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PROJECT NO. 56822

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

LAMAR COUNTY ELECTRIC COOPERATIVE'S RESPONSE TO COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO TARGETED ELECTRIC COOPS QUESTION NOS. STAFF 1-1 THROUGH 1-120

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

Lamar County Electric Cooperative Association ("LCEC") 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. LCEC stipulates that its responses may be treated by all parties as if they were filed under oath.

Dated: August 30, 2024

Respectfully Submitted,

Bryan Story

General Manager & CEO

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. In recent history Lamar County Electric Cooperative (LCEC) has completed Emergency Operations Plan Drills prior to winter months. Our 2023 EOP had its corresponding drill conducted on Thursday November 9, 2023 at 10am at our offices. LCEC's 2024 EOP was activated and successfully implemented in the winter events January 11, 2024 thru January 17, 2024. LCEC will conduct it's 2024 EOP Drill in November.
b. In recent history, LCEC has not conducted a drill where a hurricane was the storm used for the drill. We typically use an ice storm or situation similar to Winter Storm Uri as our example.
c. Our 2024 drill has not been conducted, it will be completed in November prior to winter months.
d. No third-party vendors assisted

e. Typically no other utilities participate in our EOP drills and we are not invited to participate in any other utilities drills either
f. We always send an invitation to drillnotice@puc.texas.gov, our Texas Department of Emergency Management District 5 Chief Nathan Carroll and the PUCT's Emergency Management Coordinator Shawn Hazard. The 2023 drill notice was sent to the above on Tuesday, September 26, 2023 at 11:02am CST.
g. Results of the drill were measured by the effectiveness of progression through the EOP as well as correcting shortfalls we previously had in prior real time implementation of the EOP
h. No feedback given

SPONSOR:

Bryan Story, General Manager & 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:

LCEC does not seek participation from our members during our EOP drills.

Sponsor:

Bryan Story, General Manager & 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

a. To this day we continue to use Winter Storm Uri as an example.
b. Our plan for 2024 was to use a tornado situation that we found ourself in on November 4, 2022 where we had 2 separate tornadoes cut through our service territory in different counties

SPONSOR:

Bryan Story, General Manager & 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:

No other utilities invited us to their 2024 drills

SPONSOR:

Bryan Story, General Manager & CEO

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

RESPONSE:

In our location of the state, we rely heavily on Weather Channel and their app as well as local TV news stations.

SPONSOR:

Bryan Story, General Manager & 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:

Lamar staff typically start monitoring storms daily for their effect on the power market. Staff will usually start monitoring a storm roughly a week out from landfall.

SPONSOR:

Bryan Story, General Manager & CEO

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

RESPONSE:

We started monitoring Beryl roughly a week in advance of landfall.

SPONSOR:

Bryan Story, General Manager & CEO

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

RESPONSE:

No, but we are constantly utilizing our Outage Map on our website throughout each day and it's accuracy within our Outage Monitoring System. LCEC's Communication Director is responsible for maintaining the integrity of the system.

SPONSOR:

Bryan Story, General Manager & CEO

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

RESPONSE:

Lamar County Electric Cooperative did not initiate any requests for mutual assistance.

SPONSOR:

Bryan Story, General Manager & 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:

When a major storm hits the Lamar County Electric Cooperative Service Territory, our first goal is to get as many members back on as soon as possible as safe as possible. Oncor Transmission Lines feed all of our Distribution Substations, so if they are having issues, we are at their mercy. If Oncor has not sustained any outages on their Transmission, then we start within the substation and move downstream a device at a time when bringing on load. During Hurricane Beryl, LCEC did not sustain large outages, the ones that we did were assigned according to the amount of members without power.

SPONSOR:

Bryan Story, General Manager & 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:

As complaints are received by LCEC Management, they are handled according to the severity of the issue. For example, if a member is complaining because they have a powerline draped across their house, we are treating this as an emergency and calling the member to ensure a lineman is en route.

LCEC utilizes Social Media posts to immediately inform followers of the issues we are encountering and these posts are usually shared by eParisExtra.com and The Paris News on their feeds. We also have decided to start utilizing a Messenger service within our Customer Interface System to send messages directly to our members that are affected. This can be done by sending a blanket message to all members or by substation only or even by circuit only. LCEC will also post messages on our website when major issues arise.

In times of major storms, Lamar stays in daily communication with all 3 County Emergency Management Coordinators for our service territory (Quincy Blount - Lamar, Judge Robert Bridges – Red River, Judge Tanner Crutcher – Delta).

In order to stay in communication with other state offices, Lamar utilizes the Governmental Relations group with Texas Electric Cooperatives. This allows for full state coverage to be given to the governmental representatives.

SPONSOR:

Bryan Story, General Manager & 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:

Yes, LCEC does. On page 11 of our PUCT filed Emergency Operations Plan, the following levels are listed:

Stage 1 – Probability (of storms)

Stage 2 – Likely (storms will most likely hit our area)

Stage 3 – Imminent (storms will hit for sure)

Stage 4 – Catastrophic (storms will do great damage to our area)

Stage 5 – National Disaster Declaration

SPONSOR:

Bryan Story, General Manager & 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:

First of all, on page 13 of LCEC's EOP, the Communications Director will make arrangements for food for all linemen and crews working outages. They will also make arrangements for all out-of-town crews for lodging at local hotels (if they have power), if city power outages are occurring as well, LCEC can accommodate cots in our meeting room and the cooperative has 4 showers for use along with a fully stocked kitchen in the event of needing to cook for crews.

When contractors or mutual aid are called in, they are assigned directly to a LCEC Operations employee that will be responsible for all communications with the dispatch office. This employee stays with the out-of-town crew until they stop working. All assignments for this team will go through the LCEC employee and they are responsible for communicating all updates to dispatch.

SPONSOR:

Bryan Story, General Manager & 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:

It was not necessary for LCEC to initiate the Emergency Operations Plan for either storm.

SPONSOR:

Bryan Story, General Manager & CEO

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

RESPONSE:

During the May Derecho, LCEC monitored the storms as they moved north from the Gulf Coast. Lamar service territory was initially hit with outages from the storms around 4:15 pm on May 10th. Line crews normally get off of work at 3:30pm but we held the crews over knowing that these storms were going to be rough. By 4:20 pm LCEC had multiple crews headed to southern Lamar County in order to assess damage from high crosswinds and hail that impacted the area while other crews stayed at our office waiting for outages to hit in Red River County.

By 7:00pm the storms had passed completely out of our service territory and we peaked at 1,700 of our 13,500 meters being without power. LCEC had 2 separate contract crews aiding in restoration by changing out and straightening damaged poles. We also had a ROW contractor helping cut back downed trees. While this was taking place, 21 linemen and 3 in-house ROW personnel, were restoring power to members as well. All meters were energized within 24 hours of the storm hitting LCEC service territory.

SPONSOR:

Bryan Story, General Manager & 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:

During the May Derecho, Lamar County Electric Cooperative had 1,780 members out of power. The longest outage was 18 hours & 29 minutes.

Most outages lasted around 4 to 5 hours with the large ones being due to houses sustaining damaged weather heads but being ready for reconnection within 24 hours.

SPONSOR:

Bryan Story, General Manager & 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:

a. Howland
Broadway
Biardstown
Slabtown
b. English
Whiterock/Madras
c. They were just in the path of the storms. Nothing makes them more vulnerable than any other location.

SPONSOR:

Bryan Story, General Manager & CEO

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

RESPONSE:

No challenges existed

SPONSOR:

Bryan Story, General Manager & 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:

No after-action reports were necessary – outages were deemed normal with no special attention being needed.

SPONSOR:

Bryan Story, General Manager & CEO

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

RESPONSE:

Lamar County Electric Cooperative did not receive the magnitude of storms as other counties did. When both of these major storms got to our service territory, they were considered to be normal thunderstorms and were treated as such. Emergency Operations were not needed and normal storm restoration was initiated by our team.

SPONSOR:

Bryan Story, General Manager & 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. LCEC has contacts for all local organizations that we serve and if issues arise that involve any of these organizations like a lift station or city hall losing power, LCEC makes every effort to ensure speedy restoring of power.
b. LCEC utilizes a third-party call center for overnight phone service. When major storms arise, management will call-in Member Service Representatives to aid in answering calls and the third-party vendor is notified that our offices are taking all calls for the duration of the major storm.
c. LCEC utilizes Social Media posts to immediately inform followers of the issues we are encountering and these posts are usually shared by eParisExtra.com and The Paris News on their feeds. We also have decided to start utilizing a Messenger service within our Customer Interface System to send messages directly to our members that are affected. This can be done by sending a blanket message to all members or by substation only or even by circuit only. LCEC will also post messages on our website when major issues arise.

SPONSOR:

Bryan Story, General Manager & 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:

As weather is forecast to affect our service territory, LCEC communications team makes social media posts calling on our members to be Weather Aware (currently through Facebook). Our hope with this is that it allows those who typically do not monitor the weather, to be made aware of the potential storms to strike our area. As our initial storms hit and outages start, Lamar makes posts informing members of where outages are being reported. Along with this, a call for monitoring our Outage Report on our website is made to the members. Typically LCEC tries to make follow up posts as large restorations happen or within 1 to 2 hours of the initial post. Once all members have been restored, we make a post and call on members that may still be out of power to notify the office.

SPONSOR:

Bryan Story, General Manager & 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:

On the morning of July 9th, east of Clarksville in Red River County, 427 meters were without power. Linemen quickly assessed the damage and within an hour had the meters restored. We received a few "thank you's" as well as a couple phone calls received by staff members. This was the extent of the damage received due to Beryl.

SPONSOR:

Bryan Story, General Manager & 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:

LCEC plans to improve the communication with the 3 County Emergency Coordinators that we are associated with. Our EOP will be updated to assign this communication to the CEO.

Communication with local water utilities/departments will be assigned to Line Superintendent.

LCEC does not serve medical or eldercare facilities.

SPONSOR:

Bryan Story, General Manager & 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:

Currently, LCEC works well with all local utilities. We have constant communication with TNMP and Oncor on the electric side. Lamar County Water, Red River County Water, and City of Reno Water Department communicate easily on all matters as well.

SPONSOR:

Bryan Story, General Manager & 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 of help desks that were available and in operation during or in the aftermath of Hurricane Beryl?

RESPONSE:

a. This says call center or help desk, but CRC classifies help desk as IT issues. They do not handle call volume, so the count below is for those who specifically work with inbound calls from our members. (see chart below)

b. (chart below)

Skill	FTE	Bodies	FT	PT	Contracted	Temp Seasonal
CSR 1	142.9	162	84%	16%	0%	0%
CSR 4	80.8	87	98%	2%	0%	0%
CSL	10	10	100%		0%	0%
FL	9	9	100%		0%	0%
Sup	13	13	100%		0%	0%

c. CSR 1 (member calls) goal: 65% of all calls answered within 30 seconds or less. CSR 4 (dispatch) goal: 85% of all calls answered within 20 seconds or less.

d. 258 seconds or less.

e. CRC's agents all undergo extensive training at the time of onboarding relating how to handle a multitude of call questions. They are taught de-escalation skills, listening skills, importance of clear and concise documentation, and communication skills. The specific skills are many, but

do include high call volume such as hurricanes, tornados, ice storms, etc. Also, they are taught line safety protocols for times when things such as a downed line are reported. While employed with CRC they also attend quarterly department meetings where skill refreshers are done. Weekly meetings with their direct Supervisor also include skill up trainings. Each agent also has a site customer service lead who provides them with up-trainings when needed.

23 calls were received the morning of July 9th

SPONSOR:

Bryan Story, General Manager & 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:

On July 8th, 15 calls were received by our call center for various reasons. On July 9th, 23 calls were received. Members power that was out due to Beryl storms was restored by 9am on July 9th.

SPONSOR:

Bryan Story, General Manager & 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:

Not applicable, Hurricane Beryl's outer lines only caused a few storms to pop up in our furthest eastern service territory. Of the 2,902 meters in Red River County, 427 of them were out of power starting around 6:30am on July 9th. Power was restored to all but 6 of these meters by 8:55am. This storm was treated as a normal thunderstorm that enters our service territory and shortly before 8am the first message on social media was released with the final message being an hour later.

LCEC shared the National Weather Service's July 8th post that showed Beryl's Flood Threat and storm path to make membership aware of the situation potentially headed our way.

SPONSOR:

Bryan Story, General Manager & 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:

Incoming calls are recorded and held for 10 days in our Call Capture System.

SPONSOR:

Bryan Story, General Manager & 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:

Not Applicable

SPONSOR:

Bryan Story, General Manager & 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:

No pre-recorded messages were used.

SPONSOR:

Bryan Story, General Manager & 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:

a. July 8, 2024 – We rolled it out that morning but had been working on it for the last 6 months
b. N/A
c. Yes, all outage information was functioning as normal.
d. Outage tracker is available on our website and on our mobile site
e. English, Spanish, French and German
f. Our outage information was specified by individual meters, substations, and metering points.
g. On-Premise
h. 1,024 simultaneous users
i. We don't have multiple contingencies. AT&T is our only provider
j. We have never performed a load test.

SPONSOR:

Bryan Story, General Manager & 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:

Not able to track this information

SPONSOR:

Bryan Story, General Manager & 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:

Not able to track this information

SPONSOR:

Bryan Story, General Manager & 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:

Even with the outage tracker we continue to utilize social media to inform our members of the outages. We also have the ability to direct message members by substation or feeder. This will message them through the on-file contacts given to the cooperative (phone, text, e-mail, etc.)

SPONSOR:

Bryan Story, General Manager & 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:

Social media and outage trackers were both utilized during these outages.

SPONSOR:

Bryan Story, General Manager & 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:

Our "smart meters" are only used for measurement and verification of service purposes. We are able to verify whether or not a member's power is on by "pinging" a meter for the verification purpose. Our Outage Management System, through a Multispeak process, will initiate this pinging process.

Currently we have 13,877 meters in our service territory with all 13,877 of them being considered the type of "smart meter" described above.

SPONSOR:

Bryan Story, General Manager & 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:

No communication with local government was necessary for the Beryl storm.

For the May 2024 Derecho event, our service territory suffered it's first outages around 4:15 pm on 5/9/2024. After accessing the damage that continued to occur over the next hour, I reached out to the Lamar County Emergency Coordinator Quincy Blount at 5:25pm by text to let him know our number of outages.

SPONSOR:

Bryan Story, General Manager & 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:

Prior to these storms, LCEC staff took it upon themselves to informally reach out to Lamar County Water, Red River County Water, Delta County Water, & City of Reno as a warning for the potential events. These are the only critical infrastructures we serve.

SPONSOR:

Bryan Story, General Manager & 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:

Not applicable

SPONSOR:

Bryan Story, General Manager & 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:

For storm induced major outages, Lamar County Electric Cooperative makes posts on social media ASAP. Updates are given as they are received.

SPONSOR:

Bryan Story, General Manager & 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:

LCEC management, line superintendent and crew foreman all have multiple transmission & distribution contacts for ONCOR and will reach out if need be for information.

SPONSOR:

Bryan Story, General Manager & 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:

Directly from page 25 of the PUCT filed Lamar County Electric Cooperative Emergency Operations Plan:

CRC will call the Line Superintendent, Scott Sansom when an outage hits major status (over 50 calls). At the discretion of Scott Sansom, more linemen will be called to come in to work. Linemen will be dispatched to the largest outages first. Linemen are to call in and update dispatch as to what has caused the outage. Once the outage has been repaired and the line has been energized the linemen are to call in and notify dispatch and await their next assignment.

In the event an outage lasts for days at a time, linemen will usually work as much as 16-hour days and sleep as much as possible in the middle of the night. A crew will be on standby in case of an emergency during that time, or crews may be rotated so a crew is working at all times.
On a typical day, the two-field foreman are Ronnie Bridges and Will Armstrong. In the case of a major outage, Lamar Electric crews will typically have two linemen to a truck until outside help is secured.

In the event that other crews are called in such as contract crews or other cooperative crews, Lamar Electric linemen will then take on the role of supervisors. Linemen will coordinate and supervise outside crews for an assigned circuit. Lamar Electric linemen will still report to the Line Superintendent. Lamar Electric linemen will give outside crew leaders their cell phone numbers in order to maintain contact.

When crews get to a good stopping point, they will stop and eat. Crews may call the Lamar Electric office and request food and/or water be brought to them.

All procedures are situational and will likely require adjustments according to the outage situation.

SPONSOR:

Bryan Story, General Manager & CEO

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:

All procedures are situational and will likely require adjustments according to the outage situation.

LCEC crews attempt to get the most members restored as quickly as possible.

SPONSOR:

Bryan Story, General Manager & 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:

None made.

SPONSOR:

Bryan Story, General Manager & 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:

Not applicable

SPONSOR:

Bryan Story, General Manager & 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:

Red River County for roughly 2 hours had 427 meters out of power in the aftermath of Hurricane Beryl.

SPONSOR:

Bryan Story, General Manager & 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:

Anytime outages are received by the call center, they get entered into our OMS system that immediately updates our outages and outage map. The call center will reach out to the on-call lead lineman to dispatch the outage. If it is a major storm and the LCEC dispatcher is on-duty, then they will send crews out on assignment as outages are received.

SPONSOR:

Bryan Story, General Manager & 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:

Not Applicable

SPONSOR:

Bryan Story, General Manager & 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:

None

SPONSOR:

Bryan Story, General Manager & 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:

Not Applicable

SPONSOR:

Bryan Story, General Manager & 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:

Yes, September of 2020

SPONSOR:

Bryan Story, General Manager & 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:

LCEC EOP page 8:

General Manager/CEO, Bryan Story, has completed the FEMA National Incident Management System (NIMS) training course through the Emergency Management Institute, Introduction to Incident Command System IS-100.c and FEMA Disaster Management for Electric Power System in August 2020. Additional Incident Command System Training: additional trainings by Texas Electric Cooperative.

LCEC also works closely with Lamar County Emergency Operations Coordinator Qunicy Blount when needed.

SPONSOR:

Bryan Story, General Manager & 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:

Lamar County Electric Cooperative utilizes a third-party contractor to come in and perform pole inspections. For the previous nearly 20 years Osmose had performed these inspections on a yearly basis. For 2024, Davey Resources Group entered into a 3 year agreement with LCEC to perform these inspections. The contractor will perform the inspection, sound & bore (if necessary), excavation (if necessary), decay and damage evaluation (if necessary), perform a rejection or priority pole designation (if necessary), and then treat the pole (if necessary).

Visual: All poles shall receive a Visual Inspection. The pole shall be viewed 360 degrees around the pole from the top of the pole to groundline. Poles that are 7 years and younger will only be visually inspected unless the inspector deems the pole to potentially have damage and/or decay (these occasions are rare). Poles that are 8 years and older that pass visual inspection shall be further inspected as noted below. Unless the pole is a Priority Visual Reject, and as long as the workmanship can be conducted in a safe manner, Visual Rejects shall be further inspected by utilizing a Sound & Bore inspection with the intent to determine if the pole is a Priority Reject for groundline conditions.

Sound & Bore: In addition to the Visual Inspection, poles that are 8 years and older that are not a Priority Visual Reject, shall be thoroughly sounded utilizing at least a 16 ounce hammer. Starting at groundline and working around the pole directly at groundline, the Inspector shall sound the pole approximately every few inches. If grass is impeding the sounding process, the grass should be pushed down or aside in order to appropriately sound the pole at groundline. If an obstruction(s) is present, the inspector shall methodically work around the obstruction(s) in order to sound the pole as well as possible. After completely sounding the groundline area, the Inspector shall then work their way up the pole sounding the pole as high as can be reached. The sounding shall be made uniformly around the pole.

After sounding, utilizing a 3/8" bit, the pole shall be bored directly at groundline at a 45 degree angle to at least the center of the pole. A shell thickness indicator shall be utilized to detect internal decay. If decay is discovered in the sounding and boring process, further borings shall be conducted as needed in order to determine the extent of the decay.

Borings shall not be made directly into checks. Extreme care shall be taken to avoid drilling into risers and cables. The inspector may utilize borings that are along the shell (not through the center of the pole) in order to determine if decay is present on the shell. Inspection holes shall be plugged

with either a plastic plug or a treated wood dowel. Poles that are composed of non-wood material shall be visually inspected; they will not be sounded, bored and/or excavated.

Excavation: Poles that are 8 years and older that pass visual inspection shall be excavated around the entire pole to a depth of 18" below the groundline. Exceptions to full excavation can include poles that are inaccessible, concrete, asphalt, risers, gardens, schools, large rocks, large roots, etc. The excavation width shall provide enough space for the pole to be inspected and treated below ground. Excavation holes shall typically be approximately 8-10" away from the pole at ground level and approximately 4" away from the pole at 18" below groundline. Extreme care shall be taken during excavation to avoid damage to groundwires, cables, member property, etc. Poles that are installed on slopes shall receive 18" excavation on each side of the pole provided that it can be completed safely. Excavated poles shall include a visual, sound and bore inspection.

Decay and Damage Evaluation: The pole shall be scraped with a specially designed tool to both clean loose dirt from the pole and identify decayed and/or loose wood. Poles that will be externally treated shall have decayed and loose wood removed through the chipping process utilizing a specially designed tool. Chipped wood shall be removed from the work site and properly disposed of. Solid, decay free wood shall not be chipped from the pole. Upon completion of work, all excavated poles shall be properly backfilled and tamped. Measurements shall be taken of decay and damage to account for strength loss. Evaluated damages include loss of shell, external pockets, internal pockets, and mechanical damage. Measurements shall include original groundline circumference and effective groundline circumference. Output shall be provided in percentage remaining strength.

Reject and Priority Poles: Groundline Reject poles are any poles that have a remaining strength of less than 67%. Priority reject poles are poles with 13% or less remaining strength. DRG shall report priority poles to LCEC within 24 hours of discovery.

Special Note Concerning Copper Naphthenate and Cellon Treated Poles: Due to original treatment process issues, poles originally treated at the manufacturer with copper naphthenate or Cellon (pentachlorophenol in lp gas) treatment may pass groundline inspections but, in fact, have decay and/or damage elsewhere on the pole which could cause pole failure. The inspection technology utilized in this proposal will not necessarily identify issues with these poles. LEC is recommended to undertake additional inspection methods in addition to the scope of work identified in this specification to inspect these particular poles.

The above is courtesy of Davey Resources Group.

a. Yearly inspections are completed, each pole is on a 10-year rotation for inspection.
b. Third Party Inspection
c. Upon failure of inspection

SPONSOR:

Bryan Story, General Manager & CEO

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

RESPONSE:

Current easements that are acquired from membership are for 30' total with that being 15' on either side of the center phase. Some easements for older residences have a 20' easement total with that being 10' on either side of the center phase. LCEC attempts to phase these out as the residence changes ownership and a new easement is acquired.

SPONSOR:

Bryan Story, General Manager & 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:

Substation	Brookston
Feeder	1201
a.	all poles on all feeders are wooden
b.	all 5 pole failures were wooden
c.	Wind & Trees out of ROW falling through lines causing breaks
d.	Pole Break
e.	NESC Load Requirements and Overload Factors and are built to RUS Bulletin 1728F-803
f.	No changes
g.	Not Applicable

SPONSOR:

Bryan Story, General Manager & 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:

Not Applicable

SPONSOR:

Bryan Story, General Manager & 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:

Lamar County Electric Cooperative follows the United States Department of Agriculture's RUS specifications for pole-setting depths and this has not changed in the last 10 years.

SPONSOR:

Bryan Story, General Manager & 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:

LCEC uses 40' Class 5 poles for most single-phase construction and 40' Class 4 poles for standard three-phase construction. Different situations and loading criteria call for changes to this and they are handled on a case-by-case basis.

SPONSOR:

Bryan Story, General Manager & CEO

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

RESPONSE:

Distribution Lines were designed and constructed to be in compliance with NESC Load Requirements and Overload Factors and are built to RUS Bulletin 1728F-803.

SPONSOR:

Bryan Story, General Manager & 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:

Fiberglass crossarms have been used where applicable

SPONSOR:

Bryan Story, General Manager & 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:

a. 3-phase primary 14,400 volts
b. Wooden
c. 30'
d. Yes they are
e. Not to my knowledge

SPONSOR:

Bryan Story, General Manager & 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:

55,000 with all of them being wooden and are rated for NESC Heavy Loading District with 0.50 inches of ice and 4 lbs/ft (40 mph) Transverse Wind on 1 ft of Conductor.

SPONSOR:

Bryan Story, General Manager & 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:

5 poles failed. All poles were wooden poles that failed. All 5 poles appeared to fail due to high winds. NESC Heavy Loading District with 0.50 inches of ice and 4 lbs/ft (40 mph) Transverse Wind on 1 ft of Conductor

SPONSOR:

Bryan Story, General Manager & 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:

None

SPONSOR:

Bryan Story, General Manager & 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:

LCEC is on a 10-year cycle for pole inspections. Osmose had previously performed these inspections until 2024 when Davey Resource Group and LCEC agreed to a 3-year agreement for the service.

Below you will find the 5 damaged poles by number along with the year of last inspection.

Pole	Last Inspection
34824	2021
30744	2017
24635	2017
25140	2017
20115	2020

SPONSOR:

Bryan Story, General Manager & CEO

75462	BROOKSTON	14408	24635	1980	Wood Pole	Estimate	35	5	Wood	Southern Pine	Creosote	Non Reject	14408	14408	3/28/2017 11:56
75462	BROOKSTON	14647	25140	1998	Wood Pole	Estimate	30	6	Wood	Southern Pine	Creosote	Non Reject	14647	14647	3/14/2017 9:40
75416	RENO	49454	34824	1978	Wood Pole	Actual	40	6	Wood	Southern Pine	Penta	Non Reject	49454	49454	4/1/2021 14:44
75462	MARVIN	13159	30744	1980	Wood Pole	Estimate	35	7	Wood	Southern Pine	Creosote	Non Reject	13159	13159	3/29/2017 17:24
75435	MINTER	42124	20115	1984	Wood Pole	Estimate	40	5	Wood	Southern Pine	Creosote	Non Reject	42124	42124	8/4/2020 12:49

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 under state law and Commission rules.[1] 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.[2]

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:

Bryan Story, General Manager & CEO

[1] Public Utility Regulatory Act (PURA) § 31.002 (6). 16 Texas Administrative Code (TAC) §25.5 (137).
[2] PURA §41.055. PURA §41.004.

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:

a. Inspections of Transmission Lines/Poles occurs yearly and maintenance is completed as needed.
b. Each Transmission Structure has the following inspected –
    i. Insulators
    ii. Pole Grounds
    iii. Conductors
    iv. Guywire & Anchors
    v. Pole
    vi. Right of Way
    vii. Clearances
    viii. Arrestors
c. Internally we discuss necessities, as mentioned above, when maintenance needs arise, they are handles as soon as feasible

SPONSOR:

Bryan Story, General Manager & 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:

LCEC has 130 Transmission Poles

91 are steel

39 are concrete

LCEC Transmission Lines were designed and constructed to be in compliance with NESC Load Requirements and Overload Factors and are built to RUS Bulletin 1728F-811.

SPONSOR:

Bryan Story, General Manager & 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:

None

SPONSOR:

Bryan Story, General Manager & 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:

None

SPONSOR:

Bryan Story, General Manager & 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:

None Failed

SPONSOR:

Bryan Story, General Manager & 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. 1 – Supervisor
   2 – Full Time Employees
   3 – Current Contractor Companies
b. Same as above
c. We only have 2,400 miles of Distribution Lines and the full-time employees are only doing "Hot Spot" work while the contractors are clear cutting and side trimming the majority of the lines over the course of an 8-year rotation.
d. In house work is significantly more expensive and would cause LCEC to hire more employees to accomplish. No true cost comparison between internal employees and contractors can be derived due to the amount of equipment that would be necessary to accomplish what the contractors are able to do.
e. Our arborist retired in January of 2023. He is still providing guidance on a case by case basis if needed.

SPONSOR:

Bryan Story, General Manager & 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:

Transmission easement is set at 100', which is 50' on each side of center phase. Distribution easement is set at 30', which is 15' on each side of center phase. These easements were established in order to give an adequate amount of space for limbs to fall and not cause outages. LCEC clear cuts these easements and then has a vegetation spraying program as well that sprays yearly.

SPONSOR:

Bryan Story, General Manager & 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

SPONSOR:

Bryan Story, General Manager & 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:

LCEC does not keep inspection logs or detailed field reports on our ROW Maintenance. What I have attached to this report are the circuit maps for each of the affected areas. All of the circuits have been fully clear cut within a 30' easement, some areas unfortunately only have a signed 20' easement and we abide by that until the land changes ownership and a 30' easement is signed. If an area has already been clear cut, when we cycle back to it, side trimming is the only thing necessary. Below are the affected areas and the year they were last worked on.

Howland – March 2020

Broadway – March 2020

Biardstown – November 2019

Slabtown – August 2019

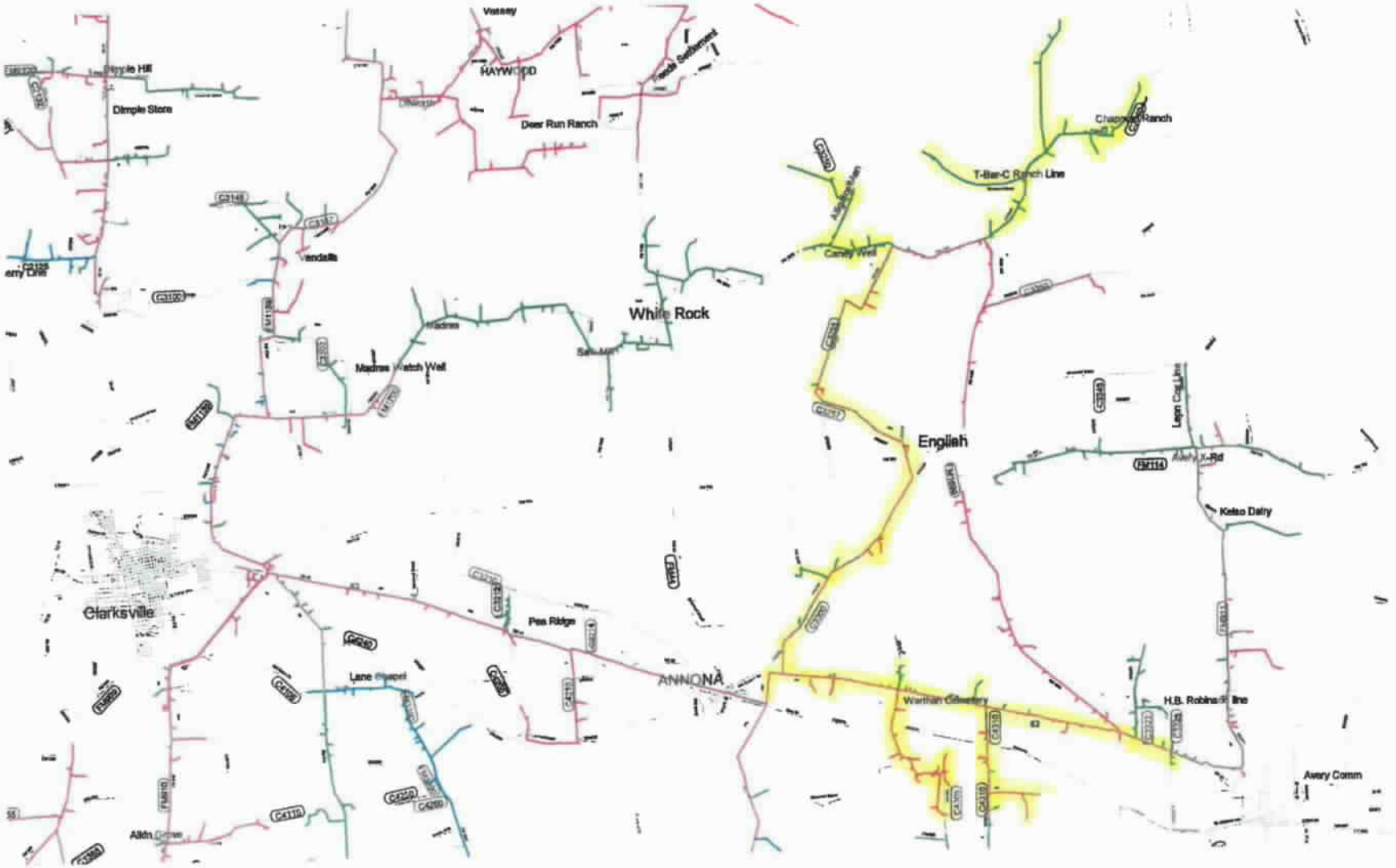
English – June 2022

Whiterock – June 2022

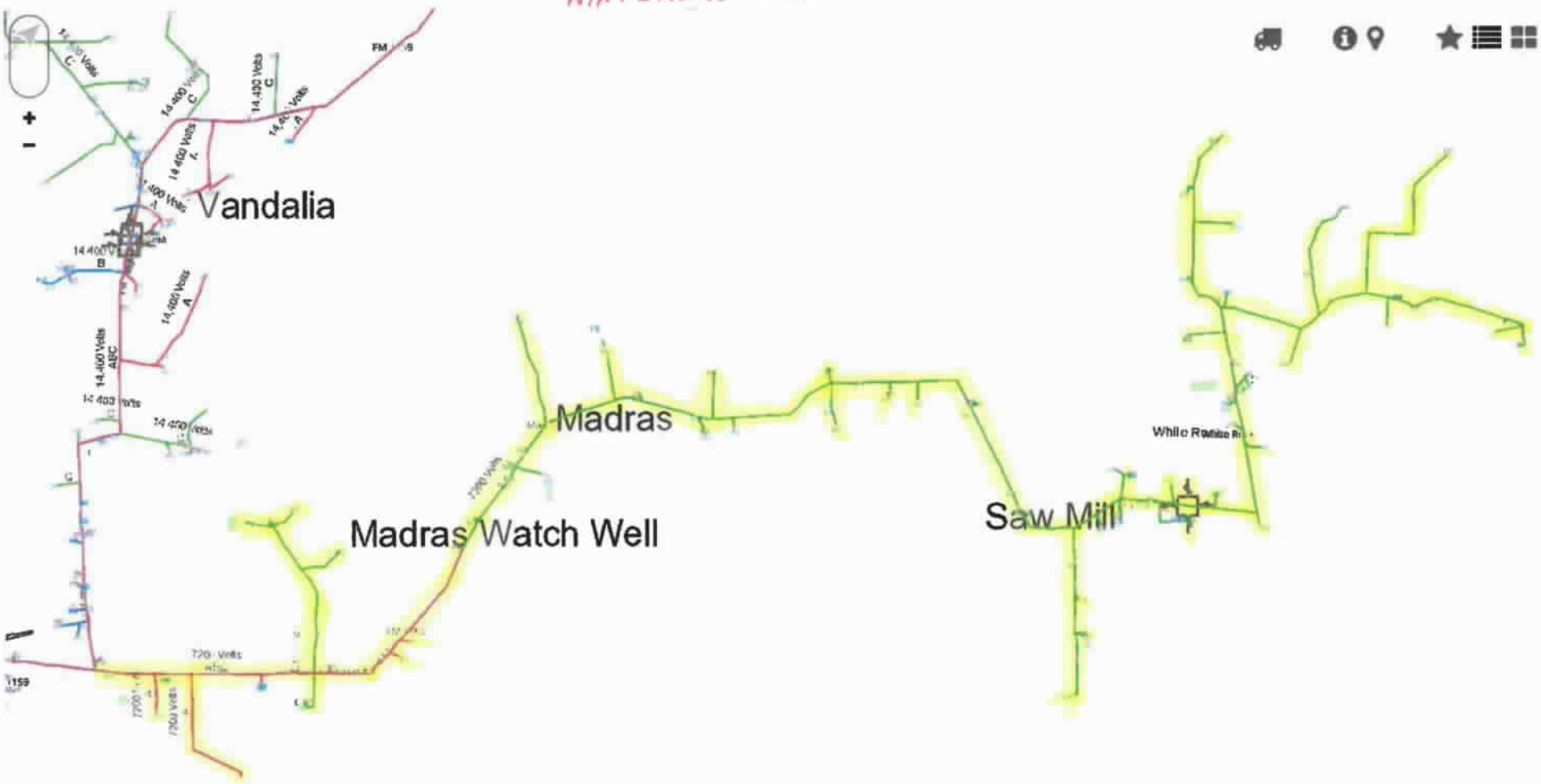
SPONSOR:

Bryan Story, General Manager & CEO

ENGLISH (TBARC, WARTHAN CEMETERY)
CLEAR CUT



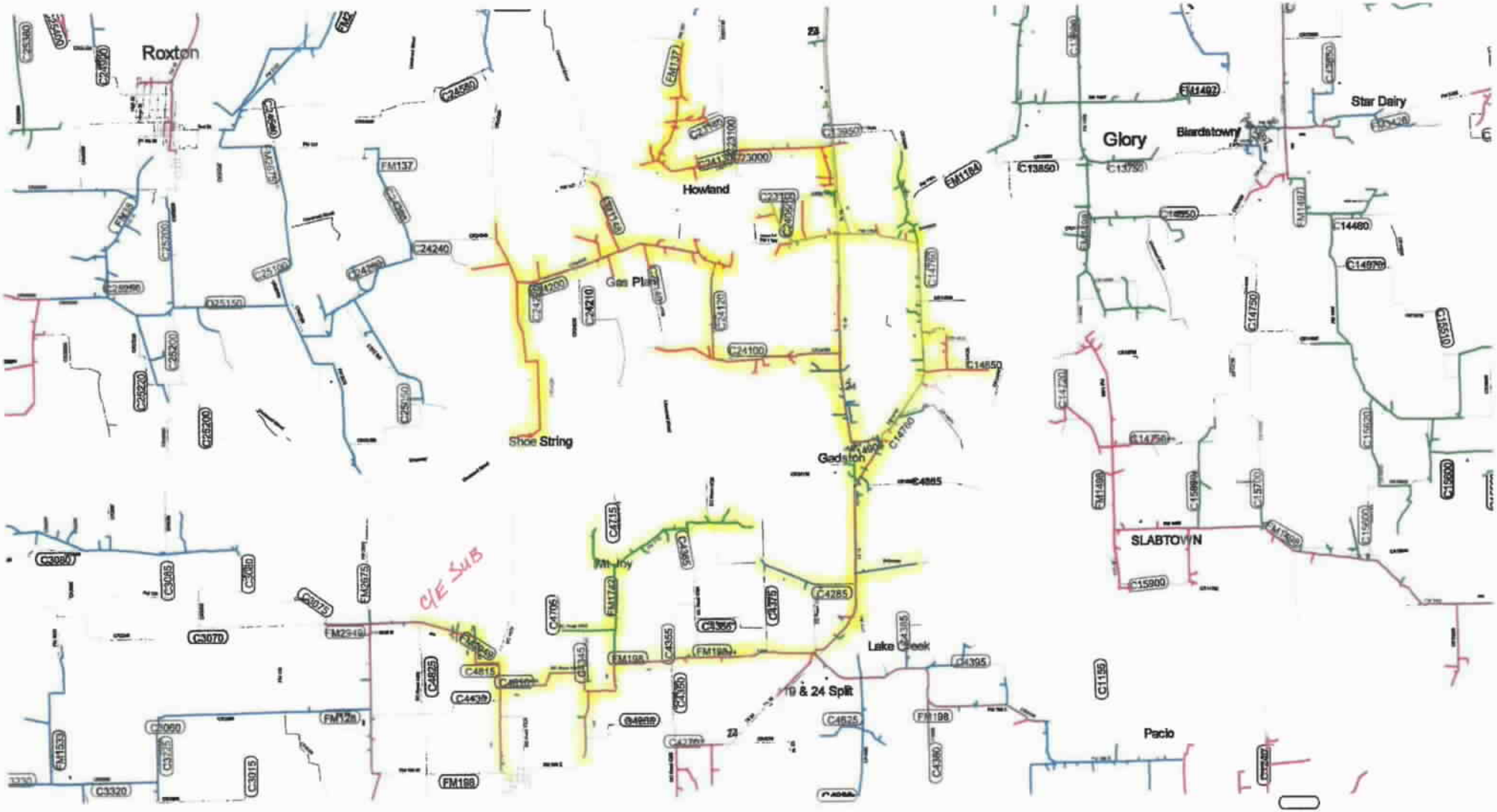
Whiterock Side Trim



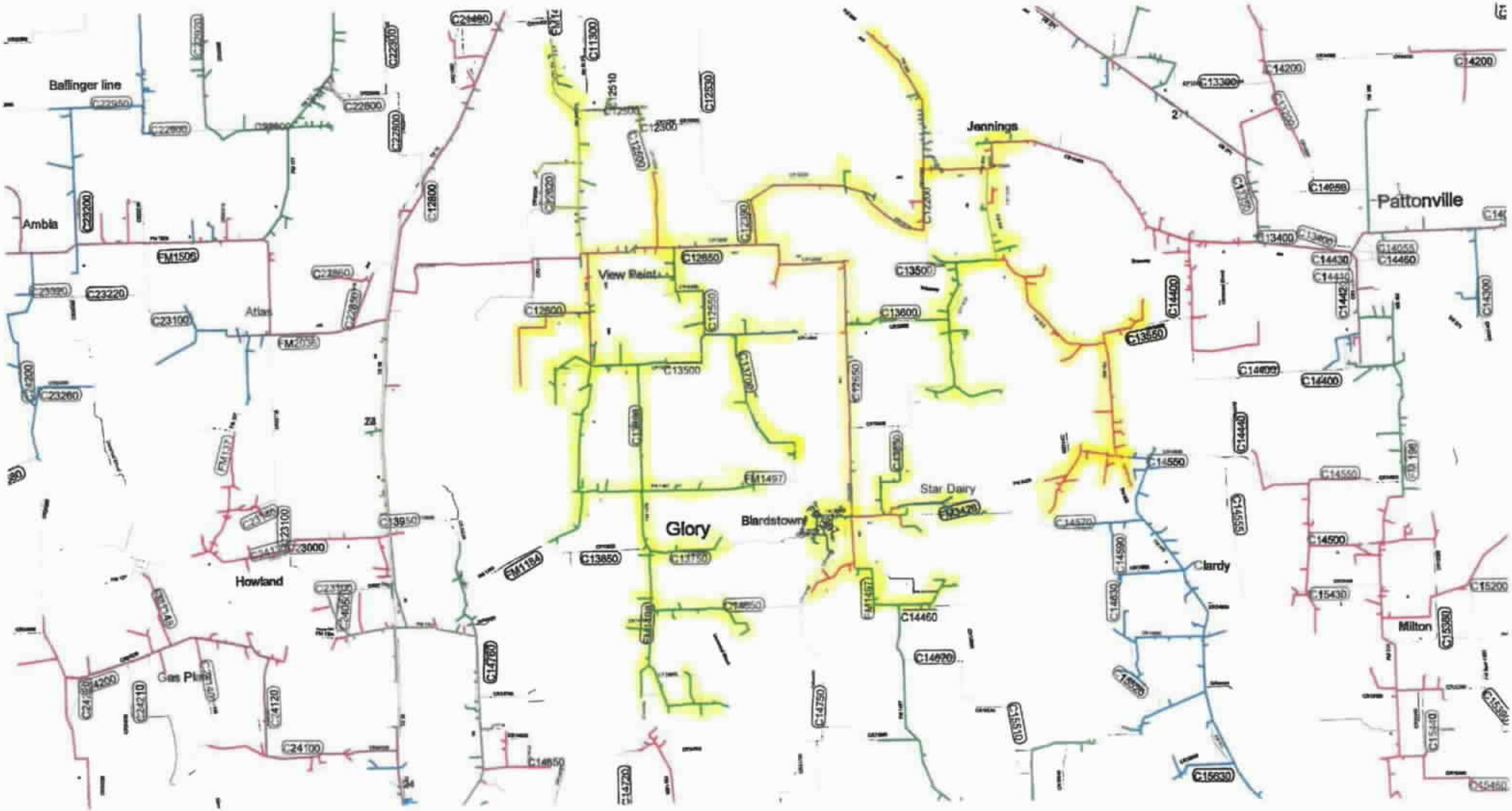
Map data

6/3/2022, 9:56 AM

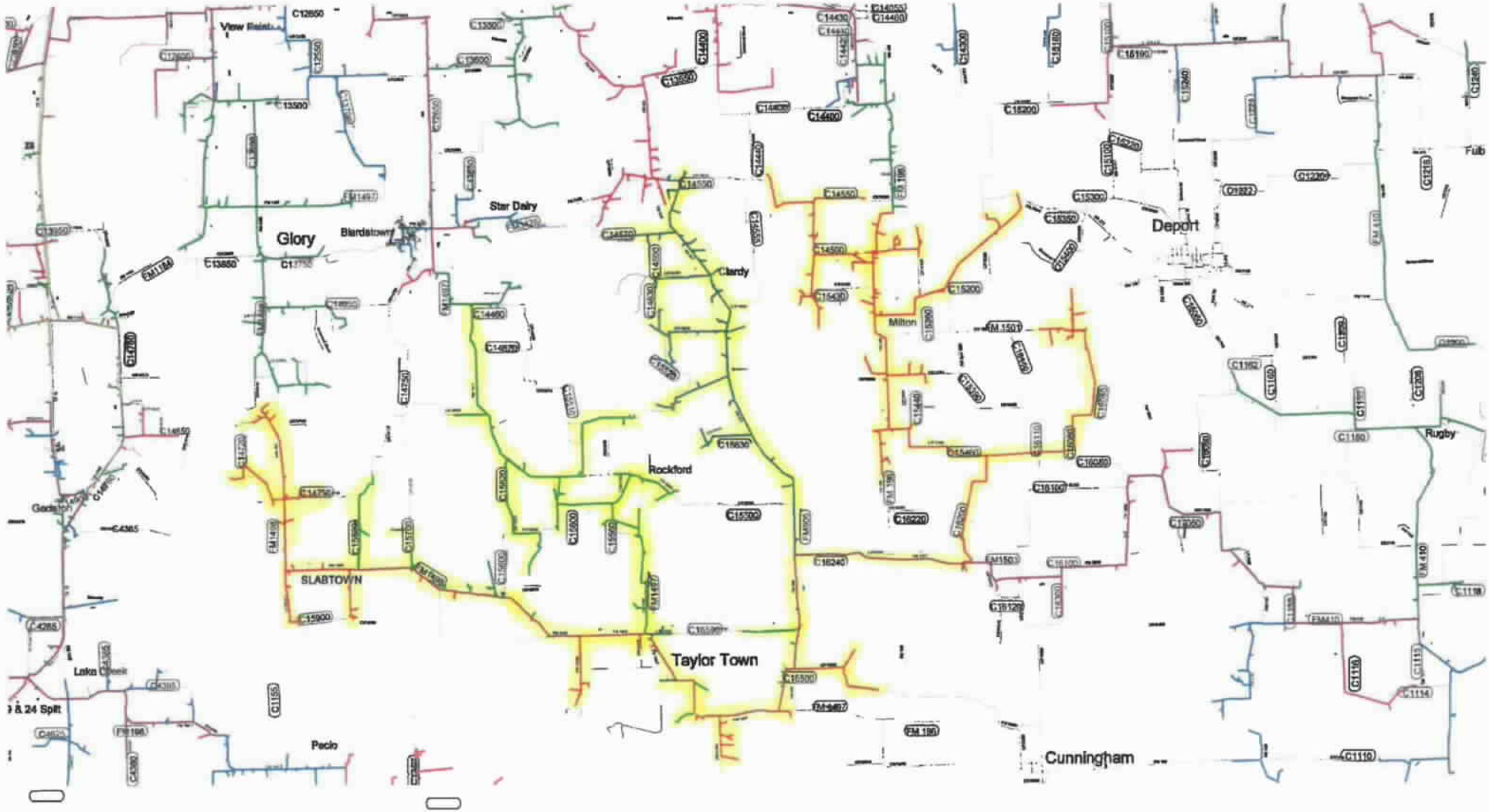
COOPER / ENLOE
SIDE TRIM / CLEAR CUT



Marvin Metering Point



MINTER METER POINT WEST



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:

Lamar County Electric Cooperative does not have hurricane prone areas

SPONSOR:

Bryan Story, General Manager & 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:

f. The name of the circuit(s);

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

h. The voltage of the circuit(s);

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

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

RESPONSE:

Not Applicable

SPONSOR:

Bryan Story, General Manager & 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:

Not Applicable

SPONSOR:

Bryan Story, General Manager & 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:

None

SPONSOR:

Bryan Story, General Manager & 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:

Not Applicable

SPONSOR:

Bryan Story, General Manager & CEO

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

RESPONSE:

Roughly 12 years ago, LCEC converted from trimming trees to clear cutting the easements. LCEC has sustained this mindsight since.

SPONSOR:

Bryan Story, General Manager & 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:

25% for May Derecho & 100% of the 400 meters out from the Beryl storm.

During May Derecho, had a 60' tree out of ROW fall through a powerline in southern Lamar County causing roughly 450 people to be out of power.

75' tree out of the ROW in Red River County fell through the line and knocked out the power to 400 people.

SPONSOR:

Bryan Story, General Manager & 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:

ROW Superintendent will approach members prior to contractors coming through the area. If he notices vegetation outside of the easement, he will ask the member if the crews can cut back a certain amount. Also, if dead trees are noticed outside of the easement, he will ask to get those as well.

SPONSOR:

Bryan Story, General Manager & 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:

3 plus 1 set of contractors

SPONSOR:

Bryan Story, General Manager & 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:

a. LCEC participates in a mutual aid program with Texas Electric Cooperatives
b. See attached
c. Bailey Co. EC, Bandera EC, Bartlett EC, Big Country EC, Bluebonnet EC, Bowie-Cass EC, Brazos EC, Bryan Texas Utilities, Central Texas EC, Cherokee Co. ECA, Coleman Co. EC, Comanche EC, Concho Valley EC, CoServ Electric, Deaf Smith EC, Deep East Texas EC, East Texas EC, Fannin EC, Farmers EC, Fayette EC, Fort Belknap EC, Golden Spread EC, Grayson-Collin EC, Greenbelt EC, GVEC, Hamilton EC, Harmon EA, Heart of Texas EC, HILCO EC, J-A-C EC, Jackson EC, Jasper-Newton EC, Karnes EC, Lamar EC, Lamb Co. EC, LCRA, Lea Co. EC, Lighthouse EC, Lyntegar EC, Magic Valley EC, Medina EC, MidSouth EC, Navarro Co EC, Navasota Valley EC, North Plains EC, Northeast Texas EC, Nueces EC, Panola-Harrison EC, Pedernales EC, PenTex Energy, Rayburn Country EC, Rio Grande EC, Rita Blanca EC, Rusk Co. EC, Sam Houston EC, San Bernard EC, San Miguel EC, San Patricio EC, South Plains EC, Southwest Arkansas EC, Southwest Rural EA, Southwest Texas EC, Swisher EC, Taylor EC, Tri-County EC, Tri-County EC OK, Trinity Valley EC, United Cooperative Services, Upshur Rural EC, Victoria EC, Western Farmers EC, Wharton Co. EC, Wise EC, Wood Co. EC

SPONSOR:

Bryan Story, General Manager & CEO

MUTUAL AID AGREEMENT

In consideration of the mutual commitments given herein, each of the Signatories to this Mutual Aid Agreement agrees to render aid to any of the Signatories as follows:

1. Request for aid. The Requesting Signatory agrees to make its request in writing to the Aiding Signatory within a reasonable time after aid is needed and with reasonable specificity. The Requesting Signatory agrees to compensate the Aiding Signatory as specified in this Agreement and in other agreements that may be in effect between the Requesting and Aiding Signatories.

2. Discretionary rendering of aid. Rendering of aid is entirely at the discretion of the Aiding signatory. The agreement to render aid is expressly not contingent upon a declaration of a major disaster or emergency by the federal government or upon receiving federal funds.

3. Invoice to the Requesting Signatory. Within 90 days of the return to the home work station of all labor and equipment of the Aiding Signatory, the Aiding Signatory shall submit to the Requesting Signatory an invoice of all charges related to the aid provided pursuant to this Agreement. The invoice shall contain only charges related to the aid provided pursuant to this Agreement.

4. Charges to the Requesting Signatory. Charges to the Requesting Signatory from the Aiding Signatory shall be as follows:

   a) Labor force. Charges for labor force shall be in accordance with the Aiding Signatory's standard practices.

   b) Equipment. Charges for equipment, such as bucket trucks, digger derricks, and other special equipment used by the aiding Signatory, shall be at the reasonable and customary rates for such equipment in the Aiding Signatory's locations.

   c) Transportation. The Aiding Signatory shall transport needed personnel and equipment by reasonable and customary means and shall charge reasonable and customary rates for such transportation.

   d) Meals, lodging and other related expenses. Charges for meals, lodging and other expenses related to the provision of aid pursuant to this Agreement shall be the reasonable and actual costs incurred by the Aiding Signatory.

5. Counterparts. The Signatories may execute this Mutual Aid Agreement in one or more counterparts, with each counterpart being deemed an original Agreement, but with all counterparts being considered one Agreement.

6. Execution. Each party hereto has read, agreed to and executed this Mutual Aid Agreement on the date indicated.

Date 7/5/23

Entity Lamar County Electric Cooperative

By B—S—

Title General Manager/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:

Not Applicable

SPONSOR:

Bryan Story, General Manager & 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:

Not Applicable

SPONSOR:

Bryan Story, General Manager & CEO