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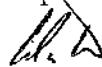
**INVESTIGATION OF EMERGENCY § PUBLIC UTILITY COMMISSION
PREPAREDNESS AND RESPONSE BY §
UTILITIES IN HOUSTON AND § OF TEXAS
SURROUNDING COMMUNITIES §**

**CITY OF CALDWELL'S
RESPONSES TO COMMISSION STAFF'S
FIRST REQUEST FOR INFORMATION TO TARGETED ELECTRIC MOUS
QUESTION NOS. STAFF 1-1 THROUGH 1-20**

TO: Public Utility Commission of Texas c/o John B. Lajzer, Division Director, P.O. Box 13326,
Austin, Texas 78711-3326

The City of Caldwell, Texas ("City of Caldwell") submits these responses to Commission Staff's First Request for Information ("RFI") to Targeted Electric MOUs, Question Nos. Staff 1-1 through 1-120 ("Staff's First RFIs to MOUs"). Commission Staff requested that responses to Staff's First RFIs to MOUs be filed by August 30, 2024, thus these responses are timely filed. The City of Caldwell stipulates that all parties may treat these answers as if they were filed under oath. The City of Caldwell reserves the right to object at the time of any hearing to the admissibility of the information produced. Pursuant to Staff's instructions, and the Commission's "Second Order Suspending Rules" in Docket No. 50664, these responses are being filed on the PUC Interchange. However, notice of these responses are not being emailed to any party, as there are no known "parties" to Docket No. 56822 and no known service list or email addresses to which notice should be sent.

Respectfully submitted,



Camden White
City of Caldwell | City Administrator
114 S. Echols St.
Caldwell, Texas 77836

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:

The City of Caldwell has not performed a hurricane drill in 2024. The City of Caldwell is located in Burleson County approximately 140 miles inland from the Texas Coast and therefore not located in the Texas Department of Emergency Management (TDEM) Hurricane Evacuation Zone. The City of Caldwell is planning a physical security emergency drill for the fall of 2024.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell has not sought out customer participation in prior storm emergency drills. The City of Caldwell conducted a winter storm drill in 2022 and activated the City of Caldwell Emergency Operations Plan in 2023 for a winter storm. The City of Caldwell also owns and operates water and wastewater utilities that were involved in the drill and are also involved in pre-emergency preparation discussions.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell is not located within a hurricane evacuation zone as defined by TDEM and, therefore, is not required to conduct an annual hurricane drill. The City of Caldwell has not conducted a hurricane drill in the past. We have conducted a winter storm drill which would lead to similar capacity scarcity conditions for the City of Caldwell. Caldwell is a part of the Eastern Interconnection with Entergy as our Transmission Operator. In past hurricane events, tie line failures originating in Louisiana and generation outages from storm conditions have led to capacity shortages in our region leading to extended outages. Our winter storm drill conducted in 2022 emphasized capacity shortages and rolling outages, which are the same conditions that would be expected in hurricanes that make landfall along the Texas Louisiana border. Other storms have normally been more of a rain event for our region.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell did not conduct a 2024 hurricane drill as noted above. The City of Caldwell has involved the city-owned water and wastewater utilities as part of prior emergency drills.

Preparer: Camden White

Sponsor: Camden White

STAFF 1-5

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

RESPONSE:

The City of Caldwell will use different resources for storm tracking for all weather events. The City of Caldwell will review TDEM weather forecasts as well as calling into the TDEM scheduled bridge calls when a storm is predicted to affect the region. The City of Caldwell also relies upon commercial weather forecasts such as weather.com as well as wunderground.com while also staying tuned to local news from the KBTX outlet from Bryan-College Station.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell will begin tracking storms that could affect or disrupt operations in our service territory as soon as they are identified as a threat. TDEM is a great resource. During hurricane season, the City of Caldwell is constantly monitoring the commercial weather services.

Preparer: Camden White

Sponsor: Camden White

STAFF 1-7

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

RESPONSE:

Management with the City of Caldwell began tracking the storm around July 3, 2024, when the forecast showed that it would emerge in the Gulf of Mexico. The city continued to monitor closely until landfall as it looked to be a large rain event and affect other city operations.

Preparer: Camden White
Sponsor: Camden White

STAFF 1-8

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

RESPONSE:

The City of Caldwell does not have an outage tracker. The City of Caldwell is a small municipal system with four electrical feeders. There has not been a need for an outage tracker for the Caldwell system.

Preparer: Camden White

Sponsor: Camden White

STAFF 1-9

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

RESPONSE:

The City of Caldwell did not initiate requests for mutual assistance. Days before landfall, Hurricane Beryl was forecasted to be a large rain event for Caldwell. The city was focused on drainage issues as winds were not forecasted to be more than gusts at 40 miles per hour.

Preparer: Camden White

Sponsor: Camden White

STAFF 1-10

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

RESPONSE:

The City of Caldwell prioritized restoration efforts first for public safety and secondly for the greatest impact for our customers. The restoration efforts start with water and wastewater assets as well as hospitals and eldercare facilities. While these restorations are occurring, damage assessments as well as plans to get the most customers back online through the quickest and safest process are considered and implemented.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell will handle complaints through our utility billing department during working hours. The Burleson County Sheriff's Office handles the system complaints and outage notifications after working hours. The City of Caldwell will post information regarding a large outage on the City of Caldwell website and share those updates via all city social media outlets. The City Administrator will communicate with other government entities, officials, and emergency operations centers. The City Administrator is also responsible for communication with the Transmission Operator for the City of Caldwell, which is Entergy. The City Administrator or Electric Superintendent will communicate with large loads and utility billing department will communicate with critical load residential customers.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell uses an operating condition system as specified in Section 5.5 in the Emergency Operations Plan filed with the PUCT. An excerpt of the Emergency Operations Plan detailing the conditions is below.

The designation of an emergency event or incident shall generally fall into the following types and levels of emergencies:

1) Pre-Emergency Preparation (P)

- a) CALD conducts normal business while individuals responsible for emergency preparation tasks initiate these preparatory tasks.
- b) Typically lasts up to 24 hours and may escalate if forecasts or actual events unfold or if corrective measures are not timely and effective.
- c) An Incident Commander may be designated depending on the potential impact of the storm or forecasted event. If designated, the Incident Commander will typically be the Electric Superintendent or other utility management staff.

2) Significant Event(s) (E-1)

- a) The emergency event is significant in a limited area. The loss or curtailment of service affects a limited area of the system and should be corrected within 24 hours (for example, a disruption of electric service in one or more districts, with power being restored to all areas within 24 hours).
- b) An Incident Commander may be designated. If designated, the Incident Commander will typically be the Electric Superintendent or other utility management staff. The Incident Commander shall determine if other ICS roles are required. If required, the Incident Commander shall identify the CALD City Electric Department or other City personnel to fill all or some of the ICS/ICM roles (Operations/Restoration, Logistics, Finance/Administration, Member Services, Technology, and Communications).

3) Major Event(s) (E-2)

- a) A segment of the organization has experienced a power interruption or other significant business disruption in excess of 24 hours, or where the need for power restoration requires the suspension of normal field work.

- b) Major events are severe but not yet catastrophic. This type of emergency needs to be monitored closely to determine if, in fact, it will escalate to a catastrophic condition.
- c) Major events are expensive and can include problems like loss of critical components of the electric infrastructure such as substations, transmission assets, and large amounts of CALD's distribution system. A major event could include loss of CALD's ability to conduct business.

- d) An Incident Commander shall be designated by the City Administrator or City EOC. The Incident Commander shall identify the CALD management and/or staff personnel to fill the ICS/ICM roles (Operations/Restoration, Logistics, Finance/Administration, Customer Services, Technology, and Communications). It is likely that 2 or more personnel will be required to fill each ICS role due to the extended nature of the emergency event.

4) Catastrophic Event(s) (E-3)

- a) A Catastrophic Event can occur when a significant portion of the electric system is lost due to a natural or man-made disaster, or the information technology center is lost due to system failure for an extended period.
- b) The organization must have systems in operation within 72 hours or experience significant economic loss.
- c) An Incident Commander shall be designated by the City Administrator or City EOC. The Incident Commander shall identify the CALD management and/or staff personnel to fill the ICS/ICM roles (Operations/Restoration, Logistics, Finance/Administration, Customer Services, Technology, and Communications). It is likely that 2 or more personnel will be required to fill each ICS role due to the extended nature of the emergency event.

5) Recovery (R)

- a) After an emergency event the organization shall require a period to return to normal operations.
- b) The Incident Commander shall work with the Electric Superintendent and City Administrator's Office to organize the recovery tasks, reporting tasks, and other related operational and business actions required for the full recovery of the system and operations.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell has not had to employ this level of response to date. However, we would refer to the Emergency Operations Plan and utilize the ICS system. The City of Caldwell will utilize our Finance Department to handle the procurement and documentation associated with mutual assistance and contract personnel. The Electrical Superintendent for the City of Caldwell will be responsible for coordination of work with mutual assistance agencies and all contracted personnel. The City of Caldwell will work with the Emergency Manager that is employed by Burleson County to manage food and lodging. The City of Caldwell owns and operates a volunteer Fire Department that has back up generation that would serve as a hub for food and water distribution. Lodging for mutual assistance and contracted personnel could be provided at the city owned civic center or various churches.

Preparer: Camden White

Sponsor: Camden White

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:

The City of Caldwell was not impacted by the 2024 Derecho.

The City of Caldwell began preparing for Hurricane Beryl on Wednesday July 3. At that time, the City of Caldwell began monitoring the storm very carefully as the potential for impact was not clear. As the potential came into focus more clearly, the City of Caldwell began the process of preparation including taking stock of materials and fueling vehicles, etc. Backup generators for water and wastewater infrastructure were also fired, tested, and fueled.

Starting on Friday, July 5, the City of Caldwell followed the procedures specified in **A.4.2 Hot Weather Event Preparations Procedure** noted in Appendix A of the Emergency Operations Plan. Since the City of Caldwell is not in the TDEM Hurricane Evacuation Zone, the required for a separate Hurricane Preparedness Annex is not in place. However, the City of Caldwell chose to add Annex -E since we have had prior capacity issues when hurricanes make landfall near the Texas Louisiana border. The Hurricane Annex focuses on awareness and tracking of storms.

Preparer: Camden White

Sponsor: Camden White

STAFF 1-15

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

RESPONSE:

The City of Caldwell was not impacted by the May 2024 Derecho.

The City of Caldwell began to monitor the path of Hurricane Beryl more closely on July 3. The City of Caldwell began to take stock of materials and other precautionary measures on July 5. The city management monitored the storm very closely all weekend utilizing TDEM regular updates as the main source of intelligence supplemented by commercial weather reporting agencies. July 5 weather data showed a rain event of over eight inches in the Caldwell area. City management did have crews in over the weekend that continued to prepare for Hurricane Beryl.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell did not experience any outages in the aftermath of the May 2024 Derecho.

The City of Caldwell experienced one distribution outage resulting from a dead tree breaking off and coming in contact with the three-phase line. The total number of customers out of power was approximately 20 customers for a period of approximately one hour. Electrical crews trimmed and removed the tree from the lines and re-energized the line. It should be noted that this outage affected only a small portion of the electrical feeder.

Preparer: Camden White
Sponsor: Camden White

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 the Hurricane Beryl. Your response should identify the neighborhood, city, zip code, and county if possible.
- c. Identify or describe the factors that contributed to the areas identified in response to subparts (a) and (b) as being particularly vulnerable.

RESPONSE:

The City of Caldwell did not experience any outages in the aftermath of the May 2024 Derecho.

The City of Caldwell experienced one outage resulting from higher winds forcing a tree into distribution line. The outage occurred around 07:30 on the morning of July 8. Power was restored approximately one hour later. The tree fell on a line off County Road 300 in Caldwell, within Burleson County with a zip code of 77836.

The area affected was particularly vulnerable due to its location back off the road in between an undeveloped area and a group of fourplexes. The cause of the outage was easily identified but the conditions leading to the outage were out of sight from daily operations.

Preparer: Camden White
Sponsor: Camden White

STAFF 1-18

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

RESPONSE:

The City of Caldwell did not experience any outages in the aftermath of the May 2024 Derecho. The City of Caldwell did not experience any challenges in restoring power during or after Hurricane Beryl.

Preparer: Camden White

Sponsor: Camden White

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:

The City of Caldwell was not impacted by the May 2024 Derecho. The minimal impacts from Hurricane Beryl did not warrant an after-action report.

Preparer: Camden White

Sponsor: Camden White

STAFF 1-20

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

RESPONSE:

Based on the questions presented by PUCT Staff in this Request for Information, the City of Caldwell intends to initiate some internal changes in communication. In the past, the City of Caldwell did not include communications providers in exercises or outage communications. The City of Caldwell can see where these communications could prove fruitful and will start to build that chain of communication.

The City of Caldwell also plans to initiate firm mutual assistance agreements or contracted services agreements for emergency purposes. It has always been an assumption that local contractors would be focused on larger providers so the City of Caldwell plans to reach outside of the area to establish assistance agreements.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell owns and operates an electric utility, water utility, and a wastewater utility so communications between those functions are informal but very effective. The departments can communicate via phone, radio or in person. We do not have formalized communication plans in place with telecommunications.

The City of Caldwell does not have a formal call center. We have two staff members that are employed as a part of the utility billing department that field calls regarding outages when outages occur. The City of Caldwell could augment staffing levels if necessary but would be dependent on the conditions after a major storm.

The City of Caldwell operates basically as a Non-Opt-in Entity (NOIE) but not within the ERCOT footprint.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell did not push out communications to the public regarding the May 2024 Derecho. The City of Caldwell did push out very broad communications regarding the potential for dangerous conditions due to Hurricane Beryl. These notifications were published via Facebook and Instagram.

Preparer: Camden White

Sponsor: Camden White

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:

Hurricane Beryl had limited effect on utility operations within the City of Caldwell. Customer feedback if any was very limited.

Preparer: Camden White

Sponsor: Camden White

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:

The City of Caldwell electrical system is a small municipality. Communication efforts with medical facilities and eldercare facilities has always been very direct. There is only one small hospital and two eldercare facilities in the city. The City of Caldwell works closely with Burleson County and owns and operates water and wastewater utilities within the city. The City of Caldwell can improve in reaching out to community members for future significant weather events. It can be difficult to craft a message of preparation without instilling fear.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell's water and wastewater systems operate under the same city umbrella and system personnel are present at emergency preparedness meetings. The City of Caldwell is limited in its ability to coordinate with other electric utilities due to its location and the fact that it operates on the Eastern Interconnection. The City of Caldwell could strengthen communication with telecommunication utilities to address a major storm that impacts multiple poles and associated lines.

Preparer: Camden White
Sponsor: Camden White

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 or help desks that were available and in operation during or in the aftermath of Hurricane Beryl?

RESPONSE:

The City of Caldwell employs two staff members that respond to telephone calls regarding general inquiries, utility bills, and field customer outage calls. Both staff members are full-time employees of the City of Caldwell. During a large outage, many calls will get rolled over to voicemail due to the telephone system being overloaded and the limited number of staff to respond to those calls. The City of Caldwell does not have detailed training related to handling major outages. As the calls come in, city staff relay the information to the electric department for troubleshooting. Given the size of the electrical system, this approach has worked well previously. The maximum call volume that can be handled by a staff of two is two calls at a time. City staff will review voicemails and work from the backlog as well.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell was not impacted heavily by Hurricane Beryl. City staff handled approximately five calls during the one outage that was encountered due to Hurricane Beryl.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell does not own many resources that would be valuable to other utilities but plans to initiate a process to communicate those resources with other local and state leaders for future events.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell does not record incoming calls to our call center.

Preparer: Camden White

Sponsor: Camden White

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:

The City of Caldwell does not log or otherwise track incoming calls during emergency situations. Normal priority calls are logged into a work order system. Outage calls are sent directly to the electrical department.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell did not utilize any pre-recorded messages in the May 2024 event nor during Hurricane Beryl.

Preparer: Camden White
Sponsor: Camden White

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 City of Caldwell does not utilize an outage tracker.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell does not utilize an outage tracker.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell does not utilize an outage tracker.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell has utilized the City of Caldwell website along with social media outlets to inform customers of outages and estimated restoration times. The City of Caldwell also utilizes AlertSense to send notifications to customers regarding planned outages which could also be employed in emergency situations.

Preparer: Camden White

Sponsor: Camden White

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:

The City of Caldwell did not publish any information regarding outages related to the May Derecho event nor in the aftermath of Hurricane Beryl. The impacts did not warrant such action in either case.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell currently does not employ the use of smart meters in our service territory. Recently, the Caldwell City Council approved a project to utilize smart meters. City staff is currently working through the process of procurement and delivery of smart meters.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell electric distribution system falls under the umbrella of the City of Caldwell. City officials and staff were in constant contact during the event.

Preparer: Camden White

Sponsor: Camden White

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:

The City of Caldwell has informal processes in place to communicate operating conditions to medical and eldercare facilities. With only three such establishments in the city utility footprint, communication is through direct phone call. The electric utility is city owned. Communication is shared with all interdepartmental stakeholders. Both the medical facilities and critical infrastructure are considered priority loads as far as restoration is concerned.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell did not initiate communications with critical care facilities as the forecast showed Hurricane Beryl to mainly be a rain event for the area. The conditions forecasted did not meet the threshold of concern to make said notifications.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell communicates with critical care and at-risk customers as needed when new information is learned or if a setback occurs. The city has been fortunate to not experience long lasting outages under the current administration. In the case of a longer outage, the city officials would try to update critical care and at-risk customers every four hours depending on the situation.

Preparer: Camden White
Sponsor: Camden White

STAFF 1-42

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

RESPONSE:

The City of Caldwell is currently not a part of the ERCOT Interconnection.

Preparer: Camden White

Sponsor: Camden White

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:

The City of Caldwell restoration plan is described in the Caldwell EOP Section B.2. in the Load Shed Annex. The restoration plan sets out priorities and processes for the restoration as well as prioritization of loads. Each restoration is unique but there are overarching guidelines.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell will target the main infrastructure that will allow the greatest number of facilities and accounts to be re-energized. Caldwell will prioritize loads deemed as critical loads. Critical loads include hospitals and eldercare facilities, gas pipeline facilities, water and wastewater facilities as well as public safety facilities. Due to the layout of the feeders, prioritizing these critical loads could lead to faster restoration times for one of our four feeders.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell has not made any changes or modifications to our service restoration plan in the aftermath of the May 2024 Derecho nor for Hurricane Beryl.

Preparer: Camden White

Sponsor: Camden White

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:

The entire service area for the City of Caldwell resides in Burleson County. The impact of Hurricane Beryl was minimal and did not require damage assessment after Hurricane Beryl.

Preparer: Camden White

Sponsor: Camden White

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:

The entire service area for the City of Caldwell resides in Burleson County. Service outages resulting from Hurricane Beryl accounted for one percent of customers being affected for a total of one hour. Service was fully restored at approximately 08:30 on July 8.

Preparer: Camden White
Sponsor: Camden White

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:

Hurricane Beryl had very little impact on call volumes and did not warrant a change in workflow or processes for the City of Caldwell.

Preparer: Camden White

Sponsor: Camden White

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:

The City of Caldwell management relied heavily on information and interactive calls with TDEM. Other than monitoring the storm, coordination efforts were not required for restoration efforts as the local area was not heavily affected.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell did not face any major challenges in restoring service to our customers.

Preparer: Camden White

Sponsor: Camden White

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:

The City of Caldwell does not have any direct lessons learned from this event regarding restoring service to customers. The city looks forward to monitoring the lessons learned from other utilities to determine if applicable to our utility and how to implement those changes.

Preparer: Camden White

Sponsor: Camden White

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:

The City of Caldwell does employ the National Incident Management System for managing emergencies. The framework has been in place for the entire time of the current administration. Deploying NIMS is very dependent on the situation and size of the event. Many smaller outages or other issues, the framework is informal but larger events can lead to more rigorous structure.

Preparer: Camden White

Sponsor: Camden White

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:

The City Administrator and some management for the City of Caldwell is trained in ICS. The concept is also covered during required annual training. The City Administrator is responsible for interacting with local and state officials as well as other utilities.

Preparer: Camden White
Sponsor: Camden White

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:

The electric department staff casual observes poles condition as they go about daily operations. The City of Caldwell does not have a set process for detailed evaluation of distribution poles. Criteria used to determine distribution pole condition is an experienced base approach. If a pole looks questionable, further investigation is done to determine the condition of the pole. If the distribution pole shows signs of rotting or other risk, the pole is replaced.

Preparer: Camden White

Sponsor: Camden White

STAFF 1-55

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

RESPONSE:

The City of Caldwell has established a 20-foot right-of-way for both 3-phase and single-phase distribution lines.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell electrical system is made up of four primary feeders. Hurricane Beryl affected a small section of one feeder. The resulting outage was not due to pole failure. A dead tree was pushed into the 3-phase section of line due to gusting wind causing the line fuse to open to isolate the fault. Wooden poles compose almost 100 percent of distribution poles utilized in the Caldwell system. The distribution system is built above NESC standards for the region with nothing smaller than a Class 4 pole being utilized. The City of Caldwell does not intend to rebuild any feeders currently utilizing a higher wind loading standard.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell distribution system does not include poles taller than 60-feet above ground level.

Preparer: Camden White
Sponsor: Camden White

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 City of Caldwell had utilized strictly dirt for pole embedment for many years. Approximately eight years ago, the City of Caldwell began to utilize pole foam as a part of the embedment process. The process currently utilizes pole foam in the bottom of the hole around the pole, allow the foam to expand until expansion is completed, and then cover the remaining with dirt.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell utilizes Class 4 poles for both single phase and three phase lines across the entire distribution system. Pole heights vary from 40-50 feet on single phase and 55 feet for three phase lines.

Preparer: Camden White

Sponsor: Camden White

STAFF 1-60

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

RESPONSE:

The City of Caldwell is in a 'light' wind and ice zone according to NESC guidelines. The City of Caldwell has always used in house engineering for design and has erred on the side of caution in utilizing heavier crossarm bracing along with only Class 4 poles.

Preparer: Camden White

Sponsor: Camden White

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:

The City of Caldwell has not adopted any new NESC construction strength or overload factors in the last two years.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell has always utilized in house engineering or experience of line crews and built distribution lines in excess of NESC construction standards. The distribution system is composed of 99 percent of wooden poles and one percent of steel poles. The standard right-of-way width for the system is 20 feet. The City of Caldwell employed McCord Engineering to conduct a study of the distribution system 2021 to identify all assets (poles, wires, switches, etc.) and provide insight into making the system more robust. The McCord Engineering findings only recommended more locations for fault interruption. There were not any system elements that were identified as elements installed below NESC construction strength. The only distribution outage that the City of Caldwell suffered was just a faulted line as a dead tree was pushed into the line. No substantial damage was done. The tree was cleared, and our linemen were able to re-energize.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell had a total of 2180 distribution poles in service before the May 2024 Derecho. The material makeup of the poles is 99 percent wooden and one percent steel. Both distribution pole types are considered for medium loading.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell did not suffer any distribution pole failures during the May 2024 Derecho.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell did not suffer any distribution pole failures during Hurricane Beryl.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell did not suffer any distribution pole failures during the May 2024 Derecho nor Hurricane Beryl.

Preparer: Camden White

Sponsor: Camden White

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:

The City of Caldwell appreciates the opportunity to comment on improving the resilience of the power system in hurricane prone areas as we have suffered consequences of coastal outages on the transmission system. However, the City of Caldwell is not familiar enough with the standards or challenges of hardening a distribution system. As a result, the City of Caldwell is not in a position to suggest improvements or comment on more stringent standards.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell does not own or operate any transmission lines.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell does not own or operate any transmission lines.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell does not own or operate any transmission lines.

Preparer: Camden White

Sponsor: Camden White

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:

The City of Caldwell does not own or operate any transmission lines.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell does not own or operate any transmission lines.

Preparer: Camden White

Sponsor: Camden White

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:

The City of Caldwell currently contracts out most of the vegetation management. The independent contractor normally assigns a crew of five to the city project. Over the past five years, the city has approached vegetation management from more of a monetary perspective in determining the number of staff dedicated to vegetation management. In the past five years, the City of Caldwell has averaged \$100,000 annually dedicated to vegetation management. The City of Caldwell does not have the city staff to perform this amount of work. The amount budgeted for contracted services would equate to approximately one lineman position which would not allow for the proper amount of vegetation management to be completed. The City of Caldwell does not employ an arborist nor does the independent contractor.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell does not own or operate transmission lines, so this reply is strictly regarding distribution lines. The standard used for distribution is 10 feet away from all distribution lines. Given the budget allotted, the city basically covers vegetation management across the entire city once every five years. City crews will supplement that schedule as needed. The City of Caldwell approach to vegetation management is to identify the areas of concern before they become problems.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell electrical department is constantly conducting what can be considered casual inspection of all electrical circuits for problematic vegetation. As stated earlier, our approach is to identify the concerns before they become problematic, and the electrical crews manage this well due to the size of the system and the familiarity they have with the distribution system.

Preparer: Camden White

Sponsor: Camden White

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:

The City of Caldwell does not possess these types of reports.

Preparer: Camden White

Sponsor: Camden White

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:

The City of Caldwell is not a part of the TDEM Hurricane Evacuation Zone and therefore has not identified any feeders located in hurricane prone areas

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell did not experience any vegetation related outages due to the 2024 Derecho event.

The City of Caldwell experienced a partial feeder outage related to Hurricane Beryl. Caldwell Feeder 3 suffered a blown fuse and partial outage at 07:30, July 8. The outage lasted for approximately one hour. The nominal voltage on that Caldwell Feeder 3 is 7620 volts. A dead tree was blown into the three-phase line by gusting winds.

Preparer: Camden White
Sponsor: Camden White

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:

The map below depicts circuit(s) and easement(s) that experienced a vegetation-related outage during the May 2024 Derecho or Hurricane Beryl.



Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell did not experience any forced outages related to vegetation issues during the 2024 Derecho.

The City of Caldwell experienced one forced outage due to vegetation issues during Hurricane Beryl. Since the city only experienced one outage from Hurricane Beryl, 100 percent of the forced outage for the City of Caldwell were related to vegetation issues.

Preparer: Camden White

Sponsor: Camden White

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:

The City of Caldwell distribution system was not impacted by the May 2024 Derecho and was only very lightly impacted by Hurricane Beryl. The city will most certainly continue to budget and carry out vegetation management in the future. We will continue to make casual inspections as we work through our system daily. We will continue to anticipate problems and address those problems before they affect our system.

Preparer: Camden White
Sponsor: Camden White

STAFF 1-82

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

RESPONSE:

The City of Caldwell does not have a formal vegetation management plan. The city will investigate formalizing our plan. Our goal for the independent contractor is to make it through the entire distribution system on a rolling five-year basis. The city crews take care of smaller vegetation related issues as necessary.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell did not experience any outages from trees or branches outside the easement or right of way. The one outage we did suffer from was approximately 60 yards from the roadway and in an area that is not reviewed often but still in the utility easement.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell will respond to property owners that have potentially dangerous vegetation management issues as we are made aware of those issues. If it is a minor issue, city crews will mitigate the issue. If the vegetation issue is larger, city crews will remove the power service line to the house while the homeowner or contractor mitigates the vegetation issue.

Preparer: Camden White

Sponsor: Camden White

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:

The City of Caldwell has a staff of five in the electrical department. All five staff members will help to address vegetation management hazards outside of the utility easement or right of way.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell has not participated in nor is a member of any mutual assistance programs. The city will be looking very closely at how we can be more involved in mutual assistance as well as putting together agreements for mutual assistance for the City of Caldwell.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell has not in the past nor at this time made formal arrangements for mutual aid. Caldwell has had informal conversations with local utilities, but nothing has been formalized. Setting up these arrangements will be a priority moving forward. Caldwell is a member of the Texas Public Power Association and can utilize the network within their organization to arrange mutual assistance.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell was not heavily affected by Hurricane Beryl and therefore did not have the need to request mutual assistance.

Preparer: Camden White

Sponsor: Camden White

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:

The City of Caldwell was not heavily affected by Hurricane Beryl and therefore did not have the need to request mutual assistance.

Preparer: Camden White

Sponsor: Camden White

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:

The City of Caldwell was not heavily impacted by Hurricane Beryl and as a result did not coordinate mutual assistance resources.

Preparer: Camden White

Sponsor: Camden White

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:

The City of Caldwell did not receive mutual assistance during the May 2024 Derecho nor during or after Hurricane Beryl.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell did not receive mutual assistance during the May 2024 Derecho nor during or after Hurricane Beryl. However, city management would have the authority to accept or decline resources being offered as needed.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell did not receive mutual assistance during the May 2024 Derecho nor during or after Hurricane Beryl.

Preparer: Camden White
Sponsor: Camden White

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:

In the days leading up to Hurricane Beryl, the forecast was for a major rain event in the Caldwell area. The City of Caldwell did not believe conditions forecasted warranted a hurricane response staging area.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell did not request or deploy mutual assistance. Conditions did not warrant requesting mutual assistance in Caldwell and the City of Caldwell does not have a large enough staff that are qualified to work in mutual assistance roles.

Preparer: Camden White
Sponsor: Camden White

STAFF 1-96

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

RESPONSE:

The City of Caldwell monitored TDEM weather forecasts all through the weekend prior to landfall. City management was more concerned with flooding conditions rather than electrical distribution issues. The City of Caldwell management team did meet on Friday, July 5 to discuss staffing and response should the storm present challenging conditions to other utilities. The City of Caldwell did not stage crews due to the forecasted time of Hurricane Beryl arrival in the area. Forecasted time of arrival for the Caldwell area was Monday, July 8 around 07:00.

Preparer: Camden White
Sponsor: Camden White

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:

The City of Caldwell did not request or receive mutual assistance during the events of Hurricane Beryl.

Preparer: Camden White
Sponsor: Camden White