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PROJECT NO. 56822

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

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

RESPONSE FROM CITY OF LIVINGSTON, TX AMENDED 08-27-2024

Electric Utilities – Emergency Planning and Event Response

Staff 1-1a,b,c,d,e,f,g,h.

The City of Livingston does not conduct hurricane or major storm drills.

Staff 1-2,3,4

The City does not seek participation of customers or departments for any hurricane drills.

Staff 1-5,6,7

The Light and Power director utilized the NOAA website, Accuweather website, Texas Emergency Management System, and the local Emergency Management System to track Hurricane Beryl. Tracking typically begins approximately 5-7 days before landfall and is the case for Hurricane Beryl.

Staff 1-8

The City has no outage tracking system.

Staff 1-9

A request for assistance was issued to TPPA after Hurricane Beryl made landfall.

Staff 1-10

Restoration efforts are organized based on the following order of priorities:

1. Hospitals and eldercare facilities
2. Grocery stores, Pharmacies, and Service stations
3. Water and Sewer Treatment facilities
4. Emergency Services (police & fire department)
5. Banks and key businesses
6. Residences

Electric power service was confirmed for all Hospitals and Eldercare facilities first. Water and sewer facilities did not experience power outages. Restoration of most facilities followed as outlined above. Emergency Services, Water Treatment facilities and Sewer Treatment facilities have backup generators that were utilized during Hurricane Beryl.

Staff 1-11

Generally, all complaints are handled over the phone when someone calls in to City Hall, whether during an emergency or not. The City communicates with the public through a web site (and now Facebook) as well as by phone. The City communicates with the commission; the Office of Public Utility Counsel (OPUC); local and state governmental entities, officials, and emergency operations centers, the media and critical load customers through direct communication via phone, text or personal contact. Also, the City used the GENASYS system, which updated all subscribers to it who were located in the Impacted Area through e-mail and automated phone messages – providing emergency information and updates.

Staff 1-12,13

The City does not use any operating condition system.

Staff 1-14

Annually, in the month of May, the Light and Power Director reviews material inventory in preparation of storm repairs and ensures any necessary items are ordered prior to hurricane season. Tasks and Actions are referenced in the EOP Section 3 and Annex E section E.1.

Staff 1-15

The City was not affected by the May 2024 Derecho event. On July 8, 2024 Hurricane Beryl made landfall. By noon damage was reported for the City's service area. Employees were dispatched to assess the damage. TPPA was contacted at 3 pm to request mutual assistance. Local crews began working Monday night to identify damaged feeders. Transmission service from Entergy was out from noon Monday, July 8th, through noon Wednesday, July 10th. Tuesday morning local crews began assembling materials for repairs. The City of Seguin Electric Utility arrived Tuesday evening to assist with repairs. Crews continued repairs through Thursday evening.

Staff 1-16

After Hurricane Beryl, all feeders were de-energized due to the transmission outage. There were approximately 3500 metered customers who were out of power. Repairs and replacement began Monday Evening, July 8th. Transmission service was restored at noon on Wednesday July 10th. The North feeder still required repairs to the area North of Mimosa St with approximately 100 customers out of power until Thursday, July 11th at noon. There were 8 customers with damaged meter loops/services that required customer repairs prior to re-energization.

Staff 1-17a.

The City of Livingston was not affected by May 2024 Derecho.

Staff 1-17b,c.

Geographic areas are shown by the attached feeder map. All neighborhoods are located in the City of Livingston, Texas, 77351, Polk County. The factors that contributed to the damage to utilities were from trees and limbs. The entire City experienced a power outage due to loss of transmission service from Entergy. The City has no control over transmission lines outside of the City of Livingston and has to rely on a third party for repairs to incoming transmission lines.

Mimosa St (Grid F7) experienced the most damage with approximately 4 poles broken due to trees. N Washington from Mimosa St to the north experienced the longest outage time at a maximum 72 hours.

Staff 1-18

No major challenges were encountered in restoring operations.

Staff 1-19,20

No after-action reports are available.

Electric Utilities Communication and Coordination

Staff 1-21a,b,c

The City of Livingston coordinates its response through the Polk County Emergency Management team, which coordinates the response of the local governments and other organizations within the service territory. The City generally will assess the impact or potential impact of a major storm and will consider increasing the staff assigned to emergency duties as needed. The City ensures that there is a dispatch employee available after hours in a hurricane or major storm event. The electric utility communicates restoration activities and progress to City Hall. Officials and employees at City Hall coordinate with each utility for any labor and repairs that need to be done. The City manager contacts each utility department head to assess the needs of each department. No additional staff are assigned to the call centers or help desks. The help desk employees provide information on Facebook and use the GENASYS Messaging App concerning updates for restoration. The City does not serve any retail electric providers.

Staff 1-22

Communication includes updates for Facebook, the City of Livingston website, and the GENASYS Messaging App.

Staff 1-23,24,25

The social media website was created along with the cell phone texting app to aid in communication and updates to all customers. The City of Livingston did not collect data regarding customer feedback that was received in response to our service restoration efforts during and in the aftermath of Hurricane Beryl. No additional steps are being taken at this time. The City of Livingston is a small community, and we already optimize coordination and communication with other local governments, medical and eldercare facilities and all other relevant organizations through direct communication between the individuals responsible for the individual entities. We further rely on the Polk County Emergency Management Team and the local Emergency Management Team to assist in such communication and coordination.

Staff 1-26a,b,c,d,e,f.

City Hall employs 1 full time employee with 3 additional fulltime employees as needed for its help desk. No additional employees, contract labor, or temporary workers were needed. The target wait time is as soon as possible and resolution time for communicating restoration a schedule is prioritized by the level of emergency. In-house supervisory training with additional online FEMA training is provided for help desk operators. The maximum call volume for Hurricane Beryl was approximately 2,000 calls.

Staff 1-27

The calls that came into City Hall were not logged, so the daily average and peak call volume cannot accurately be determined. However, since a significant percentage of those calls went through dispatch, we can provide the following numbers for that portion of the call volume. However, that system does not separate it into daily average and peak percentages, and it includes all calls to the City, including 911 calls. On July 8, 2024 dispatch answered 587 calls, on July 9, 2024 dispatch answered 184 calls, on July 10, 2024, dispatch answered 275 calls, on July 11, 2024 dispatch answered 136 calls, on July 12, 2024, dispatch answered 129 calls, on July 13, 2024 dispatch answered 73 calls, on July 14, 2024 dispatch answered 61 calls and on July 15, 2024 dispatch answered 178 calls. By July 11th 99% of the customers had restored power.

Staff 1-28

Communication includes updates for Facebook, the City of Livingston website, and the GENASYS Messaging App.

Staff 1-29,30

City Hall records incoming calls and has a retention time of 10 years. City Hall then creates work orders for restoration. The City Police Department receives calls after hours.

Staff 1-31

There were no pre-recorded messages related to either the May 2024 Derecho or Hurricane Beryl used by our help desk, nor were there any used by our dispatch.

Staff 1-32a,b,c,d,e,f,g,h,i,j; 1-33; 1-34; 1-35; 1-36

The City of Livingston does not utilize an outage tracker.

Staff 1-37

No smart meters were active yet for the City of Livingston.

Staff 1-38

No other local governments were contacted.

Staff 1-39

The City Manager contacts departments such as fire and police to prepare employees for response as outlined in the EOP Section 2.

Staff 1-40,41,42

Communications were sent out 24 hours prior to the landfall of Hurricane Beryl. All of the medical and eldercare facilities, as well as all critical infrastructure as defined by this question, were contacted by phone early on June 8, 2024, as soon as it became clear that Hurricane Beryl (downgraded by then to Tropical Storm Beryl) would actually pass nearby. The City communicates regularly with critical care customers by phone and/or in person, and the city ensures that at-risk customers are contacted either by phone or in-person regarding the emergency. The City is not an ERCOT-located utility.

Electric Utilities – Customer Restoration Workflow

Staff 1-43,44

A service restoration plan includes a priority list for outage restoration. See EOP 5.5. The priority restoration is summarized as the following:

1. Hospitals and eldercare facilities
2. Grocery stores, Pharmacies, and Service stations
3. Water and Sewer Treatment facilities
4. Emergency Services (police & fire department)
5. Banks and key businesses
6. Residences

Staff 1-45,46,47

No changes have been made to the restoration plan. All of the City of Livingston is within Polk County. 100% of our customers did not have service due to outages caused by Hurricane Beryl on July 8, 2024, July 9, 2024 and throughout a part of July 10, 2025. On July 10, 2024, over 95% of the City's customers had service restored.

Staff 1-48

City Hall receives calls for outages. Work orders are created and communicated to the electric utility employees. The employees assess the damage and repair workers are contacted for work.

Staff 1-49

Records of materials and labor are created to provide information to FEMA. No other coordination is required.

Staff 1-50,51,52,53

No major challenges were experienced during restoration after Hurricane Beryl. The City of Livingston had over 90% of the customers ready to receive power on July 9, 2024, but could not do so until Entergy, the company which provides the transmission lines into the City of Livingston, could get their lines fixed (which happened on July 10, 2024). There is nothing the City of Livingston could do to address that challenge, as the state of Entergy's transmission lines is outside of the City's control. No Incident Management System is utilized by the City.

Distribution Infrastructure

Staff 1-54a,b,c

Poles are inspected on a 4-year basis by sounding and prodding each pole. When a decision is made to replace a pole, the pole is tagged for replacement and a work order is created for the electric utility to begin work.

Staff 1-55

The minimum right-of-way is 20' for distribution lines.

Staff 1-56a

There are approximately 5,000 wood distribution poles, 10 steel distribution poles, and 90 steel transmission poles installed in the system.

Staff 1-56b,c,d,e,f,g

There were 14 wood distribution poles damaged due to Hurricane Beryl. The primary cause of pole break failures were trees. The NESC construction is built to Grade C.

Staff 1-57a,b,c

There are no distribution poles taller than 60'.

Staff 1-58,59,60,61

Distribution pole embedment is installed according to RUS standards of 10% pole length + 2'. These standards have not changed in the last 10 years. Standard pole sizes are as follows: Single phase – 40'CL4; Three phase – 45'CL3. Construction strength is NESC Grade C. NESC Grade B is used for major US Highway crossings and railroad crossings for increased strength and reliability.

Staff 1-62a,b,c,d,e

The impacted area that did not lose power was designed as NESC Grade C, wood poles located in 20' ROW widths. These lines were not designed to the latest NESC overload factors. Some falling limbs damaged lines and crossarms while the poles remained standing.

Staff 1-63,64

The City of Livingston was not affected by Derecho.

Staff 1-65,66

A total of 14 distribution poles were broken by trees during Hurricane Beryl. There are no reports available from the previous pole inspections.

Staff 1-67

The NESC provides national minimum standards that should be followed for equipment and lines in hurricane prone areas.

Transmission Infrastructure

Staff 1-68,69,70,71,72

The City of Livingston does not have a process for evaluating the hardening of transmission lines since it only owns and operates a small amount of transmission lines that interconnect its own substations on a radial feed. No transmission structures have been affected by hurricanes since installation in 1995. The designed wind loading is 140 mph for the transmission structures.

Vegetation Management

Staff 1-73a,b,c,d,e

For the past 5 years, the City has used Independent Contractors on an annual basis. The service area is divided into four quadrants, and one is designated to be trimmed each year. The City does not use in house vegetation management staff and does not have any data for cost difference. The City does not retain an arborist.

Staff 1-74,75,76,77

Clearance from vegetation is 20' for transmission lines and 10' for distribution lines. The ROW contractor works during the fall to provide clearance from vegetation for distribution and transmission lines. There are no inspection logs or field reports on hand for the past five years.

Staff 1-78a,b,c,d,e

The 13.8kV feeders that experienced outages during Hurricane Beryl are as follows:

1. North Feeder - 72 hours beginning July 8th
2. South Feeder - 48 hours beginning July 8th
3. West Feeder - 48 hours beginning July 8th
4. Feeder 211 - 48 hours beginning July 8th
5. Feeder 212 - 48 hours beginning July 8th
6. Feeder 213 - 48 hours beginning July 8th

The 138 kV Transmission was out for the 48-hour time period beginning July 8th which affected all distribution feeders. All outages were due to Fall-In or Blow-In trees.

Staff 1-79

Vegetation management records are not available.

Staff 1-80, 81, 82,83

The percentage of forced interruptions related to vegetation (trees) for Hurricane Beryl was 100%. Trees in the hardest hit area were affected by high winds during Hurricane Beryl and are being cleared in the next two months. 100% of the trees that contributed to the outages were outside of the easement or ROW.

Staff 1-84,85

Property owners love their trees and refuse to work with the utility to clear any potentially hazardous trees.

Staffing and Mutual Assistance

Staff 1-86,87,88,89

The City of Livingston was provided mutual assistance from the City of Seguin through the Mutual Aid membership of TPPA. A copy of the agreement and list of members are attached. After Hurricane Beryl affected the area of Livingston on July 8th, TPPA was contacted by the Light and Power Director. TPPA confirmed availability of crews from the City of Seguin. The mutual assistance crews were dispatched to Livingston Tuesday morning and arrived Tuesday afternoon. The mutual assistance crews were assigned separate areas to repair. The City of Livingston Line Foreman provided direction to the mutual assistance crew foreman for the assigned areas to repair.

Staff 1-90

The City Electric Utility Warehouse gathered materials needed for repairs and provided them to the working crews.

Staff 1-91a,b,c,d,92

The City of Livingston only received mutual assistance from the City of Seguin through TPPA. Crews of linemen and equipment were provided with no materials. The request was made via phone calls, so there is no documentation of the request, however, confirmation of mutual assistance is provided through the Mutual Aid Agreement. The City is able to accept or decline resources based on need.

Staff 1-93,94

Reimbursement of costs and expenses are covered in the mutual aid agreement. The warehouse was established as the staging area. There are 1 or 2 employees assigned to assist with materials and equipment at the warehouse.

Staff 1-95,96,97

Similar crews and mutual assistance were provided as compared to the last Hurricane event. Internal staff were organized for local crews to begin repairs. The Line Foreman was assigned to direct and communicate with the mutual assistance crews. No training was required for the mutual assistance crews.

Mobile Generation

Staff 1-98 through 1-120

The City of Livingston did not operate, utilize, or loan any mobile generation during or following Hurricane Beryl.

The above information is provided and witnessed by Bill Wiggins, City Manager for the City of Livingston, TX and is accurate to the best of his/her knowledge.