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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 §**

**HEART OF TEXAS ELECTRIC COOPERATIVE INC'S RESPONSE TO COMMISSION
STAFF'S FIRST REQUEST FOR INFORMATION TO TARGETED ELECTRIC CO-OPS
QUESTION NOS. STAFF 1-1 THROUGH 1-120**

TO: John Lajzer, Public Utility Commission of Texas, 1701 N. Congress Ave., Austin, Texas
78711

Heart of Texas Electric Cooperative, Inc. ("HOTEC") files these responses to Commission Staff's First Request for Information to Targeted Electric Co-ops, Question Nos Staff 1-1 through 1-120 ("Staff's First RFIs to Co-ops"). Commission Staff directed that responses to Staff's First RFIs to Co-ops be filed by August 30, 2024, thus these responses are timely filed. HOTEC stipulates that its responses may be treated by all parties as if they were filed under oath.

Dated: August 29, 2024,

Respectfully Submitted,

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ATTORNEYS FOR HOTEC

/s/ Mary Margaret Croft
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CERTIFICATE OF SERVICE

I certify that notice of filing of this document was provided to all parties of record via electronic mail on August 29, 2024 in accordance with the Order Suspending Rules, issued in Project No. 50664.

/s/ Mary Margaret Croft

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:

a. Heart of Texas Electric Cooperative (HOTEK) conducted the most recent drill on January 10, 2024, focusing on a major ice storm scenario.

c. Annually, HOTEK utilizes an ice storm event, given the magnitude of damage that can be caused by such an event and the rate of exposure the system has to ice events. The geographic location of the drill's impact was changed in 2024, as the southern territory has more black soil and sand. Equipment in that area must have tracks in order to respond to a winter ice event.

b-h. Not applicable, as the drill was centered around an ice storm rather than a hurricane.

SPONSOR:

Brandon Young, General Manager and CEO

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:

No, HOTEK does not actively seek the participation of our customers during a hurricane drill.

SPONSOR:

Brandon Young, General Manager and CEO

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, actual events and conditions from previous storms are utilized in subsequent major storm drills.

a. HOTEK utilizes the storm of greatest impact as our benchmark for storm preparedness and restoration drill.

b. Winter Storm URI had a devastating impact on our system and its magnitude of damage is used to guide our response and preparedness drills. Due to HOTEK's geographic region of service we have never been heavily impacted by a hurricane.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK did not receive invitations to participate in any 2024 hurricane or major storm drills from electric, water, sewer, or telecommunication utilities.

SPONSOR:

Brandon Young, General Manager and CEO

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

RESPONSE:

Weather tracking resources utilized prior to July 8, 2024, included Weather.gov and state and local news channels.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK begins tracking storms that could impact or disrupt operations within the service area as soon as the local and national news or the National Weather Service identifies the storm.

SPONSOR:

Brandon Young, General Manager and CEO

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

RESPONSE:

HOTEK began tracking the storm, eventually named Hurricane Beryl approximately 7 days before its projected landfall.

SPONSOR:

Brandon Young, General Manager and CEO

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

RESPONSE:

Yes, HOTEK verifies the functionality and performance of its outage tracker as part of its regular storm preparation procedures.

SPONSOR:

Brandon Young, General Manager and CEO

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

RESPONSE:

HOTEK initiated requests for mutual assistance 2 days prior to landfall.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK prioritizes restoration efforts and allocates resources based on the size of outages and the extent of the damage assessed. Although HOTEK was not affected by Hurricane Beryl, the same prioritization and allocation guidelines would have been applied if the cooperative had been impacted.

SPONSOR:

Brandon Young, General Manager and CEO

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:

Communications Plan

The procedures for handling complaints and communicating with various stakeholders during an emergency are outlined in HOTEK's Emergency Operations Plan (EOP). Key elements of the plan include:

1. Contacting Media
 - During a large, sustained outage event, the Member Services Manager or the designated representative will be responsible for communicating with the media. They will provide updates on:
 - i. the cause of the outage,
 - ii. the affected area
 - iii. the estimated time of recovery.
2. Key and Critical Accounts
 - Members classified as key accounts will be directly notified about the outage and provided with an estimated recovery time.
3. Handling Complaints
 - For sustained outages, dispatch will inform the Member Services Manager, who will then update all Member Services Representatives (MSRs) on the situation and the response plan. If a member remains dissatisfied with the initial response, the issue will be escalated to a supervisor.
4. Planned Outages
 - For planned outages, HOTEK personnel will use mail, phone notifications, door knockers, or Smart Hub Messenger to inform members in advance.
5. Social Media
 - The Communications Specialist will be responsible for posting updates about current system conditions on all HOTEK social media platforms.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK does not utilize an operating condition system.

SPONSOR:

Brandon Young, General Manager and CEO

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 system and tools used by HOTEK to manage all emergency response assignments are detailed in our EOP and include the following steps for storm preparation:

1. Organizational Meeting: Convene a meeting to notify crews and personnel as soon as a storm is predicted.
2. Equipment Readiness: Load trucks with transformers and materials, and ensure all equipment, including pole trailers, is checked and ready for service.
3. Fuel and Supplies: Fill all spare fuel tanks (diesel, gas, and propane) and check warehouse stock levels, contacting vendors as necessary.
4. Seasonal Preparations:
 - a. In winter, ensure availability of winter gear such as ice cleats, hand warmers, de-icer, and sidewalk salt.
 - b. In summer, stock up on Gatorade, water, and other beverages.
5. Remote Work Equipment: Verify that work-from-home devices are functioning properly.
6. Equipment Maintenance: Plug in equipment in winter and check work lights on all trucks.
7. Shift Scheduling: Create a shift schedule for Dispatch and crews if prolonged work is anticipated.
8. Generator and Contractor Coordination: Check generator fuel levels and contact necessary contractors or mutual aid cooperatives.
9. Logistics and Accommodations: Verify the availability of restaurants and hotels, and check credit card balances, line of credit and general funds balances to ensure financial readiness to satisfy costs associated with the restoration.
10. HOTEK has contract agreements in place with multiple storm restoration contractors. Contractors are notified that we may need assistance to restore our facilities. If we believe major storm damage is imminent, we will stage contractors prior to storm damage to be prepared for immediate response once conditions are safe to begin work.
11. HOTEK's COO or CEO will contact local cooperatives to communicate the possible need for mutual assistance. During these discussions it is understood that once the storm has passed and the damage is known we will coordinate resources to respond to the cooperative(s) that have sustained major infrastructure damage and are in need of assistance for repairs.

SPONSOR:

Brandon Young, General Manager and CEO

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:

- May 2024 Derecho:
 - HOTEK was not affected by the May 2024 Derecho.
- Hurricane Beryl:
 - Emergency preparations for Hurricane Beryl commenced approximately 7 days prior to the projected landfall. As HOTEK was not impacted by Hurricane Beryl, these preparations were not put into action.

SPONSOR:

Brandon Young, General Manager and CEO

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

RESPONSE:

HOTEK was not affected by either the May 2024 Derecho or Hurricane Beryl; therefore, a timeline of our response is not applicable.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not affected by either the May 2024 Derecho or Hurricane Beryl. Consequently, we did not experience outages or service interruptions related to these weather events.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not affected by either the May 2024 Derecho or Hurricane Beryl. As a result, we do not have data on outages or affected geographic areas for these events.

SPONSOR:

Brandon Young, General Manager and CEO

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

RESPONSE:

HOTEK was not affected by either the May 2024 Derecho or Hurricane Beryl, and therefore, did not encounter any challenges in restoring operations related to these weather events.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not affected by either the May 2024 Derecho or Hurricane Beryl; therefore, no after-action reports are available for these events.

SPONSOR:

Brandon Young, General Manager and CEO

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

RESPONSE:

HOTEK does not have additional information or concerns to contribute to this investigation.

SPONSOR:

Brandon Young, General Manager and CEO

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. Upon notification, the Member Services Coordinator will undertake the following actions:
 - Notify Key/Critical Accounts: Send emails to inform them of potential rolling outages.
 - Provide Verbal Notices: Give direct verbal notifications to key/critical accounts as needed.
 - Media Communication: Communicate with the media to update them on the assessed damage, restoration efforts and estimated restoral times if available.
 - Social Media Updates: Coordinate with the Communications Specialist to ensure accurate and timely information is posted on all social media platforms.
- b. In preparation for or following a hurricane or major storm, additional administrative personnel will be deployed to the call center. Staff will be divided into two twelve-hour shifts, with rotation continuing until the system is fully restored and normal operations can resume.
- c. Not applicable.

SPONSOR:

Brandon Young, General Manager and CEO

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:

- **May 2024 Derecho:**
HOTEK was not impacted by the May 2024 Derecho, and therefore no communication strategy was implemented.
- **Hurricane Beryl:**
In preparation for Hurricane Beryl, HOTEK communicated with the public via social media, informing them that we were actively monitoring forecasts and preparing for potential outages due to severe weather. However, HOTEK ultimately was not affected by this weather event.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not impacted by Hurricane Beryl and therefore did not receive customer feedback related to service restoration efforts for this event.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK is actively enhancing coordination and communication with local governments, medical and eldercare facilities, community organizations, trade associations, and similar entities. We are continually exploring new communication protocols and encouraging feedback to refine our response efforts for future significant weather events.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK is committed to enhancing coordination and communication with other electric, water, sewer, and telecommunication utilities. We are actively exploring advanced communication protocols and seeking feedback to strengthen our collaborative efforts and response strategies for future significant weather events.

SPONSOR:

Brandon Young, General Manager and CEO

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:

- a. HOTEK's call center and help desk operations include the Cooperative Response Center (CRC), Member Service Representatives (MSRs), and dispatchers:
 - a. CRC: A nationwide call center.
 - b. MSRs: 5 full-time employees.
 - c. Dispatchers: 5 full-time employees.
- b. Monday-Friday, 8 AM to 5 PM: 100% HOTEK staff and CRC.
Outside Business Hours and Weekends: 100% CRC.
- c. The target response time for outage calls is less than 20 seconds.
- d. The target resolution time for outage call reporting is approximately 30 seconds or less.
- e. The call center and help desk are trained to verify the account, log the outage, and gather information to relay to dispatch..
- f. Not applicable.

SPONSOR:

Brandon Young, General Manager and CEO

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:

Not applicable. HOTEK was not impacted by Hurricane Beryl.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not impacted by Hurricane Beryl; therefore, we did not need to communicate or share information on recovery resources or updates with local and state leaders or our customers in relation to this event.

SPONSOR:

Brandon Young, General Manager and CEO

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:

Calls received by our call center (CRC) are recorded and retained for 7 years. Calls received by our office personnel (Help Desk & Priority Call Desk) are recorded and kept for 90 days.

SPONSOR:

Brandon Young, General Manager and CEO

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:

Calls to our priority call desks are recorded and stored for 30 days. As HOTEK was not impacted by Hurricane Beryl, there were no logged or tracked calls related to this event.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not impacted by the May 2024 Derecho or Hurricane Beryl; therefore, no pre-recorded messages related to these events were used by our call centers or help desks.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTECH was not impacted by the May 2024 Derecho or Hurricane Beryl. Consequently, specific details regarding the outage tracker, including its rollout date, software updates, functionality during these events, mobile-friendliness, supported languages, information capture capabilities, cloud-based or on-premises operation, maximum simultaneous users, internal redundancies, and the date of the last stress test, are not applicable.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTECH was not impacted by the May 2024 Derecho or Hurricane Beryl, and therefore, we do not have data on the daily total and peak numbers of users accessing the outage tracker during these events.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK's service territory was not within the impacted area, and therefore, there is no data available regarding the daily total and peak number of users accessing our outage tracker from July 8, 2024, through the date service was fully restored.

SPONSOR:

Brandon Young, General Manager and CEO

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:

In the event that the outage tracker is offline, HOTEK utilizes alternative methods to inform customers about service outages and estimated restoration times. These methods include:

- Social media: Regular updates are provided through our social media channels.
- Emails and Text Messages: Customers receive notifications via email and text message.
- Phone System: Pre-recorded messages are implemented in the phone system to relay essential information.

These contingencies ensure continuous communication with customers even if the outage tracker is not operational.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not impacted by the May 2024 Derecho or Hurricane Beryl. Therefore, the processes and policies for informing customers about service outages and estimated restoration times, as outlined in Staff 1-35, were not activated during these events.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK's service territory was not within the impacted area. As a result, there is no data available regarding the breakdown of smart meters in service for counties within the Impacted Area.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK's service territory was not within the impacted area. Therefore, there were no initial contacts made with local governments in the Impacted Area.

SPONSOR:

Brandon Young, General Manager and CEO

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:

Before July 8, 2024, HOTEK had established the following processes to contact medical and eldercare facilities and critical infrastructure in advance of a hurricane or major storm:

1. **Contacting Media:** During significant outage events, the Member Services Manager or designated personnel are responsible for contacting the media to provide updates on the cause of the outage, the affected area, and the estimated time of recovery.
2. **Key Accounts & Critical Accounts:** Members or consumers identified as key accounts are notified of the situation and provided with an estimated time of recovery.
3. **Handling Complaints:** In the event of a sustained outage, dispatch informs the Member Services Manager, who updates Member Services Representatives (MSRs) and oversees the response. If a member remains dissatisfied, the issue is escalated to a supervisor.
4. **Planned Outages:** For planned outages, HOTEK notifies affected members through mail, phone calls, door knockers, or Smart Hub messenger.
5. **Social media:** The Communications Specialist is responsible for posting updates on system conditions across all HOTEK social media platforms.

These processes are outlined in the relevant sections of our Emergency Operations Plan (EOP) filed with the PUCT.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not affected by Hurricane Beryl; therefore, there were no contacts made with medical facilities, eldercare facilities, or critical infrastructure in advance of this event.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK communicates with critical care and at-risk customers about service outages and restoration efforts as follows:

- a. **Email Notifications:** The Member Services Coordinator emails key and critical accounts to inform them of potential rolling outages.
- b. **Verbal Notifications:** Verbal notices are provided to key or critical accounts as needed.
- c. **Media Communication:** The Member Services Coordinator contacts the media to provide updates on the situation.
- d. **Social Media Updates:** The Communications Specialist ensures that a comprehensive statement is posted on all HOTEK social media platforms.

These communications are conducted promptly and frequently to keep affected customers informed throughout the outage and restoration process.

SPONSOR:

Brandon Young, General Manager and CEO

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

RESPONSE:

HOTEK was not affected by Hurricane Beryl; therefore, there was no communication with interconnected power generation companies regarding their operational status during this event.

SPONSOR:

Brandon Young, General Manager and CEO

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:

Yes, HOTEK has a service restoration plan for outages caused by extreme or emergency weather events, which is detailed in our EOP. Please refer to the Emergency Staffing Plan and Weather Monitoring sections of the EOP for comprehensive information.

SPONSOR:

Brandon Young, General Manager and CEO

STAFF 1-44 Please describe the procedures followed for customer restoration of service, including prioritization criteria and timelines for restoration of 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:

HOTEK follows a structured approach for customer service restoration, prioritizing outages based on the size and extent of the damage. Crews and resources are allocated according to the severity of the outages, with restoration of densely populated areas as a focus to ensure we are able to restore the greatest number of customers in the shortest period of time. There are many complicated factors that can impact the allocation of resources to certain areas depending on the damage and ability to access areas with damaged infrastructure. We also review the need to allocate resources in a manner to restore critical facilities that serve public need as a priority.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not impacted by the May 2024 Derecho or Hurricane Beryl. As a result, there were no changes or modifications made to our service restoration plans in response to these events

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not impacted by Hurricane Beryl. Consequently, we did not deploy damage assessment, vegetation, or linemen crews in response to this event.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not impacted by Hurricane Beryl. Therefore, there is no data available regarding the percentage of customers without service due to outages from this event.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not impacted by Hurricane Beryl. As a result, no calls were received related to this event, and there were no associated service restoration workflows or processes activated.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not impacted by Hurricane Beryl. Consequently, there were no coordination efforts with local, state, or federal agencies, or other stakeholders, regarding service restoration for this event.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not impacted by Hurricane Beryl. As such, we did not experience any challenges related to the restoration of service during or after this event.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not impacted by Hurricane Beryl. Consequently, there were no lessons learned from this event regarding service restoration.

SPONSOR:

Brandon Young, General Manager and CEO

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:

No, HOTEK does not employ the National Incident Management System (NIMS).

SPONSOR:

Brandon Young, General Manager and CEO

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. HOTEK personnel are trained in the procedures outlined in our EOP.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK conducts annual inspections of 10% of our distribution poles, ensuring that each pole is evaluated approximately once every ten years. The evaluation criteria include sound and bore tests to assess potential rot and structural integrity. Distribution poles are replaced if they do not meet the inspection standards.

SPONSOR:

Brandon Young, General Manager and CEO

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

RESPONSE:

The minimum required right-of-way (ROW) width for both 3-phase and single-phase distribution lines is 20 feet.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK's distribution system was not impacted by Hurricane Beryl or the May 2024 Derecho; therefore, we do not have data regarding feeders affected by these events.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK's distribution system was not impacted by Hurricane Beryl or the May 2024 Derecho. Consequently, we do not have information regarding feeders with poles taller than 60 feet or any related damage and design criteria.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK's standard for distribution pole embedment is to place the pole 10% of its total length into the ground, plus an additional 2 feet. This standard, based on the United States Department of Agriculture's Rural Utility Service specifications, has remained unchanged over the past ten years.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK's service territory was not within the Impacted Area.

SPONSOR:

Brandon Young, General Manager and CEO

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

RESPONSE:

Historically, our distribution lines have been built to meet the NESC Grade B construction strength and overload factors.

SPONSOR:

Brandon Young, General Manager and CEO

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:

We have not adopted any new NESC construction strength and overload factors for distribution lines in the last two years.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK's service territory was not within the Impacted Area for either Hurricane Beryl or the May 2024 Derecho.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTECH's service territory was not impacted by the May 2024 Derecho. Consequently, we do not have data on the number of distribution poles in service or their associated NESC wind loading criteria for that event.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK's service territory was not affected by the May 2024 Derecho. Therefore, we do not have data on distribution pole failures or associated details for that event.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTECH's service territory was not impacted by Hurricane Beryl. As such, we do not have data on distribution pole failures or related specifics for this event.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK's service territory was not impacted by either the May 2024 Derecho or Hurricane Beryl. Consequently, we do not have records of distribution pole failures or related inspection reports for these events.

SPONSOR:

Brandon Young, General Manager and CEO

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:

Not applicable. Electric cooperatives are not defined as utilities for this purpose under Texas law and PUCT rules. While electric cooperatives already follow and implement NESC standards, the Boards of Directors of electric cooperatives maintain exclusive authority over all matters pertaining to electric cooperative systems.

Moreover, a universal mandate would not take into account the specific characteristics of the local electric system which may vary depending on its location in what may be a broad swath of "hurricane prone areas".

SPONSOR:

Brandon Young, General Manager and CEO

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:

Not applicable. HOTEK's infrastructure comprises distribution lines only; we do not operate transmission lines.

SPONSOR:

Brandon Young, General Manager and CEO

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:

Not applicable. HOTEK operates solely with distribution lines and does not manage transmission structures. Additionally, HOTEK was not affected by the May 2024 Derecho.

SPONSOR:

Brandon Young, General Manager and CEO

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:

Not applicable. HOTECH operates solely with distribution lines and does not manage transmission structures. Additionally, HOTECH was not affected by the May 2024 Derecho.

SPONSOR:

Brandon Young, General Manager and CEO

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:

Not applicable. HOTEK operates solely with distribution lines and does not manage transmission structures. Additionally, HOTEK was not affected by Hurricane Beryl.

SPONSOR:

Brandon Young, General Manager and CEO

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:

Not applicable. HOTEK operates solely with distribution lines and does not manage transmission structures. Additionally, HOTEK was not affected by the May 2024 Derecho or Hurricane Beryl.

SPONSOR:

Brandon Young, General Manager and CEO

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:

- a. The current size of our vegetation management staff includes 3 full-time employees, and 3 full-time crews provided by independent contractors.
- b. Over the last 5 years, the average size of our vegetation management staff has remained consistent, with 3 full-time employees and 3 full-time contractor crews.
- c. The appropriate level of full-time vegetation management staff has been determined based on historical data, which helps us gauge the amount of work required to effectively maintain vegetation across our system.
- d. HOTEK does not maintain in-house vegetation management crews, thus we are unable to provide a cost comparison between using contractors and in-house crews.
- e. HOTEK does not retain a permanent arborist or consult with an arborist for our vegetation management activities.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK adheres to a minimum clearance standard of 10 feet below the lowest point of contact for vegetation along distribution power lines. This clearance is established in accordance with United States Department of Agriculture – Rural Utilities Service guidelines.

SPONSOR:

Brandon Young, General Manager and CEO

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, HOTEK conducts regular inspections of high-customer-count circuit segments to proactively identify and address problematic vegetation, even if these circuits fall outside their normal inspection cycle.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK's service territory was not within the Impacted Area. Therefore, inspection logs and field reports from vegetation management services for the past five years are not available.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK's service territory is not located in hurricane-prone areas. Therefore, proactive vegetation management specific to hurricane preparedness is not conducted.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not impacted by the May 2024 Derecho or Hurricane Beryl, and therefore did not experience any vegetation-related outages during these events.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTECH was not impacted by the May 2024 Derecho or Hurricane Beryl, and as a result, did not experience vegetation-related outages during these events. Consequently, we do not have aerial maps or related documentation for these incidents

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not impacted by the May 2024 Derecho or Hurricane Beryl. Consequently, we do not have data on forced interruptions related to vegetation issues for these events.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not impacted by the May 2024 Derecho or Hurricane Beryl. As such, there were no vegetation management or infrastructure issues identified from these events that required action.

SPONSOR:

Brandon Young, General Manager and CEO

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

RESPONSE:

HOTEK's vegetation management plan is reviewed annually by the Board of Directors.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not impacted by the May 2024 Derecho or Hurricane Beryl. Consequently, no data is available regarding vegetation-related outages caused by trees or branches outside of the easement or right of way for these events.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK addresses potentially hazardous vegetation issues outside of the utility easement or right of way through several initiatives:

- Proactive Tree Trimming: Tree trimming crews conduct regular inspections and remove dead or leaning trees that could impact power lines as part of their routine maintenance.
- Member Reports: Property owners can report hazardous vegetation directly to HOTEK, prompting immediate attention from our tree trimming crews to mitigate any risks.

These efforts ensure that both routine and emergent vegetation management issues are effectively addressed to maintain system reliability.

SPONSOR:

Brandon Young, General Manager and CEO

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:

All HOTEK personnel are trained in hazard recognition and reporting, ensuring that every staff member is equipped to identify and address vegetation management hazards outside of the utility easement or right of way.

SPONSOR:

Brandon Young, General Manager and CEO

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:

Yes, HOTEK participates in a Mutual Aid Agreement with several electric cooperatives. For detailed information on our mutual assistance programs, including agreements and participant lists, please refer to pages 82-85 of the HOTEK's EOP.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not impacted by Hurricane Beryl; therefore, we did not integrate mutual assistance crews or face related coordination challenges in response to this event.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not impacted by Hurricane Beryl and did not receive mutual assistance during this event. Therefore, there were no command structures or communication protocols related to mutual assistance to describe in this context.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not impacted by Hurricane Beryl, and as such, we did not activate assistance through our mutual assistance programs in relation to this event.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not impacted by Hurricane Beryl, and therefore, no coordination or staging of mutual assistance resources was required in response to this event.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not impacted by the May 2024 Derecho or Hurricane Beryl, and as such, no mutual assistance was requested or received in response to these events.

SPONSOR:

Brandon Young, General Manager and CEO

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:

Yes, HOTEK retains the flexibility to accept, or decline offered resources from mutual assistance programs based on our needs. However, to date, we have not declined any resources provided.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not impacted by Hurricane Beryl. Therefore, no considerations regarding the reimbursement of costs and expenses for mutual assistance program participants were necessary.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not impacted by Hurricane Beryl, and as such, no hurricane response staging areas were established.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not impacted by Hurricane Beryl, and therefore did not engage in mutual assistance deployment during this event. As a result, there is no comparative data available regarding the types and quantities of resources requested, the percentage of aid provided, or the efficacy and efficiency of coordination and deployment for this event.

SPONSOR:

Brandon Young, General Manager and CEO

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

RESPONSE:

HOTECH was not impacted by Hurricane Beryl, and as such, no internal staff or mutual assistance resources were staged in response to this event.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK was not impacted by Hurricane Beryl, and therefore, no personnel training or on-boarding related to mutual assistance was required.

SPONSOR:

Brandon Young, General Manager and CEO

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:

HOTEK has not leased or procured any mobile generation facilities.

SPONSOR:

Brandon Young, General Manager and CEO