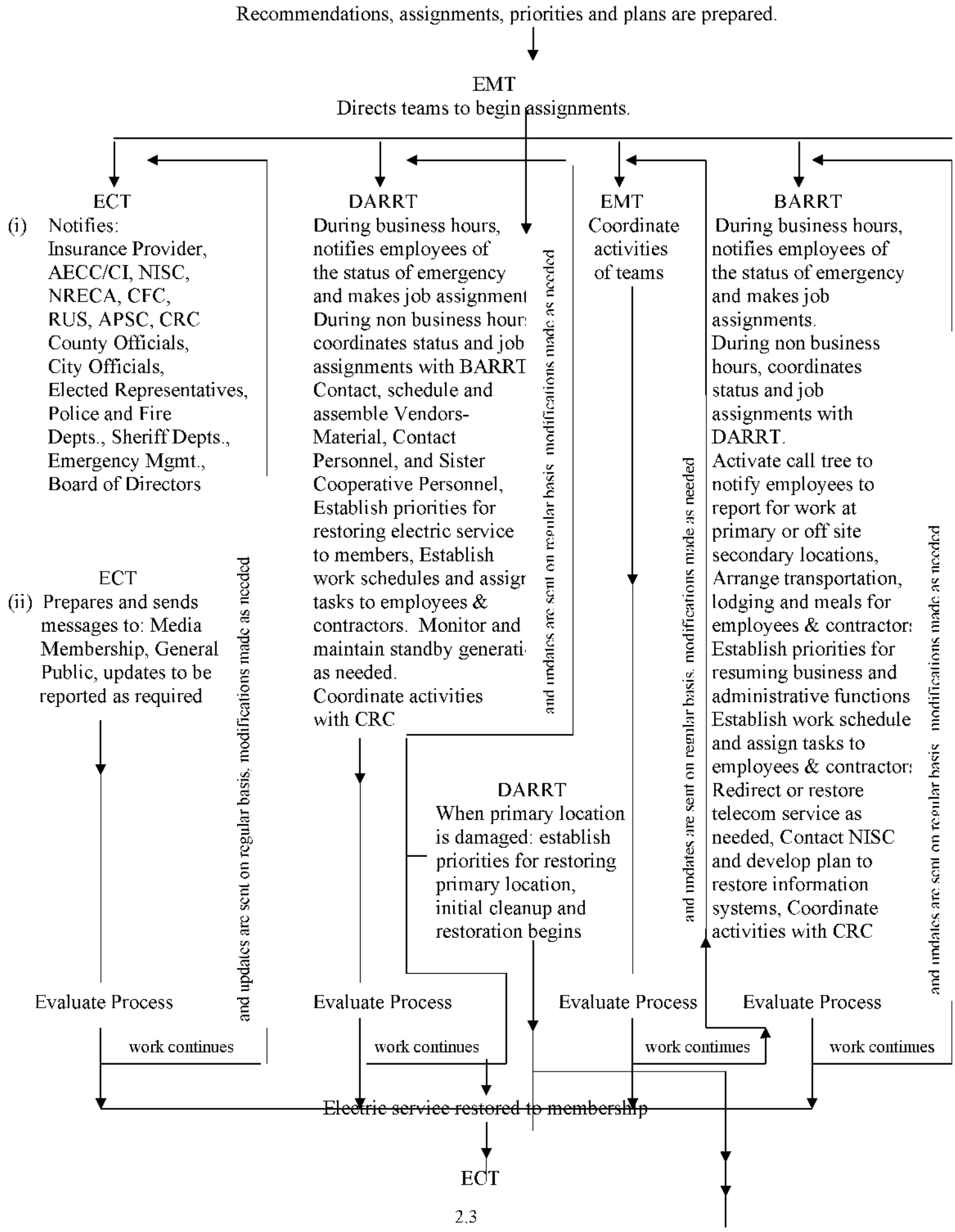
- President & CEO
- VP of Finance, Accounting, Member Services and Personnel
- IT Technicians
- Executive Administrator
- AECI Communications Specialist
- Local Media Consultant
- CRC Representative

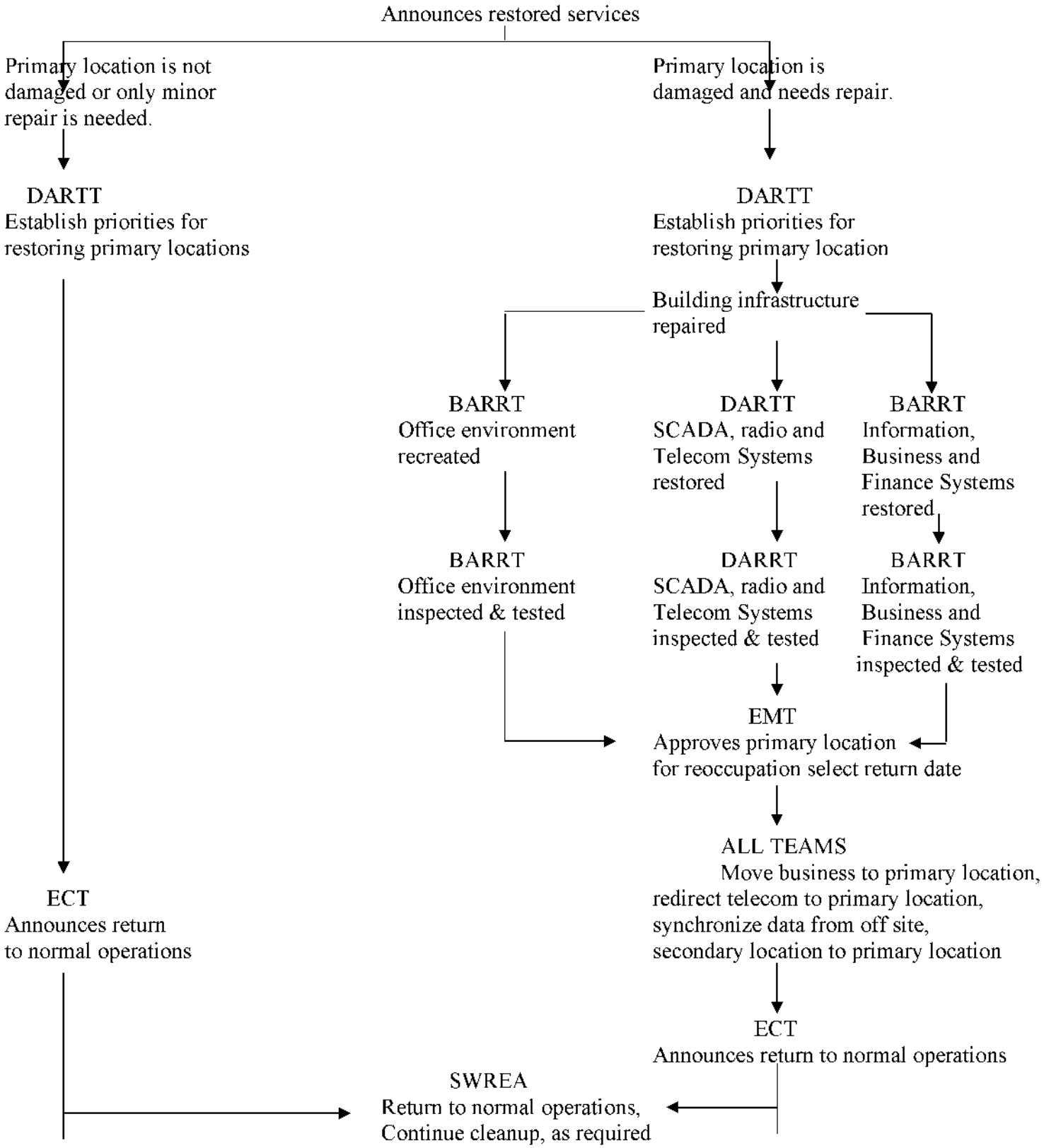
Business and Administrative Response/Recovery Team (BARRT) – Responsible for communications and relations with employees. Responsible for notifying employees of

disaster, and recovery progress. Responsible for arranging transportation, lodging and meals for employees as needed. Responsible for arranging transportation, lodging and meals for contractors. Responsible for staff movements to alternate work sites. Responsible for obtaining resources and the resumption of business and administrative functions. Responsible for IT, meter/SCADA, NISC, Tantalus and communications assets.

- VP of Finance, Accounting, Member Services & Personnel – Team Leader
- Manager of IT
- Manager of Metering/SCADA Services
- IT Technician
- Executive Administrator
- Director of Member Services
- Senior Member Services Representative
- Accountants and HR Personnel
- NISC Representative
- Food and Services Representative




Recommendations, assignments, priorities and plans are prepared.
EMT
Directs teams to begin assignments.
ECT
(i) Notifies:
Insurance Provider,
AECC/CI, NISC,
NRECA, CFC,
RUS, APSC, CRC
County Officials,
City Officials,
Elected Representatives,
Police and Fire
Depts., Sheriff Depts.,
Emergency Mgmt.,
Board of Directors
ECT
(ii) Prepares and sends
messages to: Media
Membership, General
Public, updates to be
reported as required
and updates are sent on regular basis, modifications made as needed
Evaluate Process
work continues
DARRT
During business hours,
notifies employees of
the status of emergency
and makes job assignment
During non business hour
coordinates status and job
assignments with BARRT
Contact, schedule and
assemble Vendors-
Material, Contact
Personnel, and Sister
Cooperative Personnel,
Establish priorities for
restoring electric service
to members, Establish
work schedules and assigr
tasks to employees &
contractors. Monitor and
maintain standby generati
as needed.
Coordinate activities
with CRC
and updates are sent on regular basis, modifications made as needed
Evaluate Process
work continues
DARRT
When primary location
is damaged: establish
priorities for restoring
primary location,
initial cleanup and
restoration begins
EMT
Coordinate
activities
of teams
and updates are sent on regular basis, modifications made as needed
Evaluate Process
work continues
BARRT
During business hours,
notifies employees of
the status of emergency
and makes job
assignments.
During non business
hours, coordinates
status and job
assignments with
DARRT.
Activate call tree to
notify employees to
report for work at
primary or off site
secondary locations,
Arrange transportation,
lodging and meals for
employees & contractors
Establish priorities for
resuming business and
administrative functions
Establish work schedule
and assign tasks to
employees & contractors
Redirect or restore
telecom service as
needed, Contact NISC
and develop plan to
restore information
systems, Coordinate
activities with CRC
and updates are sent on regular basis, modifications made as needed
Evaluate Process
work continues
Electric service restored to membership
ECT



INSTRUCTIONS TO EMT

1. Mutual Aid Agreements between cooperatives is reviewed annually by AECI. The agreements should specify the type of assistance each participant shall provide, and at what cost. The Mutual Aid Agreement should stipulate that the "helping partner," the participant responding to a request for help from the affected system,

shall bill all costs at their normal rates; any "adders" should be specified and detailed in the agreement.

2. "Projects of Work," or "PWs," should specify verifiable quantities of work to be done whenever possible. Cooperative personnel must be prepared to explain cost over-runs or reasons for higher costs than were estimated in the original PW. Each state's Emergency Management Agency should be contacted immediately if an over-run is anticipated. Such constant tracking of a PW's progress may necessitate the use of a full-time accounting manager or project accountant for FEMA-related work. Such assignment would be added to the cooperative's "Administrative Costs" for the project.

3. The Vice President of Engineering & Operations will be the Cooperative's Project Officer. The Project Officer's duties include the following:

   - Assistance in evaluating and estimating the extent of damage to the cooperative's system;
   - Assistance in securing available contractors and bid lists once the 70-hour Emergency Protective Measures period has passed;
   - Coordinating operations, purchasing, and warehouse operations, to ensure an orderly assessment of needs and requirements during the disaster response and recovery process. Such requirements would include ensuring environmental compliance via contacts with each state's Department of Environmental Quality (DEQ), One-call digging notification, State Historic Preservation offices and each state's Archeological Survey notification, as well as each state's Floodplain Administrator office notification.
   - The co-op Project Officer will also coordinate the establishment of temporary storage areas for debris and assist in dispensing state emergency management Environmental Release Forms and Historic Site Preservation Forms to individuals or groups who contact the cooperative regarding the re-use of damaged or destroyed wood poles.
   - Other duties of the co-op Project Officer are the evaluation of material acquisition, material dispensation, compilation of staking sheets during both the Emergency Protective Measures period and the Utilities (permanent repairs) period, and ensuring that all required maps, invoices, time sheets, and other paperwork documentation relevant to the specified disaster be collected and retained in an orderly fashion for future review by FEMA and OIG.

4. The EMT will send personnel to the FEMA Applicant Briefing meetings and sign up for assistance as soon as possible. Original estimates of damage are to be thorough and comprehensive. Underestimating disaster damages can create additional PWs or delay reimbursements.

5. The EMT may wish to implement a policy that designates key employees and supervisors be available 24-hours per day, 7 days per week during the disaster, with work schedules to be determined.

6. As soon as possible, preferably during the first 70 hours of the disaster (FEMA's

usual definition of Category B, Emergency Protective Measures), the EMT will contact in-house contractors and those whose bids have been accepted and determine the length of time the contractors' emergency rates are to be in effect. Do not accept a contractor's argument that FEMA will automatically pay for extended work periods utilizing emergency rates. Also, unless other arrangements are made, advise contractors that after the initial 70-hour Emergency Protective Measures period, meals and lodging will no longer be paid for by the cooperative, but should be arranged and paid for by the contractor, with copies of meal and hotel receipts to be attached to weekly invoices supplied to the cooperative. Said meal and hotel tickets should list the names of crew members and corresponding room numbers at hotels to account for appropriate meal and lodging expenses. (Reference current IRS per diem guidelines.)

7. The EMT will consider adding engineering resources to assist in the daily development of staking sheets, material sheets, and work order information. This will allow the staking department to stay ahead of construction crews and provide for a more orderly flow of necessary and vital information to other key departments.

8. The EMT will direct that solicitation of at least three (3) bids from contractors as soon as possible, even before the full extent of damage to the system has been determined. Both FEMA and the OIG require that bids be procured for all permanent restoration work to be done by contractors. Make sure that any 'verbal contracts' are converted to written agreements to be shown to auditors.

9. Whenever it appears that consumers may be without electric power for several days or weeks, the EMT will consider hiring security guards to be in place at office headquarters and warehouse facilities. This generally eliminates the possibility of hostile issues with consumers and sends a message that personnel, material, and equipment are being safeguarded. Once the cooperative nears completion of its service restoration efforts to residential customers, the security arrangement may then be terminated.

10. The EMT will carefully evaluate the need for cooperative linemen to work at night; their most effective work and/or leadership will most likely be during daylight hours, when damage to the system is clearly visible and when they have been adequately rested.

11. The EMT will document the first day of the outage and the day the last consumer's service was restored. This may impact various FEMA Categories A through F on your co-op's Force Account Labor statistics.

12. The EMT will have an Organization Chart of all cooperative employees, indicating what area or department they worked in before and during the disaster. This will help resolve questions about force account labor when it is classified into Categories A, Debris Removal; B, Emergency Protective Measures; and F, Utilities (Permanent Repairs).

13. Insurance claims filed with FEMA should have a disclaimer from the cooperative's insurance carrier. Have copies of all insurance policies available for inspection by state emergency management, FEMA, and OIG personnel.

14. Insist that daily time sheet entries be made by all personnel, listing hours worked, names of crew members, and location work was performed; document, with narrative descriptions, any work performed by office personnel if it is related to field work, i.e., delivery of meals or materials and equipment, warehouse work, etc.

15. The EMT should be prepared to explain the process that the cooperative used to select work crews, whether such crews were from other co-ops or were contract crews. Explanation of the cooperative's action plan and methodology used in selecting various contractors may be necessary, including lists of equipment needed and rationale used to determine which contractors and crews would be utilized.

16. The EMT will consider sending employees to state emergency management agency and FEMA training; this denotes the co-op's dedication to being properly prepared.

INSTRUCTIONS TO DARRT

1. DARRT has determined that Co-op staking sheets and work plans may be used as examples to show proof of a "replacement standard" being in place prior to the occurrence of a natural disaster.

2. DARRT will note the date and time the first outage occurred due to the disaster, and the date and time the last consumer's electricity is restored.

3. DARRT will initially use mutual aid agreements with Arkansas and other Electric

Cooperatives and "in-house" contractors to repair damage. If damage is extensive, DARRT will solicit at least three (3) bids for permanent repair work to be done, preferably before the conclusion of the 70-hour Emergency Protective Measures period. Bids from contractors must be received, along with price sheets for storm labor and equipment. It is recommended that bids be made on a per-unit basis, rather than hourly. However, if billing is hourly, proof must be shown that the contractor was supervised by the cooperative, complete with daily notes and documentation.

4. DARRT will determine if additional engineering resources are needed to assist in the daily development of staking sheets, material sheets, and work order information. This will allow the staking department to stay ahead of construction crews, and provides for an orderly flow of necessary and vital information to other key departments.

5. Member donated items, such as food, services and labor, must be well documented. It may be necessary for the member or group providing these items to sign an affidavit listing the cost of donated items, or for an invoice to be provided. This could then be included in Administrative Expense by the cooperative.

6. Staking sheets will be prepared as soon as possible for work to be done. All permanent work needs a staking sheet documenting the completed work. The labor for making the staking sheets should be included in the work order and is FEMA reimbursable (Category F). The labor involved in looking for and estimating damage to the system **is not** reimbursable **except** as Administrative Expense.

7. DARRT will:

   a. Send several experienced field personnel on a 'Fast Survey' of the areas in which damage is suspected.
   b. Damage reports from survey personnel should list the location, approximate length (1 mile, etc.) of damage in area, the type of damaged pole line, etc.
   c. DARRT will collect all reports from the survey and begin locating the damage locations at the dispatch center on a Key Map. A database will be used to log each of the damage reports by line section or map location number. This will help DARRT document the scope and location of the damage for later accounting purposes.

   d. If possible, survey teams will use cell phones to report damage; DARRT will designate someone to log these reports onto the Key Map and also log the reports into the database. This is also the time to note the locations of any lines that may be blocking major roadways, since main roads will need to be cleared quickly.

   e. Survey teams are not to stop and draw staking sheets or to make detailed material sheets during the initial Fast Survey. The goal is to rapidly drive through the damage area(s) to determine the extent and locations of damage. The information gathered will then be used to determine crew and material requirements. The earlier the co-op gets a handle on the extent of the damage the earlier proper staking sheets can be developed for known damage locations.

8. Generally, the Cooperative will follow the seven steps for restoration of electric service as written in the Executive Summary. If damage is extensive in an area, staking technicians may need to be sent ahead of repair crews in order to draw staking sheets and set stakes. Identify in advance all feeder lines and critical loads.

9. Some lines can be repaired with little or no staking; others will have to be staked as if they are new construction. In the case of strong tornadoes or hurricanes, the pole line may be completely obliterated, with no poles left for reference points. In these cases, the line may have to be completely re-staked prior to reconstruction.

10. On the other hand, ice storms may break poles, but the type of framing and original hole locations will still be known. Repair crews can reset new poles in these instances without staking sheets or stakes, unless the damage involves Codes and Standards changes, which may necessitate re-staking due to changes in ruling spans being made for proper clearance purposes.

11. Quick staking sheet drawings listing pole framing requirements are very helpful for repair crews, but in ice storms, with a visible pole line in place, it may not be necessary for staking technicians to 'wheel off' spans or set stakes. Whether damage is caused by an ice storm, hurricane or tornado, staking teams will have to coordinate with repair crews, and vice-versa.

12. DARRT will direct the inspection and documentation of repairs. DARRT will\ consider using consultants or additional engineering help from neighboring co-ops. Engineering teams will have to look for all poles and construction units that were set or replaced during the disaster. Some repairs may have been made without benefit of written records; the purpose of the engineering follow-up inspection is to further document repair locations and materials used.

13. The second purpose of the inspection is similar to work order inspections. List the material units used at each damaged pole location, noting any cleanup or corrections that may be required in order to bring the line into compliance with current co-op, RUS and NESC Codes and Standards.

14. The third purpose of the inspection is to have engineers check surrounding areas for damaged lines possibly overlooked during the initial Fast Survey. Some lines may serve idle or seasonal services and should be closely evaluated for rebuild or retirement.

15. Inspection notes must be detailed and listed by map location number. The notes should be entered into a database for easy retrieval and subsequent evaluation. Documentation of all work performed during the disaster is a major task but is absolutely critical if a cooperative expects to qualify and receive FEMA reimbursement. These records will be used to ensure the system is returned to current Codes and Standards, and to help document material and labor costs associated with all reconstruction efforts.

16. Contracts from contractors: The co-op must have in place or be prepared to receive from at least three (3) different sources, bids for permanent repairs. This is preferable during the 70-hour Emergency Protective Measures period immediately

following the disaster. During the initial emergency period, if a contract has not been signed by the contractor, any record of contact, arrival times, and/or anything discussed by phone or in person with the contractor should be documented. OIG auditors may allow these costs from contractors, but only if the co-op proves such verbal agreement existed via documentation.

17. Contractors unfamiliar with local co-op service areas will require supervision and instruction by local co-op employees. DARRT will assign trained and experienced employees to supervise these contractor crews.

18. If predicted storms appear to be extremely destructive in nature (forecasted ice storms, hurricanes, or tornado outbreaks), DARRT will consider creating work orders in advance to charge all time and materials to.

19. If possible, use "in-house" contractors and any of their extra crews will be used before calling in or bidding other contract crews. In-house crews are contractors the cooperative presently employs for contract construction work. DARRT will make sure the in-house contractor has their emergency storm repair rates on file with the cooperative, as well as rates for permanent repairs.

20. DARRT will direct that **all** receipts will be kept during the event, in case the storm or event is later declared a federal disaster.

21. DARRT will assign a work order per county.

22. The Vice President of Engineering & Operations will retain contracts and keep them on file from "outside" contractors. Included in those contracts will be a sheet pertaining to emergency storm work. It is usually a good practice to call in contractors within the first 24 hours of the disaster to confirm their rates if damage warrants their assistance. Again, bids for repairs should be let during the 70-hour Emergency Protective Measures period, and before permanent repairs begin.

23. Rights-Of-Way (R-O-W) contractors will need to provide complete details of their daily work and preferably submit detailed invoices on a weekly basis.
24. DARRT will notify all other departments of work orders assigned to the disaster. Other departments should also be informed of activity codes that may be assigned. Coordinate specifically with the accounting department to ensure that copies of all time sheets, invoices, checks and cash receipts are obtained. Keep a working file that is designated by work order number, FEMA Category A through F, and location (map number, county, etc.).

25. DARRT will utilize marketing, public relations, or key accounts employees, based on their experience and level of training, to deliver food and/or materials to crews in the field.

26. DARRT may need to arrange for fuel (diesel, gas, etc.) from suppliers throughout the co-op's service area. Have a contingency plan to deliver properly sized backup generators to these fuel suppliers in case their pumps have no electricity due to the disaster.

27. DARRT will ask contractors to be responsible for damage to hotel/motel rooms, and

damage to public/private property due to their crews' negligence.

28. DARRT may use engineering firms to prepare bid specifications.

29. As soon as possible during the disaster, DARRT will utilize other personnel, part time employees, or possibly retirees to take both still pictures and videos of the damage. This serves two purposes: **1.)** It makes a permanent record of the amount of ice that was on the line or the level of devastation caused by a hurricane or tornado, thus making damage repair estimates more realistic; and, **2.)** Photos and videos can be used to show FEMA and/or state emergency management personnel conditions that caused the damage to the cooperative's system. Remember that FEMA and/or state emergency management personnel often do not show up at the cooperative until several days (or weeks) have passed, so these photos and videos can play a very important role in verifying and validating damage assessments and the necessary levels of permanent repairs to be stipulated in PWs.

30. DARRT will convert **any verbal contract or agreement** between contractors and cooperative personnel into a written document. A checklist should be made by DARRT of documentation to be required from all contract crews. This documentation will serve as backup for review of billing invoices submitted by contractors. If documentation is not present and does not backup an invoice submitted by the contractor, the contractor should be required to find and submit the proper documents before payment is made to the contractor by the cooperative.

31. DARRT will require contractors to submit weekly invoices, including time sheets, detailing individual crew member names, where they worked, hours worked, equipment used, etc., and listing costs for pieces of equipment used in both the emergency restoration and permanent repair efforts.

32. DARRT will be prepared to document and explain the process used by the cooperative to select work crews, whether from other co-ops (through the Mutual Aid Plan) or from contract construction crews.

33. **Risk Mitigation Efforts**

Steps should be taken to minimize the losses to the cooperative if communication equipment may be affected by an emergency situation. It is strongly encouraged that the following mitigation efforts be taken to prepare for possible emergency situations:

- Consider keeping spare radio transmitter on hand and maintain it offsite.
- Purchase "Talk-Around" truck-to-truck radios when purchasing new systems.
- Consider satellite telephone.
- Assess your telecommunications provider's ability to respond to various disasters.
- Consider agreements with local communications companies to get priority on use of their tower space if needed for radio equipment.
- Continue the sue of a call center for after-hours answering service.
- Continue switching incoming telephone calls to CRC when emergencies occur.
- Develop an ongoing relationship with the local emergency management agency (EMA).
- Create and keep a contact list available of important community and emergency

management personnel.

- Designate/appoint chain of command for management to assume control of the site.
- Encourage / pay for employees' amateur radio licenses.
- Establish relationship with local (county) American Radio Relay League liaison.

34. **Short-Term Recovery Efforts**

DARRT will consider the following short-term actions during an emergency involving communications including loss of radios, telephone, wireless phones and pagers:

- Use amateur radio.
- Contact radio vendor for new equipment.
- Seek help from neighboring Co-op, other utilities.
- Contact state EMA for information on the emergency management radio system.
- Assess / address coverage issues and safety issues of using alternate radio or phone systems.
- Lease tower space, use spare radio transmitter or rent one.
- Assess temporary radio range if tower location and/or equipment has changed.
- Use a physical runner.
- Forward calls to Call Center, another co-op, business, employees= homes.
- Use wireless phones and obtain more as needed.
- Use stand-alone telephone if internal telecommunications equipment fails.
- Move physical telecom equipment (switch, computer, handsets) to alternate location.
- Contact Phone Company - switch number routing, as needed.
- Communicate with States of Arkansas & Texas EMA, National Guard as necessary.
- Consider using satellite internet for alternate communications methods (e-mail).
- Contact primary and alternate wireless communications companies.
- Employee communications coverage — continue use of wireless telephones.
- Ask Statewide organizations and state government for assistance.
- External Communications

35. **Long-Term Recovery Efforts**

DARRT will consider the following long-term actions when an emergency involving communications:

- Assess need for a system upgrade and/or frequency change.
- Tower location / height.
- Address FCC requirements.
- Consider local provider change, if available.
- Assess need for a system upgrade and/or equipment change.
- Contact vendors for proposals and equipment upgrade recommendations.
- Consider provider change, if available.

36. **Emergency Operations Centers**

1. For the purposes of this manual, Emergency Operations Centers shall be defined as cooperative dispatch centers or other emergency communications centers used by the cooperative in times of disaster.

2. Emergency Operations Centers will be equipped with a standby generator to provide for continuous operation during emergency disaster conditions. The centers will also have the capability and capacity to add extra phone lines to handle additional calls from consumers.

3. While wireless phones are affordable, convenient and efficient, it should be noted that the use of wireless phones during certain disaster conditions might be severely limited or impaired. This is especially true during ice storms and hurricanes, when cellular transmission towers are often rendered virtually useless due to ice or wind damage. In emergencies such as tornadoes, high volume calling often causes congestion, thus making wireless phone calling ineffective. However, if cellular towers are unaffected by the disaster, wireless phones are an effective tool that can be utilized by initial Fast Survey crews to report system damage estimates to the co-op. DARRT will consider transferring all calls to CRC to free up Cooperative personnel to handle other duties.

4. The Operating Center will have a computerized weather monitoring software program for use in co-op Emergency Operations Centers.

5. The only FEMA reimbursable expense for phone support is **the overtime** for full time, hourly employees in the Emergency Operations Center. Part-time, temporary, or contract phone support personnel are eligible for reimbursement for both regular and overtime hours (Category B).

37. **Environmental Issues**

a. Debris removal: Defined by FEMA as the clearance, removal, and/or disposal of items such as trees, sand, gravel, building components, wreckage, vehicles, and personal property. For debris removal to be eligible for FEMA reimbursement, the work performed must be necessary to:
   a) Eliminate an immediate threat to lives, public health and safety;
   b) Eliminate immediate threats of significant damages to improved public or private property;
   c) Ensure the economic recovery of the affected community.

b. Examples of eligible debris removal activities:
   a) Debris removal from a street or highway to allow the safe passage of emergency vehicles;
   b) Debris removal from public property to eliminate health and safety hazards, such as the threat of fire.

c. Examples of ineligible debris removal activities:
   a) Removal of debris, such as tree limbs and trunks, from natural (unimproved) wilderness areas;
   b) Removal of pre-disaster sediment from engineered channels;
   c) Removal of debris from a natural channel unless the debris poses an immediate threat of flooding to improved property.

d. Debris removal from private property is generally **not** eligible because it is the property owner's responsibility. If property owners move the disaster-related debris to a public right-of-way, the local government may be

reimbursed for curbside pickup and disposal. If the debris significantly impacts the public health and safety of a community, FEMA may fund debris removal from private property by the state or local government (county or municipality).

e. It is recommended that contract crews or in-house right-of-way contract crews be used for debris removal activities following a disaster. All time charged by these crews should be eligible for reimbursement should a disaster be declared.

f. If contract crews are to be used, at least three (3) bids should be let for the work to be done.

g. For brush and tree debris removal, it is recommended that contracts be arranged on a footage basis, with co-op personnel mapping and verifying the measurement of all footage estimates. Such mapping and documentation should be filed and copied for later use by FEMA and state emergency management representatives to verify eligible footage of debris removal and disposal.

h. The cooperative should maintain and keep readily available copies of their Release of Liability for Broken Poles form. The cooperative should keep a copy of the signed release form for all property owners where poles were left on private property. Individuals who remove poles from temporary storage areas that may be set up by FEMA following a disaster must also sign such forms.

i. Burning of damaged utility poles is **prohibited**; if poles are to be chipped, the chips **are not to be used** for mulch or bedding. Chipped utility poles must be disposed of at a permitted Subtitle D landfill. A list of such permitted landfills is attached as a part of this section. The following is a list of options for the reuse and/or disposal of damaged wood poles, the preferred method listed first:

(i) Reuse: The cooperative may choose to contact the landowner where the damaged utility poles are located and offer the poles to them; if this is the case – and the landowner accepts the poles – then the poles **are not** subject to Department of Environmental Quality (DEQ) regulation.

(ii) The cooperative may transport the damaged poles to one of their facilities (pole yard, etc.) and offer the poles for reuse. Poles taken for reuse **do not** fall under DEQ jurisdiction or regulation. As with (a) above, a signed liability release form is recommended.

(iii) The cooperative may transport the damaged poles to a site approved by the Emergency Disposal Site Evaluation and Registry procedure to stockpile and offer poles for reuse from the site. The Emergency Disposal Site Evaluation and Registry form(s) must be completed, submitted and approved before a disposal site is used. The section "Guidelines for Emergency Burning, Burial and/or

Stockpiling of Solid Waste" outlines the site criteria. (This is attached as a part of the Emergency Disposal Site Evaluation and Registry form.)

(iv) Disposal: The preferred method of disposal is to dispose of the poles at a permitted Subtitle D landfill The landfill should be contacted prior to transport for specific instructions. **NOTE:** Permitted C and D landfills **cannot accept** utility poles for disposal.

(v) Damaged poles may be buried at an approved site using the Emergency Disposal Site Evaluation and Registry procedure. The Emergency Disposal Site Evaluation and Registry form must be completed, submitted and approved before a disposal site is used. The section "Guidelines for Emergency Burning, Burial and/or Stockpiling of Solid Waste" outlines the site criteria. Such criteria should be reviewed when locating a potential disposal site. **NOTE:** The bottom of the disposal pit must be at least five feet (5') from known groundwater. It is preferred that the burial site be in clay or clay loam soils. The burial site cannot be in sandy soils. The local DEQ environmental specialist for the cooperative's area will be available to assist in evaluating a site and in completing necessary forms. The local DEQ environmental specialist **must** visit and approve the site **before it is used by the cooperative**. **Do not submit the form without a DEQ environmental specialist's signature**. If a city, town or county does not own or operate the site, the attached Legal Access Agreement must also be completed.

(vi) Site selection: Local DEQ environmental specialists can assist the cooperative in finding a suitable site and in complying with any state and/or federal environmental requirements. Staging areas and disposal sites can be located on publicly owned property or on private property.

(vii) Any questions regarding the above listed criteria for the reuse or disposal of wood utility poles should be directed to the state environmental enforcement office regarding regulations concerning the reuse and/or disposal of treated wood utility poles following a disaster situation.

(viii) Historic preservation and cultural resources: There may be numerous structures or sites within a declared disaster area that are historic in nature or are listed as cultural resources. These might include buildings, bridges, other structures or specific sites. Such structures and sites are protected under federal law (Section 106 of the National Historic Preservation Act), and as such, **require any eligible recipient of federal disaster funds to notify the following entities prior to reconstruction efforts being initiated:**

State Historic Preservation Office
Texas Historical Commission

1511 Colorado, Austin, TX 78701
PO Box 12276, Austin, TX 78711-2276

thc@thc.state.tx.us	Phone	Fax
Administration	512-463-6100	512-463-8222
Staff Services	512-463-6100	512-475-4872

Arkansas Historic Preservation Program
1500 Tower Building
323 Center Street
Little Rock, AR 72201
info@arkansaspreservation.org
Phone: 501.324.9880
Fax: 501.324.9184

Subtitle D Landfills

New Boston Landfill
1030 Hwy 82 W
New Boston, TX 75570

Upper Southwest Arkansas Regional Landfill
319 Land Fill Road
Nashville, AR 71852

INSTRUCTIONS TO BARRT

It is important to plan for recovery from a large-scale disaster event. Among the many actions that need to be taken, BARRT will need to have the following functioning no more than 72 hours following the disaster event:

- Accounts payable
- Accounts receivable
- Banking
- Payroll
- Availability of short-term cash
- Records and recordkeeping
- Security
- Maintenance of accounting records.
- Safeguarding of accounting records.
- Establishment of lines of credit with current / new vendors, CFC, RUS.
- Contact with banking institutions, insurance carriers and vendors.

Also, BARRT will be responsible for:

1. Making sure Project Worksheets (PWs) specify quantifiable and verifiable quantities of work to be done whenever possible. Accounting personnel should be prepared to explain any cost over-runs or the reasons for higher costs than were estimated. **Notify the state emergency management office immediately if an over-run is anticipated**. The progress of a PW should be tracked constantly and may require full-time supervision of any FEMA-related work performed at the cooperative.

2. On the first day of the disaster, BARRT will implement activity codes for tracking work by location and by type of work, i.e., rights-of-way clearing, emergency restoration, permanent repair, etc. These activity codes **must** be used by all

employees on their time sheets and accountants **must** use them on contractor invoices.

3. BARRT will maintain close contact with DARRT regarding work order numbers assigned, or to be assigned, to the disaster. To expedite information gathering, activity codes by county **may** be assigned to work projects.

4. BARRT will keep a log of all contract crews hired during the disaster. The log should include company names, their hotel/motel expenses, and meal expenses, with crewmembers' names and their local accommodations.

5. BARRT will inform contractors that they are responsible for maintaining their expense records and for submitting invoices to the cooperative on a weekly basis. In addition to crew names on receipts, it is helpful to list the crews' weekly work location by county, map number, etc. Also, if the time and expenses are related to time spent by the contractor driving to the cooperative, the contractor should so specify on the invoice or receipt. If receipts are not included with invoices, then no payments will be made by the cooperative until such time as missing receipts are supplied or the charge is removed from the billing.

6. After FEMA's Project Officer has been assigned and begins working with the cooperative, BARRT will assign the PW numbers to all invoices. Prepare a spreadsheet that summarizes the PWs, including the invoices, check numbers, vendor names, and amounts. If possible, make copies of all documents and place with the spreadsheet. Make copies of all spreadsheets that are created and place them on a disk (CD) and file them in the cooperative's vault, a safety deposit box, or a safe and secure place.

7. BARRT will keep all receipts from co-op crews; consider utilizing credit cards for supervisors in order to better maintain records from the disaster.

8. BARRT will make copies of all time sheets, invoices, checks and cash receipts as they are obtained. Keep a working file designated by work order number, FEMA disaster Category A through F, and by location.

9. BARRT will set up a spreadsheet file showing details for work including:

    A. Payroll detail to be captured from time sheets. The spreadsheet will show daily time, including regular hours and wages, overtime hours and wages, with employee names, numbers, and titles for each FEMA Category A through F. This also allows for preparation of a cover sheet with total hours and total dollars, including breakdown of costs by county. The accountant will certify the true and accurate nature of the time sheets and other materials to be reviewed.

    B. Prepare a similar spreadsheet(s) for contract employees, temporary employment service personnel, or other temporary employees. Contractor certificates of insurance and relevant contracts with the cooperative should also be attached with the spreadsheet.

C. Prepare a cover sheet for all contractors' invoices for Category F damage, outlined by specific contractor, invoice numbers, dates of invoices, check numbers, amounts, and distribution by county.

D. Print a detailed listing of all material from the material systems. Maintain copies of warehouse pick lists and any documents used to gather materials information. A special inventory will be taken as soon as possible after the disaster to reinforce documentation. If a co-op has inventory on consignment, the vendor should also balance their inventory.

E. Prepare a Totals page of all FEMA Categories, by county, and present a grand total of the disaster damage incurred by the cooperative. This gives confirmation that detailed spreadsheets are in balance.

10. BARRT will create a check register in Excel or other spreadsheet software, keeping it in check number order. Create a column to reference the PW that applies to each check written for reimbursement. This register will prevent duplicate claims from occurring on multiple PWs.

11. BARRT will keep all records of calculations involving percentages for fringe benefits for employees.

12. BARRT will keep all records and documents in **one** location; copy **any** document that could **possibly** be related to the disaster. **Do not** let documents get separated.

13. BARRT will keep copies of all contractors' contracts. If no written contract exists, keep notes of any verbal agreements, their stipulated rates of pay, and requests for copies of their certificates of insurance.

14. BARRT will use the Organization Chart of the cooperative, indicating what area or department they worked in before and during the disaster. This will help resolve questions about force account labor when it is classified into Categories A, Debris Removal; B, Emergency Protective Measures; and F, Utilities (Permanent Repairs).

15. BARRT will make a copy of the Worker's Compensation report for each month that disaster work is performed and keep on file for auditors.

16. BARRT will require all contractors to send in copies of their employees' time sheets on a weekly basis. BARRT will also keep co-op employees' time sheets in this file as well. BARRTA will make copies of co-op employees' individual rates of pay at the time of disaster and keep on file with their time sheets for the length of the disaster.

17. BARRT will keep all payroll audit reports for the time frame of the disaster; also keep all payroll calculations for the disaster period.

18. BARRT will make a copy of all journal entries made regarding the disaster.

19. BARRT will keep copies of all cash sheets that show when the cooperative received FEMA or state emergency management agency disbursements.

20. Remember: all contractors' billing is date sensitive. Therefore, all billings should include: when, with what equipment, by whom, and how much (labor/materials), all to be accounted for on a daily basis and submitted to the cooperative, weekly, at minimum.

21. It is **imperative** that co-op and contractor labor be accounted for in proper disaster Categories A through F and correlated with time sheet information.

22. BARRT will maintain documents detailing costs for pieces of equipment used by other cooperatives and/or by contractors during emergency restoration and permanent repair efforts; consult FEMA equipment price lists for allowable comparisons.

23. BARRT will keep an accurate accounting of all overheads as they relate to emergency restoration and permanent repair activities.

24. RISK MITIGATION EFFORTS

- BARRT will consider the following steps to minimize the losses to the cooperative in the event the accounting functions are affected by an emergency situation. It is strongly encouraged that the following mitigation efforts be taken to prepare for possible emergency situations:
- Designate/appoint chain of command for management to assume control of the site.
- Assess neighboring cooperatives for "best fit" of accounting practices. It may be necessary to use them as a contingency site until permanent business location can be restored.
- Create and keep a contact list of banking institutions, insurance carriers, vendors, etc. in a secure offsite location
- Establish rapport with a secondary financial institution to reduce vulnerability.
- Consider off-site storage of backup records.

25. SHORT-TERM RECOVERY EFFORTS

BARRT will consider the following short-term actions when an emergency involving loss of accounting functions include:

- Reestablish communications.
- Contact insurance carrier.
- Reestablish central information systems and then desktop systems as needed.
- If needed, use central billing system provider to estimate and send customers' bills.
- Ensure payroll is quickly operational – if no ACH (Automated Clearing House), write checks by hand.
- Secure short-term loans as necessary and communicate with vendors on lines of credit.
- Establish credit agreements and accounts.
- Provide for ongoing local payables (motels, restaurants, gas stations, suppliers).
- Confirm local banking arrangements are operational.
- Use credit cards as necessary to defer cash movement to the next month or longer.
- Utilize neighboring cooperatives, as necessary.
- Use emergency bill stuffers, social media & news outlets to communicate with members.

- Provide for receipt tracking, payroll time sheets, etc.
- Keep excellent records of disaster losses and restoration efforts for FEMA, may need to educate FEMA personnel on disaster definition at the cooperative level.

26. Long-Term Recovery Efforts

BARRT will consider the following long-term actions when an emergency involving loss of accounting functions include:

- Use "bill stuffers", social media & news outlets to communicate important messages to members.
- Assess losses to stored documents to determine if facilities provided adequate protection of important papers.
- Assess need for a system upgrade and/or equipment change with replacement.
- Contact vendors for proposals and equipment upgrade recommendations.

27. Information Systems and Paper Records

Nearly as important as loss of personnel is protecting against the loss of electronic data and paper files. BARRT will consider the following questions in planning for the cooperative's business contingency:

- What type of backup system is currently in place to restore business information to current operating conditions?
- Have all critical systems been backed up and tested for accuracy?
- Have all critical hard files (paper, etc.) been duplicated and stored in remote locations to protect against loss?
- What type of information systems are in place?
- Can our company rely on other cooperatives and/or vendors to help us restore our data quickly?
- Computers, hardware and data important to normal operating conditions are:
- Mainframe, server, network systems
- PCs
- Paper (shared or individual)
- Software licenses
- The following items are strongly dependent on the computers, hardware and data for normal operating conditions and during emergency conditions:
    - Maintenance of accounts payable and receivable, payroll, engineering, operations and inventory records.
    - Connectivity between offices (branch or other co-ops).
    - Secure storage of software licenses.

28. Risk Mitigation Efforts

BARRT will consider the following steps to minimize the losses to the cooperative in the event the computers, data and hard files are affected by an emergency situation. It is strongly encouraged that the following mitigation efforts be taken to prepare for possible emergency situations:

- Designate/appoint chain of command for management to assume control of the site.
- Complete logical network diagrams, to assist in rebuilding system.
- Critical information is backed-up and/or duplicated and stored offsite.
- System backups performed as per pre-determined schedule.

- Establish disaster contract with call center if not already used for after-hours answering service
- Upgrade workflow to include digital imaging and/or paperless work orders.
- Maintain a list of vendors who can supply equipment on short notice.
- Coordinate with a neighboring cooperative or call center for temporary use of their systems.
- Test vendor capabilities and response times to determine impact of varying disasters.

29. Short-Term Recovery Efforts

BARRT will consider the following short-term actions when an emergency involving loss of computers, hardware and data include:

- Keep adequate supply of paper forms for manual recording of information.
- Temporarily use database at offsite call center.
- Use printout of entire system.
- Contact vendors to acquire essential hardware.
- NISC billing backup restoration.
- SCADA backup restoration.

30. Long-Term Recovery Efforts

BARRT will consider the following long-term actions when an emergency involving loss of computers, hardware and data include:

- Assess need for system upgrade to move toward paperless workflow (reduced dependence on hard copies of files).
- Document/assess vendor response time and capabilities to improve understanding of future needs.

31. Office / Office Equipment / Inventory

Loss of a building or buildings, inability to access the workplace, or loss of office equipment and inventory can cause severe consequences to the business. BARRT will think about the following questions in planning for the cooperative's business contingency:

- Where will your cooperative temporarily relocate if your building and grounds are inaccessible or destroyed?
- What office equipment (computers, communications, etc.) does your cooperative need to continue to operate effectively?
- Where will you realistically obtain inventory items necessary to continue to function for various lengths of time?
- Items essential to the normal operation of the physical location are:
    - Office and warehouse facilities
    - Equipment and vehicles
    - Tools
    - Communication
    - Computer system(s)
    - Fuel
    - Housing
    - Utilities
    - Security

The following items are strongly dependent on the physical location for normal operating conditions and during emergency conditions:

- Public and member communications through print, radio, television or social media.
- Contact with key officials in local, state and/or federal government, such as disaster relief personnel, EPA, law enforcement and fire department.
- Internal communications and coordination of recovery efforts.
- Contact with employees and their families.
- Contact with vendors and contractors.
- Dispatching of personnel and equipment.
- Storage and maintenance of equipment and vehicles such as digger derricks, aerial devices, stringing equipment, small vehicles, forklifts, etc.
- Storage and inventory of tools such as heavy presses, hand tools, personal protective equipment, cover-up and other protective devices.
- Storage and dispensing of gasoline, diesel fuel and LP gas for vehicles and equipment.
- Recording and maintaining outage information, advanced metering infrastructure, system maps.
- Coordination of co-op and outside crews, including staging, area, assignments, temporary housing and meals.
- Affirming adequate shelter for the families of co-op employees.
- Safeguarding of assets including building, equipment and inventory.
- Non-interruption of utilities for both co-op property and members, if applicable, including electric, gas, propane, water and telephone.
- General maintenance of office and warehouse facilities including structural integrity, sanitary facilities (restrooms, port-a-pots, washrooms/showers), trash disposal (waste, scrap material, hazardous materials, etc.).

32. Risk Mitigation Efforts

BARRT will consider the following steps should be taken to minimize the losses to the cooperative if the physical location, office equipment and/or inventory is affected by an emergency situation. It is strongly encouraged that the following mitigation efforts be taken to prepare for possible emergency situations:

- Designate/appoint chain of command for management to assume control of the site.
- Inventory building contents down to deductible level (insurance). This will help assess needs as well as provide documentation for insurance provider. Maintain the information in a secure location off-site perhaps with your insurance carrier.
- Based on the age of your building(s), start high-level planning for what you would like your next campus to look like and where it could best be located. Visit other Co-ops with newer facilities.
- Don't lose what works! Document best practices.
- Emergency plan should designate a hierarchy of employee responsibility in regard to facility issues in case the person responsible is not accessible.
- Maintain a list of contractors that might be used for various facility-related matters such as clean-up or security.
- Maintain a list of vendors who can supply equipment and materials on short notice.
- Maintain a list of hotels, restaurants and emergency shelters.
- Prepare a list of buildings that can be used on a temporary basis and update it periodically.

- Define minimum office requirements.
- Define minimum connectivity issues.
- Refer to Communications Section for loss of land lines, telecommunications, radios and cell phone service.

33. Short-Term Recovery Efforts
    BARRT will consider the following Short-term actions to consider during an emergency involving loss of physical building, office equipment and inventory include:
    - Contact property and casualty insurer.
    - External communications – keep public message consistent.
    - Contact NISC for spare equipment and assistance recovering essential data (see Information Systems & Paper Records section).
    - Acquire publicly accessible building (strip mall, warehouse, etc.).
    - Use the media to inform the members of the temporary location, if necessary.
    - Use realtors as a resource to identify property that can be used as a temporary site or a new permanent site, if needed.
    - Lease temporary office trailers.
    - Set up various employees to work from home, if necessary. Have a detailed plan in place that identifies what can be done at home and how it can be done.
    - Consider asking for partial property use of neighboring Co-ops, IOUs, municipals, businesses and/or schools.
    - Obtain essential office furniture and equipment from local and/or regional suppliers.
    - Provide security on site (employees, vendor, fence, guards). Local law enforcement or contracted security services.
    - Establish clean-up crew for site using employees or contractors.

34. Long-Term Recovery Efforts
    BARRT will consider the following long-term actions when an emergency loss of physical building, office equipment and inventory include:
    - Assess current location and layout. Allow for future growth! (list of potential sites developed under risk mitigation).
    - Document/assess vendor and contractor response time and capabilities to improve understanding of future needs.
    - Consider regional natural disasters and man-made disasters in new building design.
    - Restore procedures and processes that worked best.
    - Should some business functions be outsourced? Or conversely, should some business functions be done in-house following the disaster experience? These decisions will impact the overall building design and space requirements.

35. Personnel / Human Resources
    BARRT will consider the issue of personnel as a major variable in disaster recovery. How many would there be available for the recovery efforts given different types of emergencies? Think about the following questions in planning for the cooperative's business contingency:
    - Will the employees be able to function for an extended period of time?
    - Are the employees' homes and families directly affected by loss of personal

property and shelter?

- Will new employees have to be hired to fill the spots left by injured or deceased employees?
- Can key employees be borrowed from neighboring cooperatives to keep the cooperative operational?
- Should the cooperative engage in cross-training and job-sharing to mitigate potential losses?
- In the event of an emergency and the potential for loss of personnel, the following items are important to the continuity of service:
    - Safety of employees and their families
    - Preparation for any loss of personnel
    - Prioritize business functions
    - Board notification
    - Action plans developed
- The following items are strongly dependent to the smooth operation of the business during normal operating conditions and/or emergency conditions:
- Complete job descriptions including documented, detailed procedures on how to do each job (similar to JSA).
- Specific "key" positions defined and cross training / job sharing for these positions is ensured.
- Maintain a good working relationship with contractors, municipals, IOUs, retired employees and other cooperatives.
- Key personnel are insured through the company's policy.
- Legal issues involving insurance, workers' compensation etc., in regard to permanent and temporary employees, have been addressed with corporate attorney.
- Identification of a grief counselor.

36. Risk Mitigation Efforts

BARRT will consider steps to be taken to minimize the potential for personnel losses in the event of an emergency. It is strongly encouraged that the following mitigation efforts be taken to prepare for possible emergency situations:

- Designate/appoint chain of command for management to assume control of the site.
- Keep job descriptions updated with essential functions.
- Encourage cross training/job sharing among internal employees and develop relationships with contractors, area municipals, IOUs and other cooperatives.
- Maintain an inventory of skills for employees, contractors, retirees, temps, etc. Include normal job duties as well as functions they can perform outside those normal duties.
- Establish an emergency action plan and review annually making special note of any changes.
- Annually practice evacuation drill and shelter drill.
- Develop a list of possible vendors for potential outsourcing of certain work (temporary or permanent).
- Establish a hierarchy of employee responsibility for hiring both temporary and permanent help.

37. Short-Term Recovery Efforts

BARRT will consider the following short-term actions during an emergency involving

loss of personnel include:

- Follow chain of command based on employee loss and business function priorities. Use outside coordination (neighboring Co-op, OREC) as necessary.
- Initiate employee assistance program for employees and families.
- External communications – keep public message consistent, defer media to OREC personnel if it is too much to handle.
- Contact OREC staff for safety coordination and assistance.
- Provide medical care, as needed.
- Adjust / stagger employees working hours to increase availability of cooperatives services to members and vendors.
- Use contractors.
- Ask for assistance from other Co-ops.
- Review emergency work plan for employee help.
- Provide personnel and board members with status briefings to keep them apprised of situations.
- Contract with retirees and/or employees' family members to assist with routine business tasks.
- Borrow employees from other cooperatives, OREC, software provider or local business.
- Assist employees and their families as needed.

38. Long-Term Recovery Efforts
    BARRT will consider long-term actions following an emergency involving loss of personnel include:

- Evaluate staff and responsibilities to limit exposure in future emergencies.
- Assess the cooperative's needs, policies and requirements.
- Consider outsourcing non-essential business practices to reduce risk.
- Develop a long-term succession plan.

39. Warehouse / Pole Yard / Fleet
    The core function is to keep offices and systems in place so that employees have a place to work. It is important to consider that a large-scale disaster can cripple the entire community, so relying on public buildings and community services may not be an option. BARRT will think about the following questions in planning for the cooperative's business contingency:

- Are the facilities and infrastructure of the cooperative itself damaged?
- What would the cooperative do if there is no longer a physical facility to operate from and the infrastructure has been severely damaged or destroyed?

Items essential to the normal operation of the warehouse and/or pole yard are:

- Warehouse facilities
- Equipment and vehicles
- Materials
- Tools
- Fuel
- Utilities
- Security

The following items are strongly dependent on the warehouse and pole yard for normal operating conditions and during emergency conditions:

- Storage and maintenance of equipment and vehicles such as digger derricks, aerial devices, stringing equipment, small vehicles, forklifts, etc.
- Storage and inventory of materials such as poles, crossarms, transformers, wire, etc.
- Storage and inventory of tools such as heavy presses, hand tools, personal protective equipment, cover-up and other protective devices.
- Storage and dispensing of gasoline, diesel fuel and LP gas for vehicles and equipment.
- Safeguarding of assets including building, equipment and inventory.
- Non-interruption of utilities for both co-op property and members, if applicable, including electric, gas, propane, water and telephone.
- General maintenance of warehouse facilities including structural integrity, sanitary facilities (restrooms, port-a-pots, washrooms/showers), trash disposal (waste, scrap material, hazardous materials, etc.).

40. Risk Mitigation Efforts

BARRT will take steps to minimize the losses to the cooperative if the warehouse and pole yard are affected by an emergency situation. It is strongly encouraged that the following mitigation efforts be taken to prepare for possible emergency situations:

- Designate/appoint chain of command for management to assume control of the site.
- Inventory building contents down to deductible level (insurance). This will help assess needs as well as provide documentation for insurance provider. Maintain the information in a secure location off-site perhaps with your insurance carrier.
- Based on the age of your building(s), start high-level planning for what you would like your next warehouse and yard to look like and where it could best be located.
- Emergency plan should designate a hierarchy of employee responsibility in regard to facility issues in case the person responsible is not accessible.
- Maintain a list of contractors that might be used for various facility-related matters such as clean-up or security.
- Maintain a list of vendors who can supply equipment and materials on short notice.
- Prepare a list of potential buildings that can be used on a temporary basis and update it periodically.
- Refer to Communications Section for loss of land lines, telecommunications, radios and cell phone service.

41. Purchasing and Materials Management

a) Material issue sheets **<u>are critical</u>** for tracking material from warehouse (or in instances where temporary field warehouses are set up) to the field. Every effort should be made to track all material received from suppliers and all material used by contractors and co-op crews in the emergency restoration and permanent repair efforts.

b) The material issue sheet should include, at minimum, where (location) material is used, when it was used (day, date), and quantities of construction units specified on the work order.

c) If material issue sheets are to be used, there must be tickets for **all** material for which FEMA reimbursement is expected.

d) Material should be ordered immediately, or as soon after initial Fast Surveys of damage are completed. Fast Surveys should give warehouse and materials management employees enough information to determine **initial orders** of poles, cross arms, conductor, splices, and other construction hardware. Utilize the Standard Construction Policy design criteria developed by the cooperative **before** the disaster so approximate types and quantities of material will be known for ordering.

e) Arrange for material delivery points as near as possible to damaged areas. Fenced substations are good locations. If temporary field warehouses are utilized, it is recommended that the storekeeper maintain conrol with the help of AECI.

f) AECI and some other vendors will contract with a cooperative to furnish trailers loaded with materials necessary for rebuilding or repairing lines during a disaster. The vendor is responsible for an inventory of all items, allows removal of items from the trailer only upon completion of material issue sheets, and conducts a follow-up inventory for reconciliation. If this method is employed by the affected cooperative, control must be exercised over material received and checked out. Documentation must be in place to record where (location, by map number and county or parish) the material was used and what construction units were put in place.

g) Consider utilizing warehouse or materials management employees from other cooperatives early in the disaster.

h) Ask for vehicle inventory sheets from all contractors and other co-op crews before they are allowed to commence work. Carefully monitor material that is issued and inventory these same vehicles before crews depart for home at the end of their contract term or period of work.

i) Try to run all material through the material issue system if possible. Quantities, dates, and locations are much easier to track this way.

j) Copies of all material issue sheets should be made and stored with all other records being prepared for audits by FEMA, state emergency management, and AECI personnel.

k) Carefully record any and all material coming in from the field that is to be considered as salvage. This is required for reconciliation of co-op material records.

42. Short-Term Recovery Efforts

BARRT will consider the following short-term actions during an emergency involving loss of warehouse and pole yard include:

- External communications – keep public message consistent.
- Acquire accessible building (warehouse, etc.).
- Establish temporary yard, security, fencing.
- Establish electricity on-site and lighting.
- Consider asking for partial property use of neighboring Co-ops, IOUs, municipals, businesses and/or schools.
- Provide forklift and material handling capabilities.
- Construction trailer for security storage.
- Contact Property and Casualty Insurer.
- Track inventory and minimums needed.

- Work off printed material list and/or vendor history.
- Obtain essential equipment and materials from local and/or regional suppliers.
- Provide security on site (employees, vendor, fence, guards). Local law enforcement or contracted security services.
- Establish salvage yard.
- Establish cleanup crew for site using employees or contractors.

43. Long-Term Recovery Efforts

BARRT will consider the following long-term actions when an emergency involving loss of warehouse and pole yard include:

- Assess current location and layout. Allow for future growth! (list of potential sites developed under risk mitigation).
- Document/assess vendor and contractor response time and capabilities to improve understanding of future needs.
- Consider regional natural disasters and man-made disasters in new building design.
- Should some business functions be outsourced? Or conversely, should some business functions be done in-house following the disaster experience? These decisions will impact the overall building design and space requirements.

44. POST-DISASTER AUDIT PREPARATION

a. Helpful information concerning post-disaster audits can be found in the following two (2) documents: "Audit Tips for Managing Disaster-Related Project Costs" (18 pages), which is a publication of the Federal Emergency Management Agency and the Office of Inspector General; and "Consolidated Audit Guide, Audit of Disaster Assistance Grant Programs" (36 pages – revised March, 2001), also a joint publication of FEMA and OIG. Copies of these two documents have been included with this section. It is strongly recommended that all cooperative managers, accountants, and engineering/operations personnel review these two documents prior to a disaster event.

b. 7 CFR Chapter XVII (1-1-99 Edition) Subpart B – RUS Audit Requirements, §1773.3 "Annual Audit" states the financial audit requirements for electric cooperatives. Section (e) stipulates the following in regard to OMB Circular A-133: "Audits of States, Local Governments, and Non-Profit Organizations **does not** apply to audits of RUS electric and telecommunications cooperatives and commercial telecommunications borrowers." [56 FR 63360, December 3, 1991, as amended at: 59 FR 659, January 6, 1994; 63 FR 38722, July 17, 1998]

c. Accounting personnel should refer to and utilize several data sources during their internal audit preparations, including the use of FEMA cost codes, fringe benefit calculation sheets, the Mutual Aid Plan for Electric Cooperatives and Employee Policy Manual, including relevant personnel organization charts and employee job descriptions.

d. All calculations used to determine percentages for fringe benefits should be retained and documented for use during the FEMA and/or OIG audit.

e. Have an Organization Chart of all cooperative employees, indicating what area or department they worked in before and during the disaster. This will

help resolve questions about force account labor when it is classified into FEMA Categories A, Debris Removal; B, Emergency Protective Measures; and F, Utilities (Permanent Repairs).

f. Compile a list of employee rates of pay before, during and after the disaster.
g. Keep documents that denote the date and time the first outage occurred, and the date and time the last consumer's electric service was restored.
h. Compile a check register for each month that disaster damages were paid. The check register should match all PWs submitted in order to prevent duplication of charges to FEMA.
i. Maintain individual time sheets for every person on which labor was claimed during the disaster. Contractors should submit (at minimum) weekly time sheets detailing their employees' activities to the cooperative; these time sheets must be signed by the individual employee or by the crew foreman. The equipment used should also be listed on time sheets.
j. Payroll calculations for the duration of the disaster should be available for the auditors. The cooperative must be able to verify that dollars paid match amounts claimed for cooperative employee's payroll.
k. Keep records of any and all salvaged material that was sold; this will be deducted from FEMA reimbursements made to the cooperative.
l. Contractor and cooperative employee hotel and meal receipts should be maintained, preferably listing who stayed in what room and who purchased what meals (indicating which FEMA Category the expense will fall in - either A, B, or F).
m. Keep all administrative allowance funds separate.
n. If possible, have contractors submit invoices by specific job numbers and descriptions.
o. FEMA and OIG auditors suggest setting up a general ledger account number with several sub-accounts labeled Contractor, In-House Contractor, Labor, etc. It is recommended that the accounting department start using these accounts as soon as the disaster occurs. Keep FEMA funds separate from normal day-to-day costs.
p. Keep all FEMA publications, such as the Public Assistance Policy Digest (FEMA 321) and any Appendices, and the FEMA Public Assistance Guide (FEMA 322) as available reference materials.
q. Require personnel from the accounting, engineering and operations departments to read all FEMA and OIG publications as they relate to Public Assistance and require attendance at all FEMA or state emergency management training sessions, specifically those relating to disasters and Public Assistance to eligible applicants, such as electric cooperatives.
r. Maintain a copy of the cooperative's signed "Mutual Aid Agreement" that has also been filed with the National Rural Electric Cooperative Association (NRECA) and your state's Statewide Association. Auditors will request a review of this agreement.

INSTRUCTIONS TO ECT

- The following items are strongly dependent on communications for normal operating conditions and during emergency conditions:
  - Public and member communications through print, radio, television, social media.
  - Contact with key officials in local, state and/or federal government, such as disaster relief personnel, law enforcement and fire department.
  - Internal communications and coordination of recovery efforts.
  - Contact with employees and their families.
  - Contact with vendors and contractors.

1. Assistance from AECI communications personnel will be requested immediately for assistance and advice.

2. Office personnel can be utilized for many projects during a disaster. Many duties may be logistical in nature; that is, personnel may be used to coordinate the delivery of food, equipment, materials and meals, all in addition to their normal duties. Because of their varied experiences, these employees may also assist with the cooperative's emergency operations center, warehouse, temporary warehouse operations, staking, and engineering/operations.

3. ECT will prepare various types of communications (sample copy included herein) to the cooperative's membership, detailing the extent of the disaster and its impact on both the membership and the co-op. Such communication should be widely disseminated in the service areas, and include vital data such as the projected length of the outage, and phone numbers for service organizations such as Red Cross, local emergency shelters (churches, schools, etc.), and contact numbers for state emergency management and FEMA.

4. ECT will communicate honestly and openly with the co-op membership and media. Always estimate outage duration on the high side. And, if you don't know an answer to member or media questions, say so! Most importantly, always tell the truth!

5. ECT will write and submit press releases (via e-mail) to local newspapers. Send daily e-mail disaster updates to your cooperative's Statewide Association, local radio and/or television stations, and other information dispensing resources including social media that can keep the cooperative membership and general public informed about all progress being made in the power restoration effort. Mailing weekly letters to consumers in damaged areas will be considered. However, social media will be used extensively.

6. ECT will post daily updates on co-op phone message systems, web pages, social media, etc.

7. ECT will assist BARRT by documenting the extent of the storm or disaster using both still photographs and videos. FEMA and state emergency management officials may not visit the co-op service area for several days or weeks, so having photos and videos of actual damage as it occurred is helpful. Date and document the times and places that photos and videos were taken and use drone footage when possible.

SOUTHWEST ARKANSAS ELECTRIC
COOPERATIVE CORPORATION

EMPLOYEE
EMERGENCY CONTACTS

Cooperative and Operations Personnel

Texarkana	Landline	Wireless
Kecia Wolf--President & CEO		903-280-0780
Headquarters Office	870-772-2743	
Alexander, Jason--Lineman		903-701-4374
Bearden, Cobie–Foreman		903-949-9172
Buck, Kelly--Member Services Rep		
Burton, Allison–Member Services Rep		870-557-5600
Castleman, Todd--Engineering Tech Sup.		870-557-5600
Clark, Tanner--Lineman		
Collum, Eric–Warehouse		870-331-0803
Cutchall, Dakota–Lineman		903-280-5229
Douglas, Jeff--Mgr of Networks, Systs & App		903-748-1358
Eden, Jayne--Billing Coordinator II		870-582-2061
Fenton, Bobby–Director of Operations	870-772-8924	903-826-1076
Figueroa, Laura–Member Services Rep		870-784-3110
Halter, Tiffany--VP of FAMSP		903-276-7878
Hensley, Greg--Staking Engineer	903-216-1574	903-748-5728
Howell, Mason--Lineman		903-949-4781
Kelley, Donnie–Serviceman	903-791-0057	903-278-5251
Kennedy, Scott–Director of Engineering	903-832-1183	903-278-6326
Lindsey, Jeremy--District Manager		903-748-2159
Lolies, Kim--Member Services Rep		903-278-1735
Lopez, Rose--Sr. Member Services Rep		870-784-4890
McDowell, David--Supervisor Staking/Const	870-653-4265	903-490-4853
McMurry, Dusty--Manager Outside Plant Fiber		903-826--0359
Moore, Justin--IT Technician	870-653-5744	903-278-4211
Morrow, Rhonda–Administrative Assistant	903-671-2285	903-701-7973
Newburg, Todd--Serviceman		903-748-0531
Newton, Jeff–VP of IT, Comm & Co-op Svcs		501-804-9471
Pardue, Lori--Manager of Member Services		903-490-5674
Parker, Laura–Member Services Rep		
Plunk, Brennan--Lineman		903-701-4549
Plunk, David--Staking Engineer	870-653-6063	903-809-9958
Rankin, Randy–Mgr of Metering/SCADA Svs		903-748-0976
Raybum, Charlene–Member Services Rep		
Redfearn, Beau--Mgr of Staking/Constr/GIS		870-648-9279
Rogers, Laura--System Operations Tech II	870-772-6423	903-691-9114
Rowton, Alex–Lineman		903-826-3034
Sigle, Scott–Network Engineer FSF		903-293-8111
Smith, Peggy–Member Services Rep		870-648-6499
Stacy, Earle–IT Technician		903-826-5363
Teague, Tommy--Engineering Technician	870-859-3240	870-299-2945
Thomason, Cathy--Member Services Rep		903-826-0941
Vaughan, Stephen–Accountant		903-824-0864
Wall, George--VP Engineering & Operations		903-278-2978
Wardlow, Jayson--Staking Engineer	870-653-6920	903-824-7533
Watson, Ashlee–System Operations Tech II		870-953-9315
White, Nora--Member Services Rep		903-278-8422
Holiday Inn Express	**870-216-0083**	
Candlewood Inn & Suites	**903-334-7418**	

Cooperative Response Center (CRC) 877-483-2373

DeQueen	Landline	Wireless
Office	870-642-2737	
McCoy, Jimmy–District Manager	870-642-6681	870-584-6375
Russell, Scotty-Foreman	870-642-8941	870-784-6221
Allen, Troy	870-832-3458	903-748-6949
Burney, Tell		870-784-1477
Rios, Florizel–Member Services		870-582-1048
Rogers, Joey	870-642-6937	903-748-7189
Stafford, Zachary		580-306-9179
Whitt, Thomas	870-642-8990	870-784-2585
Winer, Brandon	870-642-9140	870-584-6119
DQ Country Club & Lodging	**870-642-8800**	
Fatt Chances	**870-642-7666**	
Ranch House Cafe	**870-642-6040**	

Bradley	Landline	Wireless
Office	870-894-3329	
Morton, Dickie–District Manager		870-904-0737
Hays, Ryan–Foreman	870-894-3315	870-299-0101
Hollis, Mark–Serviceman		870-826-1201
Jones, Tanner–Lineman		903-826-3721
Smith, Tammy–Member Services	870-694-7870	318-663-0038
Spakes, Todd–Lineman	870-691-3342	903-826-5391
Thomason, Kyle--Lineman	870-691-3485	903-490-8546
Vickers, Dakota--Lineman		870-703-9639
Wright, Alex--Lineman		903-826-8503
Hwy 29 Cafe	**870-921-4900**	
Bass Haven Rest.	**870-694-6221**	
Doc's	**870-683-2226**	

Nashville	Landline	Wireless
Office	870-845-1313	
Watts, Randy-District Manager		903-826-1078
Bagley, Johnathan--Lineman		870-784-1095
Figueroa, Elsa--Member Services		870-582-2547
Kitchens, Ted--Lineman	870-289-2008	870-582-2444
Lockeby, Colin--Lineman		903-826-8813
Ray, Emmett--Foreman	870-832-0162	870-784-0818
Reid, Alex--Serviceman		870-200-3714
Shelley, Eric–Lineman		870-217-9860
Wall, Mark–Lineman	870-845-5279	870-826-1201
Whitworth, Ty--Lineman		870-557-7775
Hickory House Rest..	**870-845-1541**	
Rock Station Rest.	**870-845-5815**	

Four States Fiber	Landline	Wireless
Antwuanette Gauntt-Subscriber Support		
Kamiski Hunt-Subscriber Support		
Normant, Zach–Cust Exp & Mrktng Mgr.		903-293-3448
Heather Simmons-Subscriber Support		
Philip McDowell-General Manager		903-748-4578

** Mobile Units with a gross weight (tractor and trailer combined) exceeding 108,000 lbs. requires a special overweight permit from the Arkansas Highway Police.

Any of the following people will make complete arrangements for you in an emergency:

AECC Contact	AECC Office	Home Phone	Cell Phone
Mike Russ	501-570-2442	-------	501-680-8590
James King	501-570-2452	501-812-5677	501-425-1105
AECC Trans Disp.	501-570-2428 and 507-570-2429		
David Henthorne	501-570-2359,	--------	501-590-3390
Steve Metcalf	501-570-2466	------	501-519-2266

Entergy & AEP SWEPCO Dispatch Contacts

Dispatch Contact	Telephone
Entergy TOC	800-216-6422 501-372-3791 501-372-3795
Entergy Dist Dispatch (Little Rock-North)	877-386-3751 501-396-4835
Entergy Dist Dispatch (Little Rock-South)	877-492-7238 501-396-4710
AEP SWEPCO Trans. Dispatch	318-221-8406 318-678-7320
AEP SWEPCO Distr. Dispatch	318-678-7351

Oklahoma Corporation Commission contacts for emergency outages:
Matt Skinner Ofc: 405-521-4180 cell: 405-833-2242
m.skinner@occemail.com
Jim Palmer Ofc: 405-521-4018 cell: 405-823-3877 j.palmer@occemail.com
Dennis D. Eppley Ofc: 405-522-1108 cell: 405-464-7089
pudenforce@occemail.com

Arkansas Public Service Commission Contact for emergency outages:
Office phone: 501-682-1718

Emergency Call Notification

Original Notification

DARRT

Bobby Fenton	903-826-1076
George Wall	903-278-2978
Scott Kennedy	903-278-6326
David McDowell	903-490-4853
Dusty McMurry	903-826-0354
Randy Rankin	903-748-0976
Brennan Plunk	903-701-4549
AECI & Other Reps	501-570-2200

Scott Kennedy 903-278-6326
Director of Engineering

Randy Rankin	903-748-0976
Manager of Metering/SCADA Svcs	

Trace Clements	870-748-9414
Todd Castleman	870-557-5600
Tommy Teague	870-299-2945
Matt Wilson	903-824-2872

David McDowell	903-490-4853
Mgr of Construction/Staking Svcs & GIS	

David Plunk	903-809-9958
Jayson Wardlow	903-824-7533
Greg Hensley	903-748-5728
Alex Terry	903-556-1456
Dylan Green	870-648-5701

Dispatch	
Laura Rogers	903-691-9114
Ashlee Watson	870-953-9315

EMT
Emergency Management Team
DARRT
Damage Assessment & Recovery/ Restoration Team
ECT
Emergency Communication Team
BARRT
Business & Administrative Response/Recovery Team

EMT

Kecia Wolf	903-280-0780
George Wall	903-278-2978
Bobby Fenton	870-772-8924 / 903-826-1076
Scott Kennedy	903-278-6326

BARRT

Scott Kennedy	903-832-1183 / 903-278-6326
Randy Rankin	903-748-0976
Laura Rogers	870-772-6423 / 903-691-9114
Ashlee Watson	870-953-9315

Rose Lopez 903-490-5674
Manager of Member Services

Lori Pardue	903-490-5674
Allison Burton	903-490-4044
Kelly Buck	870-571-3076
Nora White	903-278-8422
Tammy Smith (BR)	318-663-0038
Charlene Rayburn	870-648-6236
Laura Figueroa	870-784-3110
Florizel Rios (DQ)	870-852-1048
Tesla Janeczko	318-344-5694
Kim Lolies	903-278-1735
Jayne Eden	870-582-2061
Elsa Lopez	870-582-2547
Krystal Goshen	870-703-0544

Temp Services -Headquarters

Luke Banister	903-556-3573

ECT

Kecia Wolf	903-280-0780
Rhonda Morrow	903-671-2285 / 903-701-7973
Stephen Vaughan	903-824-0864
Jacqueline Carver	903-556-1601
Jayne Eden	870-852-2061
Payroll Personnel	
Derrell Gore	903-244-5270
Justin Moore	903-278-4211
Earle Stacy	903-826-5363
Jeff Douglas	903-748-1358
AECI	501-570-2296
CRC	866-229-8474

Rhonda Morrow	903-671-2285 / 903-701-7973
Executive Administrator	

Board of Directors & Attorney

Rusty Pendergraft	870-773-2304 / 903-831-2073
Alan Green	870-845-5453 / 870-845-6371
Brett Renfro	870-386-7675 / 870-584-9373
Jim Alford	870-921-4802 / 903-748-0821
Brannon Collier	870-299-3270
Stacy Womack	870-703-5757
Paula Mounts	903-824-4068
Tommy Isbell	870-653-3044 / 903-826-5430
Andy Youngblood	870-385-7302 / 479-243-5423
Jon Beck, Attorney	903-793-5651

Jeff Douglas 903-748-1358
Director of IT

Justin Moore	903-278-4211
Derrell Gore	903-244-5270
Earle Stacy	903-826-5363

Emergency Call Notification

Bobby Fenton 870-772-8924 / 903-826-1076
Vice President of Operations

Jeremy Lindsey 903-748-2159
Texarkana District Manager

Cobie Bearden	903-949-9172
Todd Newberg	903-748-0531
Taner Clark	903-280-0385
Zach Purifoy	903-809-6267
Donnie Kelley	903-701-7853
Dakota Cutchall	903-280-5229
Jason Alexander	903-701-4374
Tanner Clark	903-280-0385
Zane Abney	903-701-7654
Alex Rowton	903-826-3034
Mason Howell	903-949-4781

Brennan Plunk
Manager of Safety & Purchasing

Eric Collum 870-331-0803

Randy Watts 903-826-1078
Nashville District Manager

Emmett Ray	870-832-0162 / 870-784-0818
Ted Kitchens	870-289-2008 / 870-582-2444
Ty Whitworth	870-557-7775
Alex Reid	870-200-3714
Eric Shelley	870-217-9860
Mark Wall	870-451-3774
Johnathan Bagley	870-784-1095
Justin White	903-701-7654
Elsa Figueroa, MSR,	870-582-2547

Jimmy McCoy 870-642-6681 / 870-584-6375
De Queen District Manager

Scotty Russell	870-642-8941 / 903-748-6221
Dustin Hile	903-490-6589
Colin Lockeby	903-826-8813
Tell Burney	870-784-1477
Brandon Winer	870-642-9140 / 870-584-6119
Zachary Stafford	580-306-9149
Joey Rogers	870-642-6937 / 903-748-7189
Kade Smith	870-784-1708
Florizel Rios, MSR,	870-852-1048

Richard Morton 870-904-0737
Bradley District Manager

Ryan Hayes	870-894-3315 / 870-299-0101
Zach Davison	870-953-1907
Todd Spakes	870-691-3342 / 903-826-5391
Alex Wright	903-826-8503
Kyle Thomason	870-691-3485 / 903-490-8546
Dakota Vickers	870-703-9639
Tanner Jones	903-826-3721
Tammy Smith, MSR,	318-663-0038

Dusty McMurry 903-826-0359
Manager of Outside Fiber Plant

Chase Cook (FSF)	903-949-4424
Ethan Tolleson (FSF)	903-908-5320

SOUTHWEST ARKANASAS ELECTRIC COOPERATIVE CORPORATION

SUBSTATION TELEPHONE NUMBERS

OPERATIONS: HEADQUARTERS	
Emergency Phone	870-772-0189
Office Response Ctr.	800-782-2743
Bobby Fenton(Home)	870-772-8924
Bobby Fenton (Cell)	903-826-1076
Scott Kennedy (Home)	903-832-1183
Scott Kennedy (Cell)	903-278-6326
George Wall (Cell)	903-278-2978
Main Facsimile Machine	870-773-2408
Dispatch Facsimile Machine	870-773-4268
Warehouse Facsimile Machine	870-773-4292

TEXARKANA DISTRICT	
District Office	870-772-2743
Jeremy Lindsey (Cell)	903-748-2159
N.W. Meter Point	903-831-5000
South Texarkana Meter Point	870-772-1904
Texarkana Sub #08 (Fouke Sub)	870-653-5524
Texarkana Sub #06 (Arch Smith Sub)	870-653-2764
Texarkana Sub #05	870-779-1470
Lynn Lowe/Texarkana Sub #04	870-774-1906
Texarkana Sub #03 (W.E. Williams Sub)	870-645-2645
Texarkana Sub #02	870-773-3500
Texarkana Sub #01	903-793-3199
Ashdown West Sub (Wm. Beck Sub)	870-898-6490

BRADLEY DISTRICT	
District Office	870-894-3329
Dickie Morton	870-904-0737
Computer Terminal	870-894-6289
Facsimile Machine	870-894-3327
Bloomburg Meter Point	870-691-2539
Bradley Sub (F.M. Cochran Sub.)	870-894-3328
Doddridge Sub.	870-691-2764
Lake Erling Sub. (Charles G. Whaley Sub)	870-694-6661
Lewisville Meter Point	870-921-5565
North Lewisville Sub	870-921-4605
West Patmos Sub (Eldredge Formby Sub)	870-777-9176
Hope Water & Light (after hrs. service #)	870-777-3000
Hope Water & Light (Facsimile Machine)	870-777-2704

DEQUEEN DISTRICT	
District Office	870-642-2737
Jimmy McCoy (Cell)	870-584-6375
Computer Terminal	870-642-7222
Facsimile Machine	870-642-4866

DEQUEEN DISTRICT-continued	
Facsimile Machine	870-642-5775
DeQueen Sub	870-642-8381
Foreman Cement Sub #13	870-542-7644
Foreman North Sub	870-542-5120
Jesse Sullivan/Grannis Sub	870-385-7930
South Foreman Meter Point	870-542-7654
Wickes Sub (E.E. Stevenson Sub.)	870-385-2214
DeQueen Sub (AEP-SWEPCO)	870-642-2126

NASHVILLE DISTRICT	
District Office	870-845-4403
Randy Watts (Cell)	903-826-1078
Computer Terminal	870-845-5097
Facsimile Machine	870-845-1342
Ashdown Sub	870-898-2609
Lockesburg South Sub	870-289-3612
McNab Sub	870-896-2323
Midway Switching Sub	870-845-2434
North Nashville Sub	870-845-5440
West Nashville Sub (Kenneth Ford Sub)	870-845-5363
Tollette Sub	870-287-4331
James Hardie Briar Sub	870-845-0440
Okay Sub (AEP-SWEPCO)	870-388-9393
Millwood Pump Station	
Nathan West	

AR ELEC COOP. CORP.	
Office	800-482-1277
AECC Transmission Dispatch	870-238-8414
AECC Generation Dispatch	501-570-2411
(Night Telephone)	501-562-5940
Mike Russ (Bus.)	501-570-2442
Mike Russ (Home)	501-851-3648
Mike Russ (Cell)	501-680-8590
Brent Carr (Bus.)	501-570-2437
Brent Carr (Home)	501-776-4088
Brent Carr (Cell)	501-425-1093
Alan Hannah (Bus.)	501-570-2110
Alan Hannah (Cell)	501-352-1836
Jonathan Oliver (Bus.)	501-570-2488
Jonathan Oliver (Home)	501-221-7063
Jonathan Oliver (Cell)	501-529-2274
James King (Bus.)	501-570-2452
James King (Home)	501-812-5677
James King (Cell)	501-425-1105

Emergency Service Numbers

	Fire	Police	Ambulance
Ashdown, AR.	870-898-3313	870-898-3364	870-898-5011
Bloomburg, TX.	Dial 911	Dial 911	903-796-5555
Bradley, AR	Dial 911	Dial 911	Dial 911
DeQueen, AR	Dial 911	Dial 911	Dial 911
Doddridge, AR.	501-691-2680	Dial 911	Dial 911
Foreman, AR.	870-542-7200	870-542-7434	Dial 911
Fouke, AR.	870-653-4532	870-653-3802	Dial 911
Fulton, AR.	870-896-2525	870-777-6727	Dial 911
Garland, City, AR.	870-683-2121	870-683-2481	Dial 911
Hope, AR.	870-777-2311	870-777-4641	
Lewisville, AR.	Dial 911	Dial 911	Dial 911
Nashvilie, AR.	870-845-2085	870-845-3434	870-845-4410
Patmos VFD	870-722-6465		
Saratoga, AR.	Dial 911	Dial 911	Dial 911
Texarkana, AR. & TX.	Dial 911	Dial911	Dial 911
Trigg, AR.	Dial 911	Dial 911	Dial 911

County Sheriff's Departments

Bowie County	903-628-6815	903-798-3149
Columbia County	870-235-3740	
Hempstead County	870-777-6727	
Bradley City	870-894-3377	
Howard County	870-845-2626	
Lafayette County	870-921-4252	
Lewisville	870-921-4252	
Little River County	870-898-5115	
Ashdown Foreman	870-898-5115	
Miller County	870-542-7222	
Texarkana	Dial 911 or 870-774-3001	
McCurtain County	Dial 911	
Polk County	580-286-3331	
Sevier County	479-394-2511 or 479-243-2301	
	870-642-2425 or 870-642-2125	

Arkansas State Police (Hope)
870-777-4641

Office of Emergency Services

Southwest Coordinator: Teresa Smith. 870-722-8545

Columbia	870-235-3730
Hempstead	870-722-5408
Howard County	870-845-7524
Lafayette County	870-921-4856
Little River County	870-898-7203
Miller County	870-773-0709
Polk County	479-394-8141
Sevier county	870-642-4292

County Judges

Bowie County, TX
Judge—Bobby Howell
903-628-6718 (fax 628-6719)

Emergency Coordinator
Jim Spinks - 940-872-1890
cell 940-531-8442
fax940-8725702
Bowie Co. EMS 903-798-3042

Columbia County, AR
Judge—Denny Foster
One Court Square
Magnolia, 71753
870-234-2542

Circuit Clerk—Angela Keith
One Court Square
Magnolia, 71753870-235-3700

County Clerk—Tammy Wiltz
One Court Square
Magnolia, 71753
870-235-3774

Hempstead County, AR
Judge—Jerry Crane
P.O. Box 1420
Hope, 71801
870-777-6164

Circuit Clerk—Gail Wolfenbarger
P.O. Box 1420
Hope, 71801

County Clerk—Karen Smith
P.O. Box 1420
Hope, 71801

Howard County, AR
Judge—Kevin S. Smith
421 N Main St.
Nashville, 71852
870-845-7500

Circuit Clerk—Angie Lewis
421 N Main St.
Nashville, 71852
870-8457506 (fax 845-7505)

Howard Co. Continued
County Clerk—Keri Teague
421 N. Main St.
Nashville, 71852
870-845-7502 (fax 845-7505)

Lafayette County, AR
Judge—Danny Ormand
#1 Courthouse Square
Lewisville, 71845
870-921-4858

Circuit Clerk—Valarie Clark
#3 Courthouse Square
Lewisville, 71845

County Clerk—Cindy Edwards
#2 Courthouse Square
Lewisville, 71845

Little River County, AR
Judge—Mike Cranford
351 N. Second St.
Ashdown, 71822
870-898-2702

Circuit Clerk—Lauren Abney
351 N. Second St.
Ashdown, 71822

County Clerk—Deanna Sivley
351 N. Second St.
Ashdown, 71822

Miller County, AR
Judge—Cathy Hardin Harrison
400 Laurel St.
Texarkana, 71854
870-774-1301

Circuit Clerk—Mary Pankey
412 Laurel St. #109
Texarkana, 71854
870-774-4501

County Clerk—Stephanie Harvin
412 Laurel St. # 105
Texarkana, 71854
870-774-1501

Polk County, AR
Judge—Brandon Ellison
507 Church St.
Mena, 71953
479-394-8133

Circuit Clerk—Michelle Schnell
507 Church St.
Mena, 71953
479-394-8100 (fax 394-8170)

County Clerk—Terri Harrison
507 Church St.
Mena, 71953
479-394-8123 (fax 394-8115)

Sevier County, AR
Judge—Dick Tallman
115 N. 3rd St.
De Queen, 71832
870-642-2425

Circuit Clerk—Kathy Smith
115 N. 3rd St.
De Queen, 71832
870-642-3055 (fax 642-3119)

County Clerk—Debbie Akin
115 N. 3rd St., Room 10
De Queen, 71832
870-642-2852 (fax 642-3896)

McCurtain County, OK
Judge—Michael De Berry
580-286-2171
Fax 580-286-7095

EMS Area Coordinator
Wade Patterson 580-286-7584

Offices of Emergency Services

Direct number to our call center for emergency life threatening situations is 888-895-7572. This bypasses the main after hour consumer phone numbers for serious life-threatening emergencies.

In the interest of public safety, the Cooperative maintains contact with various state and local Offices of Emergency Services and other law enforcement, medical, and fire-fighting agencies available at the following telephone numbers.

Arkansas Department of Emergency Management
ADEM Southwest Area

Name: Teresa Smith
Phone: 870-722-8545
Email: Teresa.Smith@adem.arkansas.gov
Address:
2500 S. Main
Hope, AR 71801

Columbia County
Name: Larry Taylor
Phone: (870) 235-3730
Email: columbiaco@adem.arkansas.gov
Address:
1 Court Square
Magnolia, AR 71753

Hempstead County
Name: Cindy Kleimann
Phone: (870) 722-5408
Email: hempsteadem@sbcglobal.net
Address:
P.O. Box 1420
Hope, AR 71802

Howard County
Name: Jes Witherspoon
Phone: (870) 845-7524
Cell: (870)200-1210
Email: hcoes5201@yahoo.com
Address:
421 N. Main
Nashville, AR 71852

Lafayette County
Name: Danny Ormand
Phone: (870) 921-4856
Email: lafcoem@yahoo.com
Address:
#5 Courthouse Square
Lewisville, AR 71845

Little River County
Name: Don Hale Jr.
Phone: (870) 898-7203
Email: kb5ssw-1@sbcglobal.net
Address:
351 North 2nd Street, Suite 4
Ashdown, AR 71822

Miller County
Name: Michael Godfrey
Phone: (870) 772-2591
Email: Michael.godfrey@millercountyar.com
Address:
409 Hazel St.
Texarkana, AR 71854

Polk County
Name:Thomas Stueart
Phone: (479) 394-8141
Email: polkcoem@sbcglobal.net
Address:
507 Church Ave.
Mena, AR 71953

Sevier County
Name: Walter Smith
Phone: (870) 642-4292; 870-642-6442; 870-584-9265
Email: SevierCo.LEMC@adem.arkansas.gov
Address:
115 North 3rd
DeQueen, AR 71832

Bowie County, Texas
Name: Jim Roberts
Phone: 903-628-6776
Email: jim.roberts@txkusa.org
Address:
710 James Bowie Dr.
New Boston, TX 75570

McCurtain County, Oklahoma
McCurtain County Office
827E. Lincoln Dr.
Idabel, OK 74745, 580-286-7584
Of Emergency Services
Wade Patterson EMS Area Coordinator

AEP/SWEPCO Tex-AR Division, Texarkana, TX
Chesley Walker, 903-223-5705
Kitty, Adm. Assist., 903-223-5742

COMMUNICATIONS EMERGENCIES

District	Name of Company	Location	Telephone No.
Texarkana Headquarters	Payne Telecom	Texarkana, TX	903-793-7101
Facilities	Windstream	Texarkana, TX	903-793-7212 877-520-5260
	ATT	Sondra Davis	800-581-0684
De Queen	Windstream	DeQueen, AR	903-556-5863
	ATT	Sondra Davis	800-581-0684
	Custom Comm. Services	Texarkana, TX	903-832-5109
	Leroy Lemmerhirt	(Home)	903-832-5925
	Joe Allen	(Home)	903-838-7151
Nashville			
	ATT	Sondra Davis	800-581-0684
	Payne Telecom	Texarkana, TX	903-793-7101
Bradley	Walnut Hill Telephone	Lewisville, AR	870-921-5460
	ATT	Sondra Davis	800-581-0684
	Payne Telecom	Texarkana, TX	903-793-7101
AECC/AECI	Robert McClanahan		501-570-2903 501-681-3898

TWO-WAY RADIO SYSTEM FAILURES

If the two-way radio (base station) fails at any of the district offices or the Texarkana Headquarters facilities, a mobile (two-way radio) unit will be positioned near the affected facility and utilized for dispatching radio communications until the base station unit is repaired. The following list of radio shops will be utilized to repair any failed radio unit:

Ark-La-Tex Two Way handles all radio equipment for Southwest Arkansas Electric Cooperative headquarters and district office facilities.

Ark-La-Tex Two Way **870-330-4974**
1535 Arkansas Boulevard **Radio: 800-73-RADIO**
Texarkana, AR 71854
Contacts: Chris Manzanarej **903-748-3350 (cell)**
Brandon Mitchell **870-953-1109 (cell)**

COMMUNICATIONS EMERGENCIES

Cell Phone/Wireless Telephone

Name of Company	Location	Telephone No.
Verizon Wireless	3902 St. Michael Dr. Texarkana, TX 75503	903-831-2850
AT&T Wireless	5112 Summerhill Rd. 150 Richmond Ranch Rd.	903-793-2900 903-831-5522

SCADA

Answering Service

Name of Company	Location	Telephone No.
Cooperative Response Center	Austin, MN. Dispatcher	800-892-1578 877-483-2373
Jeremy Brainerd	Technician	800-892-1578 Ext. 5071

SOUTHWEST ARKANSAS ELECTRIC COOPERATIVE CORPORATION

Emergency Media and Area Contacts

Media Contacts	Contacts and Locations	Phone, Fax and Email
RADIO		
1.) Townsquare Media	Ron Bird- G.M. 2324 Arkansas Blvd. Texarkana, AR John Williams- News	Bus- (870) 772-3771 Fax- (870) 772-0364 Alternate Fax: 870-773-6719 ronbird@townsquaremedia.com
*(KKYR **FM** 102.5 KMJI 93.3 FM KPWW 95.9 FM KYGL 106.3 FM)*		
2.) AMI RADIO	Grant Cerar – GM 1323 College Drive	903-793-1100Fax 903-794-4717 Texarkana, TX 75501 gcerar@ami-teexarkana.com
Gordon Bunting Operation Mgr – Cell 903-293-4075 *(KEWL 95.1FM KPGG 103.9 KKTK 1400 AM)*		
3.) **Texarkana Radio** After hours	615 Olive Street Texarkana, TX Art Versnick	(903) 793-4671 Fax (903) 792-4261 (903) 691-5094 Art@texarkana.com
(KBYB BOB FM 101.7 FM KFYX 107.1 FM KCMC 740 AM Sports KTFS 940 AM Talk)		
4.) **MENA RADIO**	Dwight Douglas Station Mgr. Mena, AR	(479) 394-1450 Fax- (479) 394-1459 Dwight-Cell- (479) 234- menaradio@aol.com
5.) **Southwest Arkansas Radio** 1513 South 4th Street Nashville, AR 71852	Brent Pinkerton	(870) 845-3601 Fax- (870) 845-3680 Brent-Cell (870) 451-3433 swarkradio@hotmail.com
6.) **SUDBURRY RADIO** 1600 S. Elm	Alex Rain Program Dir Hope, AR	(870) 777-8868 Fax- (870) 777-8888 Supercountry105.com
(KHPASupercountry105FM KTPA 1370 AM KTPA)		
7.) **KWXI AM- KWXE-FM** Caddo River Plaza 180 Hwy 70 East Suite 11	Bob Del Giorno Gen. Mgr. Glenwood, AR	(870) 356-2151 Fax (870) 356-4684 Wayne-Cell (501) 627-3186 Cell (870) 356-2181 kwxi@windstream.net
8.) **# 1 COUNTRY RADIO** KDQN FM AND AM 921 Collin Raye Dr.	Jay Bunyard DeQueen Ashdown DeQueen/Ashdown, AR	DeQueen (870) 642-2446 Cell (870)582-2493 (870)898-3624 Fax (870) 642-2442 numberonecountry@yahoo.com Jay cell (870)582-2493

SOUTHWEST ARKANSAS ELECTRIC COOPERATIVE CORPORATION

Emergency Media and Area Contacts

Media Contacts Television	Contacts and Locations Television	Phone, Fax, and Email Television
1. **KTAL Channel 6**		
	Newsroom:	*318-628-7166*
	Mark Cummings, Sta. mgr	Bus-(866) 665-6000 (Press 4)
	Shreveport, LA	Fax- (318) 629-7171
	Jason Clark	*Mark-Cell (318) 617-4316
	Texarkana, TX	*Jason-Cell (318)617-1855
		Email
		news6@newschannel6.tv
2. **KTBS Channel 3**	Assignment Desk	24/7-Bus-(318) 861-5880
312 E. Kings Hwy	Shreveport, LA	News Rm. Fax(318) 219-4680
	Julie Parr	Bus- (870) 773-5827
	Texarkana, AR	Fax 870-772-6858 Email
		ktbs-txk@cableone.net
		pressreleases@ktbs.com
3. **KSLA Channel 12**		
		Bus-(800) 444-5752
1812 Fairfield	Shreveport, LA	Fax-(318) 219-4680
401 Ferguson	Fred Gamble, Texarkana, AR	Bus & Fax (870) 779-8812
		* Fred-Cell (318) 464-9174
		ksla@ksla.com
4. **KMSS Fox 33** *	Newsroom Operator	Bus- (318) 631-5677
	Shreveport, LA	Fax- (318) 631-4195
		Email
		kmsstv.com
5. **Cable One**	Donna Chatman	Bus- (903) 838-2225
	Marketing Mgr.	Bus- (903) 838-2231
	Texarkana, TX	Fax- (903) 792-3919
		Email
		dchatman@cableone.net
	John Lenier	Bus- (903) 838-2234
	Engineer	

SOUTHWEST ARKANSAS ELECTRIC COOPERATIVE CORPORATION
Emergency Media and Area Contacts

Media Contacts Newspapers	Contacts and Locations	Phone, Fax, and Email
1. **Texarkana Gazette** 101 E Broad Street	James Bright Texarkana, AR	(870) 330-7550 sgamble@texarkanagazette.com
2. **Banner News**	Jamie Davis Magnolia, AR	(870) 234-5130 Fax (870) 234-2551 news@bannernews.net
3. **DeQueen Bee Daily Citizen** 404 DeQueen Ave.	Patrick Massey Sta. Editor DeQueen, AR	(870) 642-2111 Fax- (870) 642-3138 editor@DeQueenBee.com
5. Little River News	Carolyn Myers Ashdown, AR	(870) 898-3462 Fax (870) 898-6213 littlerivernews@sbcglobal.net
6. Nashville News-Leader 418 N. Main St.	Nashville, AR	(870) 845-2010 Fax 870-845-5091 Home- (870) 845-8637 business@nashvillenews.org

SOUTHWEST ARKANSAS ELECTRIC COOPERATIVE CORPORATION

Emergency Media and Area Contacts

AECC/AECI:

Doug White	Bus- (501) 570-2991 Fax- (501) 570-2245 Cell- (501) 681-6700 dwhite@aecc.com
Rob Roedel	Bus- (501) 570-2296 Fax- (501) 570-2996 Cell- (501) 944-2220 rroedele@aecc.com
Sheila Yount	Bus- (501) 570-2293 Fax- (501) 570-2993 Cell- (501) 837-2293 syount@aecc.com

OTHER:

NRECA Phone- 703-907-5500
Jeffrey Connor

CFC Phone- (703) 709-6700
Sheldon Peterson, Gov.

RUS Phone- (202) 720-9540
John Padalino
john.padalino@wdc.usda.gov
Administrator

APSC Phone- (501) 682-2051
Holly Tubbs *Cell- (501) 682-5868
Mgr. Cons. Serv.

OKLAHOMA CORP COMMISSION

Brooks Mitchell Fax- (405) 521-2087
Acting Dir. Consumer Serv. Div. *Phone- (405)-521-6709

To report outages:

Bill White (M-F)Phone- (405) 522-4538
Consumer Serv. Emergency Cell- (405) 659-7520
bwhite@occemail.com

Rodney Poff (M-F) Phone- (405) 522-6166
Emergency Cell- (405) 659-7520
rpoff@occemail.com

SOUTHWEST ARKANSAS ELECTRIC
COOPERATIVE CORPORATION

DISTRICT FIRE DEPARTMENT, HOTEL/RESTAURANT And INDUSTRIAL TELEPHONE NUMBERS

Texarkana District
Fire Departments

Miller County Rural Volunteer Fire Dept.
Chairman, Michael Cornett - 870-691-2398, 870-772-6904 Vice
Chairman, Virginia Rouse - 903-276-3259
Division Chief North, Gary Carter - 870-773-3383
Division Chief Central, Marshall Greenhaw- 870-653-4515 Division
Chief South, Danny Hurt - 903-728-5821 - 903-826-1395

Station No.	Location	Telephone #	Contact Person
2	Mandeville	903-278-6317	Gary Sumner
3	Genoa	870-773-4394	Donnie Thomas
4	Booker Bridge	870-653-3421	Robert Livingston
5	Trinty	870-773-2742	Ronnie Sterling
6	Boggy Creek	870-653-2504	Tommy Crank
7	Bright Star	870-691-2442	Walter Burnett
8	Satellite	870-643-2467	Lance Anderson
9	Pleasant Hill	870-653-4466 903-824-7999	Rusty Green
10	Doddridge	870-691-2456	James Warner

DeQueen District
Fire Departments

Agency	Location	Telephone
Alleene Fire Dept.	Alleene, AR	870-898-5115
Cerro Gorda Fire Dept.	Cerro Gorda, OK	870-381-7341or 870-381-7568
Central Fire Dept.	Central, AR	870-642-2123
Cove Fire Dept.	Cove, AR.	870-387-2222
DeQueen Fire Dept.	DeQueen, AR	870-642-2123
Foreman Fire Dept.	Foreman, AR	870-542-7200
Gilham Fire Opet.	Gilham, AR	870-386-7064
Grannis Fire Dept.	Grannis, AR	870-385-7852
Horatio Fire Opet.	Horatio, AR	870-584-7224
Wallace Rural Fire Dept.	Wallace, AR	870-542-6300
Wickes Fire Dept.	Wickes, AR	870-394-2511
Winthrop Fire Dept.	Winthrop, AR	870-381-7335 870-381-7336

Nashville District
Fire Departments

Agency	Location	Telephone#
Center Point Fire Dept.	Center Point, AR	870-845-2528
Columbus Fire Dept.	Columbus, AR	1-800-734-9411
C/0 Hempstead County Sheriff		870-777-6727
Crossroads Fire Dept.	Crossroads, AR	870-777-6727
C/0 Hempstead County Sheriff		870-777-6727
County Line Rural Fire Dept.	County Line, AR	870-845-5070
C/0 Howard County Sheriff		870-845-2626
U:S. Forest Service	Dierks, AR	870-286-2139
Fulton Fire Dept.	Fulton, AR	870-896-2525
Guernsey Fire	Guernsey, AR	870-777-6727
C/0 Hempstead County Sheriff		870-777-6727
Lockesburg Fire Dept.	Lockesburg, AR	870-289-4331
McNab (Fulton) Fire Dept.	McNab, AR	870-896-2254
Mineral Springs Fire Dept.	Mineral Springs, AR	870-287-4321
C/0 Howard County Sheriff		870-845-2626
Nashville Fire Dept.	Nashville, AR	870-845-2085
C/0 Howard County Sheriff		870-845-2626
Saratoga Fire Dept.	Saratoga, AR	870-288-9411
Tollette Fire Dept.	Tollette, AR	870-287-7171
Washington Fire Dept.	Washington, AR	870-983-2525
Yancy Fire Dept.	Yancy, AR	870-845-5070
C/0 Hempstead County Sheriff		870-777-6727

Bradley District
Fire Departments

Agency	Location	Telephone#	
Bradley Volunteer Fire Department Richard Estes	Bradley, AR.	870-894-3333 870-894-3536 870-921-4752	Laffayette Co. Sheriff
Lake Erling Volunteer Fire Department Robert Mullins	Lake Erling Church	870-894-9000 870-921-4752	Laffayette Co. Sheriff
Lewisville Volunteer Fire Unit Johnny Welch	Lewisville City Hall	870-921-4438 870-921-4971	
Patmos Volunteer & Municipal Fire Department	Patmos, AR.	870-921-4752	Laffayette Co. Sheriff
Springhill Volunteer Fire Unit Lloyd Turner	Springhill School	870-777-2964 870-777-6727 870-777-6826	Hempstead Co. Sheriff Hempstead Co.
Taylor Volunteer Fire Unit Dave Adamson	Taylor, AR.	870-235-3740	Columbia Co. Sheriff
Walker Creek Volunteer Fire Unit	Walker Creek, AR.	**870-694-4941** 870-921-4752	Laffayette Co. Sheriff
Bussey Sharman Fire Dept. Dan Pearson	Bussey, AR.	870-235-3740	Columbia Co. Sheriff
Mars Hill Volunteer Fire Unit	Mars Hill, AR.	870-921-4752	Laffayette Co. Sheriff
Midway Volunteer Fire Unit	Lewisville, AR.	870-921-4752	Laffayette Co. Sheriff

Station No.	Location	Telephone#
6	Bright Star	
	Dennis Cutchall (Chief)	870-691-2354, Unit 667
	Danny Hurt (Assist.	870-2585, 669
	Steve Adcock 4.04	870-691.-2537
10	Doddridge	
	Albert Stevens (Chief)	870-691-2430
	Kenneth Bailey	870-691-2497
	G. C. Templeton	870-691-3065

SEVERE STORMS, TORNADOES, ICE STORMS, ETC.

A. Purpose:
To state the procedure that will be used when restoring electrical service when the electrical system of the Cooperative has been severely damaged.

B. Procedure:
1. When major outages occur, District Managers will be encouraged to answer the phone in the district offices.
2. When it is obvious that damage to the electrical system can be repaired within a reasonable time period, Cooperative supervisory operations personnel will work crews straight through (with appropriate meal times set aside).
3. When damage to the electrical system of the Cooperative is severe enough that it cannot be cleared up within approximately 24 hours, Cooperative force account crews and contract crews will be worked on 10-16 hour work shifts and allowed approximately 8 hours rest time in each 24 hour period. The Cooperative Operations Manager and District Managers may, at their discretion, have staggered work shifts for force account construction crews, contract transmission and distribution crews, other Cooperative crews, and Cooperative service crews.
4. Service and Construction crews from other Cooperatives and contract line crews will be subject to the same working conditions (rest time, etc.) as Cooperative force account crews. The following is a list of motels and restaurants in each respective district where contract crews or repair crews from other districts or other Cooperatives may obtain meals and lodging.
5. Article VII, Section 7 – Major Service Restoration.
   (A) The Company, at its sole discretion, may invoke the following "major service restoration" provision for line work on or off the system:
      (1) When an employee is assigned to service restoration work he shall be paid one and one-half (1 & ½) times his regular straight-time rate for all hours worked.
      (2) When an employee is released from work he shall have eight (8) hours off duty time prior to being required to return to work.
      (3) Any meals eaten during this period will be eaten "on the run."
      (4) The 6:01 p.m. meal will be delayed until the close of such overtime period.
      (5) When an employee is entitled to a meal, the Company may elect to provide a meal or pay a $17.50 meal allowance in lieu thereof.
      (6) When working for another electric cooperative or electric utility, the employee will follow the respective utility work rules regarding start and stop times, meal and break times, how and where meals are provided and reasonable rest/sleep accommodations.
      (7) This Section does not supersede Article XII, Section 4.

Texarkana District

Motel or Restaurant	Location	Telephone Number
Holiday Inn Express	Texarkana	870-216-0083
Candlewood Suites	Texarkana	903-334-7418
Clarion Hotel/LaCrosse	Texarkana	870-774-3521
Hampton Inn & Suites	Texarkana	903-832-3499
Comfort Suites	Texarkana	903-223-0951
Applebee's Restaurant	Texarkana	903-792-9476
Old Tyme Burger Shop	Texarkana	870-772-5775
Amigo Juan	Texarkana	903-794-2300
Big Jake's Bar-B-Q	Texarkana	870-774-0099

De Queen District

Motel or Restaurant	Location	Telephone Number
De Queen Country Club & Lodging	De Queen	870-642-8800
Palace Courtyard	De Queen	870-642-2034
Western Plaza	De Queen	870-642-6990
Sun Country Inn	Wickes	501-394-7477
Roma Italian Restaurant	De Queen	870-584-1000
Papa Poblanos	De Queen	870-642-2566
Ranch House	De Queen	870-642-6040
White House	Wickes	501-385-7114
Wooden Spoon	Foreman	870-542-7088
Mike's Country Store	Foreman	870-542-7383

Nashville District

Motel or Restaurant	Location	Telephone Number
Southern Bell	Nashville	870-845-2353
Pineview Motel	Nashville	870-845-4011
Yarborough Village	Ashdown	870-898-2346
American Heritage Inn	Murfreesboro	870-285-2131
Best Western Motel	Hope	870-777-9222
Hickory House Restaurant	Nashville	870-845-1541
Western Sizzlin	Nashville	870-845-1994
Pitt & Grill	Hope	870-777-1280
Trish's Smokin BBQ	Nashville	870-451-9701
Papa Poblano's Mexican Café	Nashville	870-451-9468
Fisherman's Cove	Nashville	870-845-3335
Nadine's Café	Lockesburg	870-289-2941

Bradley District

Motel or Restaurant	Location	Telephone Number
Holiday Inn Express	Hope	870-722-6262
Super 8 Motel & Restaurant	Hope	870-777-8601
Best Western & Restaurant	Hope	870-777-9222
Butler Inn	Atlanta	903-796-8235
Café 29	Lewisville	870-921-4900
Get N Go Fish	Stamps	870-533-8875
Relay Station	Springhill, LA	318-539-5293
Burge's	Lewisville	870-921-4292
Bass Haven Café	Walker's Creek	870-694-6221
West Shore Restaurant	Garland City	870-683-2300
Amigo Juan Mexican Café	Hope	870-777-0006
Dos Loco Gringos	Hope	870-777-3377
Sheba's Family Restaurant	Hope	870-777-4785
Doc's Place	Garland	870-683-2226

When possible, billing arrangements will be made with local motels and restaurants to provide for direct billing to the Cooperative for meals and lodging for Cooperative crews from other districts, contract crews, and crews from other Cooperatives.

Southwestern Elec. Power Co.	
Phone Center (Shreveport)	800-886-8791
Arsenal Hill (System Dispatcher)	318-221-8406
Arsenal Hill (Fax#)	318-673-3826
System Dispatcher (Home)	318-673-3900
Terry Beard, Supv. Dispatch Operations (Office)	318-673-2798
Terry Beard, Supv. Dispatch Operations (Home)	318-752-0893
Terry Beard, Supv. Dispatch Operations (Mobile)	318-347-6601
Craig Harland, Mgr. Texarkana Office	903-767-3395

Little Rock (Transmission Dispatcher)	501-372-3791
(Transmission Dispatcher) Alt.#	501-591-4984
A,P&L TOC Fax#	501-396-4824
Lewisville	870-921-4747
Stamps	870-533-4467

Entergy	
Distribution Dispatch Ctr - Little Rock	501-396-4376
	501-396-4895
Transmission Operations Ctr - Little Rock	501-396-4984
	501-396-6422
	800-216-6422

List of Industrial Telephone #'s Texarkana District	
Terry Cooksey - FAA - VOR (Airport)	870-774-5946
Cheri Quintero - FAA Radar (Boyd RADAR)	870-653-5079
Tyson River Valley Animal Foods Plant (Bill Welborn)	870-645-2693-226
Bill Welborn, Plant Mgr. (Cell)	479-263-9543
Wayne Carmichael (Cell)	903-748-0520
Charles Blakenship (Plant Oper.)	870-645-2693 -225
Texarkana Water Util.	903-798-3800
Wastewater	903-798-3860
Water Treatment	903-798-3850
Don Crittenden (Operation Supv.) Cell	903-277-6813
Odis Tyler (Plant Supv.) Cell	903-277-4073
Richard Hutchinson (Maint Chief) Cell	903-277-6686

Little River Rural Development	870-542-7701
Sarah Williams(Superintendent) Cell	903-278-3098
Christy Baker (Office Mgr.) Cell	903-277-8932

Hope Water and Light	
Operations and SCADA Room (Business H	870-777-0716
David Fincher (Elec. Manager) Bus.	870-777-3000
David Fincher (Home)	870-777-6569
Jim Kirchoff (General Manager)	870-777-3000
Jim Kirchoff (Mobile)	870-826-4131
List of Industrial Telephone #'s	

DeQueen District	
Ash Grove Cement Company	870-542-6217
Heath Murry	Ext. 3244
Ash Grove Plant Fax#	870-542-7567
Gifford Hill (Alleene)	870-898-5183

Nashville District	
BPB Gypsum Switchboard	870-845-7100
Elec. Maint.	870-845-7105
Plant Engineer	870-845-7125
Bob Reed - (Elec. Maint)	870-845-7125
Briar Plant Fax#	870-845-7194
Briar Plant Fax#	870-845-7195
Southwest AR. Water District	870-898-3101
Mike Hubrel Mobile#	870-831-8808
Nashville Rural Water Assoc., Inc.	870-845-5442

Procedure

AECC Mobile Substations/Transformers

During substation/transformer failures, the Cooperative will request immediate delivery of one of the mobile substations/transformers listed on the attached sheet. These mobile substation/transformers are owned by Arkansas Electric Cooperative Corporation and located at the intersection of Scott Hamilton Road and Interstate 30 in Little Rock, Arkansas. Emergency telephone numbers are listed with the AECC mobile transformer spares. The Cooperative's President/CEO, VP of Engineering & Operations, Manager of Engineering, Manager of Operations, Manager of Substation/Transmission Services or appropriate District Manager, will request immediate delivery of the appropriate AECC mobile transformer spare to restore service upon discovery of a substation transformer failure at one of the cooperative's substations. The supervisor in charge at the substation site will be responsible for reading the mobile installation checklist and for safely installing the mobile substation/transformer. Said supervisor will read the entire mobile substation checklist prior to placing the mobile in service. The supervisor will verify that all items on the checklist have been completed and complete and sign the checklist. In addition, the supervisor in charge at the substation when the AECC mobile substation/transformer is removed from service will also read, verify, complete and sign a similar checklist. Completed copies of both checklists shall be placed in a storage compartment on the mobile substation/transformer when it is removed from service and sent back to Little Rock. Copies of the appropriate checklists will accompany the AECC mobile substation/transformer when they are delivered. Copies of the mobile substation installation/removal checklists can also be found in the back of the Cooperative Emergency Procedures Manual.

The following information will be used to determine which AECC mobile substation/transformer will be requested for immediate delivery:

Number	Cooperative Substation or Meter Point	AECC Mobile Substation/Mobile Transformer Required
00	Northwest Meter Point	N/A
01	Texarkana Substation #01	AECC Unit #2 AECC Unit #1
02	Texarkana Substation #02	AECC Unit #2 AECC Unit #1
03	W.E. Williams Substation #03 (Texarkana)	AECC Unit #2 AECC Unit #1 AECC Unit #7
04	A. Lynn Lowe Substation #04 (Texarkana)	AECC Unit #4 AECC Unit #7
05	Texarkana Sub #5	AECC Unit #4 AECC Unit #7

Number	Cooperative Substation or Meter Point	AECC Mobile Substation/Mobile Transformer Required
06	Arch Smith Substation #06 (Texarkana) AECC Unit #7	AECC Unit#4
07	Texarkana Sub #07 AECC Unit #l	AECC Unit#2
08	Fouke Substation #08 AECC Unit #1	AECC Unit#2
09	Millwood Pumping Station #09	N/A One (1) Spare 833 KV A, 7200/12470 to 2400/4160 Volt Transformer in Substation
10	Ashdown East # 10	Spare Transformer in Substation AECC Unit #3 AECC Unit #5
11	South Foreman Meter Point #11	AECC Unit #6
12	Foreman North # 12	AECC Unit #2 AECC Unit #1
13	Foreman Cement # 13	N/A Spare Transformer in Substation
14	Ashdown West # 14	AECC Unit #5
15	Don Stemple #15 (De Queen)	AECC Unit #4 AECC Unit #7
16	E.E. Stevenson #16 (Wickes)	AECC Unit #4 AECC Unit #7
17	Briar #17	AECC Unit #4 AECC Unit #7
18	Tollette #18	AECC Unit #2 AECC Unit #1 AECC Unit#7

Number	Cooperative Substation or Meter Point	AECC Mobile Substation/Mobile Transformer Required
19	Lockesburg South # 19	AECC Unit#5
20	Nashville #20	N/A 1 -Spare 1667 KVA, 69 to 34.5 KV Single Phase Transformer in Nashville Substation. 1 Spare 833 KV A, 34.5 to 240014160Y x 7620112470Y KV Transformer in Briar Plant Substation.
21	Kenneth Ford Substation #21 (West Nashville)	AECC Unit #2 AECC Unit #1
22	McNab #22	AECC Unit #3 AECC Unit #5 Spare Transformer in Ashdown East Substation
23	F.M. Cochran Substation #23 (Bradley)	AECC Unit #2 AECC Unit #1
24	Lewisville North #24	AECC Unit #2 AECC Unit #1 AECC Unit#4
25	Eldredge Formby #25 (West Patmos)	AECC Unit #3 AECC Unit #5
26	C.G. Whaley #26 (Lake Erling)	AECC Unit #2 AECC Unit #1
27	Lewisville Meter Point #27	AECC Unit #6
28	South Texarkana Meter Point #28	N/A
35	Jesse Sullivan/ Grannis Substation #35	AECC Unit #4 AECC Unit #7
40	Genoa	AECC Unit #2 AECC Unit #1
42	Gin City	AECC #2 AECC #1

AECC Mobile Units Specification Sheet

Mobile Transformer #1

- Three phase unit with high voltage switch, fuse, low voltage recloser, 80' insulated cables, and 2 hole pads. This is a complete mobile substation and can be used to bypass a complete substation within its ratings.

kVA Rating	Primary Voltage	Secondary Voltage	Fuse Rating	Cooling Class	HV Location	Length	Weight	Axles	Permit Required
5000	69kV or 34.5kV	13.2kV	69kV - 50E 34.5kV-100E	FOA	Front	32'	42,360 lbs.	2	No

Mobile Transformer #2

- Three phase unit that is a low height standard substation transformer mounted on a low-boy trailer. No accessories included except 4 hole bushing stud connectors.
- **External protection required.**

kVA Rating	Primary Voltage	Secondary Voltage	Fuse Rating	Cooling Class	HV Location	Length	Weight	Axles	Permit Required
5000/6250	69kV or 34.5kV	13.2kV	69kV - 50E 34.5kV-100E	OA/FA	Right	33'	38200 lbs.	2	No

Mobile Transformer #3

- Three phase unit with high voltage fuse and lightning arresters. Low voltage accessories include lightning arresters, slack line deadend, and 4 hole pads.
- Rear weight- 47,400 lbs. King Pin- 28,300 lbs.

kVA Rating	Primary Voltage	Secondary Voltage	Fuse Rating	Cooling Class	HV Location	Length	Weight	Axles	Permit Required
10,000	161kV 115kV	13.2kV	161kV - 40E 115kV - 50E	FOA	Rear	45'	75,700 lbs.	3	Yes

Mobile Transformer #4

- Three phase unit with high voltage switch, fuse, lightning arresters, and 2 hole pads. Low voltage accessories include lightning arresters, slack line deadend, and 4 hole pads.
- Rear weight- 36,600 lbs. King Pin- 22,000 lbs.

kVA Rating	Primary Voltage	Secondary Voltage	Fuse Rating	Cooling Class	HV Location	Length	Weight	Axles	Permit Required
20,000	69kV	13.2kV 24.9kV	69kV- 200E	FOA	Rear	36'	58,600 lbs.	3	No

Mobile Transformer #5

- Three phase unit with high voltage fuse and lightning arresters. Low voltage accessories include lightning arresters, slack line deadend, and 4 hole pads.
- Rear weight- 53,032 lbs. King Pin- 28,948 lbs.

kVA Rating	Primary Voltage	Secondary Voltage	Fuse Rating	Cooling Class	HV Location	Length	Weight	Axles	Permit Required
20,000	161kV 138kV 115kV	13.2kV 24.9kV	161kV - 65E 138kV - 80E 115kV - 100E	FOA	Front	45'	81,120 lbs.	3	Yes

Mobile Transformer #6

- Three phase unit with low height autotransformer. No accessories included except lightning arresters, slack line deadend, and 4 hole pads.
- Rear weight- 59,360 lbs. King Pin- 55,160 lbs.
- **External protection required. Excluding fuses.**

kVA Rating	Primary Voltage	Secondary Voltage	Fuse Rating	Cooling Class	HV Location	Length	Weight	Axles	Permit Required
40,000	161kV 138kV 115kV	69kV	N/A	FOA	Rear	39'	100,780 lbs.	3	Yes

Mobile Transformer #7

- Three phase unit mounted on a low-boy trailer. No accessories included except bushing stud connectors.
- Rear weight- 55,963 lbs. King Pin- 38,037 lbs.
- **External protection required.**

kVA Rating	Primary Voltage	Secondary Voltage	Fuse Rating	Cooling Class	HV Location	Length	Weight	Axles	Permit Required
12,000 16,000 20,000	69kV	13.2kV 24.9kV	69kV - 125E	OA/FA	Right	49'	91,020 lbs.	3	Yes

Mobile Transformer #8

- Three phase unit with high voltage switch, fuse, and lightning arresters. Low voltage accessories include lightning arresters, slack line deadend, and 4 hole pads.
- Rear weight- 35,000 lbs. King Pin- 30,000 lbs.

kVA Rating	Primary Voltage	Secondary Voltage	Fuse Rating	Cooling Class	HV Location	Length	Weight	Axles	Permit Required
25,000	69kV	13.2kV 24.9kV	69kV - 250E	FOA	Rear	38'	65,000 lbs.	2	Yes

Mobile Transformer #9

- Three phase unit with high voltage lightning arresters. Low voltage accessories include lightning arresters, slack line deadend, and 4 hole pads.
- Rear weight- 50,200 lbs. King Pin- 36,600 lbs.
- **External protection required.**

kVA Rating	Primary Voltage	Secondary Voltage	Fuse Rating	Cooling Class	HV Location	Length	Weight	Axles	Permit Required
30,000	161kV 138kV 115kV	13.2kV	161kV - 100E 138kV - 125E 115kV - 125E	FOA	Rear	46'	86,800 lbs.	3	Yes

Mobile Transformer #10

- Three phase unit with high voltage fuses and lightning arresters. Low voltage accessories include lightning arresters and 1600 amp breaker with Cooper IDP-210 relay.
- Rear weight- 50,000 lbs. King Pin- 34,000 lbs.

AECC Mobile Units Specification Sheet

kVA Rating	Primary Voltage	Secondary Voltage	Fuse Rating	Cooling Class	HV Location	Length	Weight	Axles	Permit Required
30,000	69kV	13.2kV 26.4kV	69kV - 250E	ODFA	Rear	42'	84,000 lbs.	3	Yes

Mobile Transformer #11 + Mobile Transformer #11A Switch Unit

- Three phase two-part unit with relay panel, high voltage Mobile #11A switch unit, lightning arrestors and 4 hole pads. Low voltage accessories include lightning arresters and 4 hole pads. This is a complete mobile substation and can be used to bypass a complete substation within its ratings.
- King Pin- 55,429 lbs.
- Relay Panel includes SEL787 relay and SEL 751 relay.
- **Mobile #11A switch unit** includes a 1200-amp circuit switcher.
- Total weight- 11,480 lbs. Length- 26' Axles- 2

kVA Rating	Primary Voltage	Secondary Voltage	Fuse Rating	Cooling Class	HV Location	Length	Weight	Axles	Permit Required
30,000	161kV 138kV 115kV	13.2kV 26.4kV	N/A	FOA	Rear	53'	119,772 lbs.	3	Yes

Mobile Transformer #12

- Three phase unit with high voltage switch, fuse, low voltage recloser, 80' insulated cables, and 2 hole pads. This is a complete mobile substation and can be used to bypass a complete substation within its ratings.
- Rear weight- 33,940 lbs. King Pin- 29,980 lbs.

kVA Rating	Primary Voltage	Secondary Voltage	Fuse Rating	Cooling Class	HV Location	Length	Weight	Axles	Permit Required
12,500	69kV	13.2kV	69kV- 50E	ODAF	Front	33'	75620 lbs.	2	No

Mobile Transformer #14

- Three phase unit with high side bushing connections and low side bushing connections and arresters High & Low 546"overall trailer length
- Rear weight- 57,000lbs. King Pin- 50,000 lbs.

kVA Rating	Primary Voltage	Secondary Voltage	Fuse Rating	Cooling Class	HV Location	Length	Weight	Axles	Permit Required
60MVA	115/138/161 kV	69kV	N/A	ODAF	Back	33'	107000LBS..	3	Yes

Mobile Protection Trailer #1 (MPT1)

- Three phase protection trailer with 2000-amp switch, Circuit Breaker with 40000-amp short circuit rating, relay panel, and 5000-watt gas powered genset.
- Relay panel includes SEL501-2, SEL587, and 48V dc battery.

Voltage	Weight	Length	King Pin	Axles	Permit Required
161kV	22,900 lbs.	35.7'	6,740 lbs.	1	No

Mobile Protection Trailer #2 (MPT2)

Voltage	Weight	Length	King Pin	Axles	Permit Required
161kV	30,500 lbs.	35.7'	10,500 lbs.	2	No

- Three phase protection trailer with 2000-amp switch and Mobile Circuit Breaker.
- SEL-587 current differential relay

Switch Trailer #1

- Three phase 161kV mobile switch trailer with 2000-amp circuit switcher.
- Weight- 14,000 lbs.

Switch Trailer #2

- Three phase 161kV mobile switch trailer with 2000-amp circuit switcher.
- Weight- 14,000 lbs.

Switch Trailer #3

- Three phase 161 kV mobile switch trailer with 2000-amp circuit switcher.
- -Weight- 23,000 lbs.

Mobile Regulator Trailer

Voltage	Weight	Length	King Pin	Ground Clearance	Width
13.2/26.4kV	34,000 lbs.	53.5'	9,600 lbs.	10"	8.5Ft

- 13.2/26.4Kv regulator trailer with three (3) low profile single phase medium voltage 833 KVA regulators & full set of regulator controls. Regulators can handle 12.5MVA of load at 13.2KV and 25MVA of load at 26.4 KV. A full set of regulator disconnect switches are included for each single phase regulator.

Contact	Phone #1	Phone #2	Email
AECC LRTOC	501-570-2428	501-570-2429	LittleRockToc@aecc.com
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Todd LaMastus	501-570-2291	501-654-4264	Todd.Lamastus@aecc.com
Jeff McFadden	501-618-4111	870-515-0046	Jeff.McFadden@aecc.com
Ryan Marnett	501-618-4380	501-912-8356	Ryan.Marnett @aecc.com
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Tom Wright	501-570-2442	510-227-0244	Tom.Wright@aecc.com

CHECK-OFF LIST FOR PLACING MOBILE UNIT #1 IN SERVICE

_____1. Is only one person in charge of placing the mobile unit in service?

_____2. Position and block mobile unit for easiest connection to power lines and with a tilt of no more than 5 degrees from horizontal.

_____3. Uncouple and move tractor from the mobile unit.

_____4. Connect two of the grounding points (item 11) on the mobile unit by 4/0 copper cable directly to the nearest low-resistance ground grid using clamp-type terminals (refer to drawing K-8696274 for a method of effectively grounding the mobile unit if no ground grid is available). Do not energize mobile unit unless it is grounded.

_____5. Install high-voltage fuses (item 44) so that they are free to automatically lift open for transformer faults (spare fuses are furnished). Use 69 KV - 80E fuses for either 34.5 KV or 69 KV operation.

_____6. Remove red braces (item 48) from the high-voltage lightning arresters.

_____7. Install shorting straps on the bottom high-voltage arresters for 34.5 KV operation. Remove shorting straps for 69 KV operation. (Refer to drawing 482B843.)

_____8. Check the pressure-relief device (item 36) on the transformer and reset the yellow plastic vane.

_____9. Check the inlet and outlet valves (items 18 & 19) in the oil piping system to see that they are open (counterclockwise).

_____10. Check the tap changers and the series-parallel switch to determine if they are correctly set for the voltage of the circuit to which the mobile unit is to be connected (refer to the transformer nameplates mounted inside the control housing door for settings). Do not operate the tap changer or the series-parallel switch with load or excitation on the transformer. The tap changer handles (items 31 & 32) are located on the transformer cover. The series-parallel switch handle (item 30) is located on the curb side of the transformer.

_____11. Check the level of the oil in the main transformer tank by observing the liquid-level gage (item 15).

_____12. Check the transformer tank pressure by observing the pressure gage (item 21). Momentarily open the sampling valve on the pressure-vacuum bleeder device to drain any oil that may have splashed into the device during transit (above item 21).