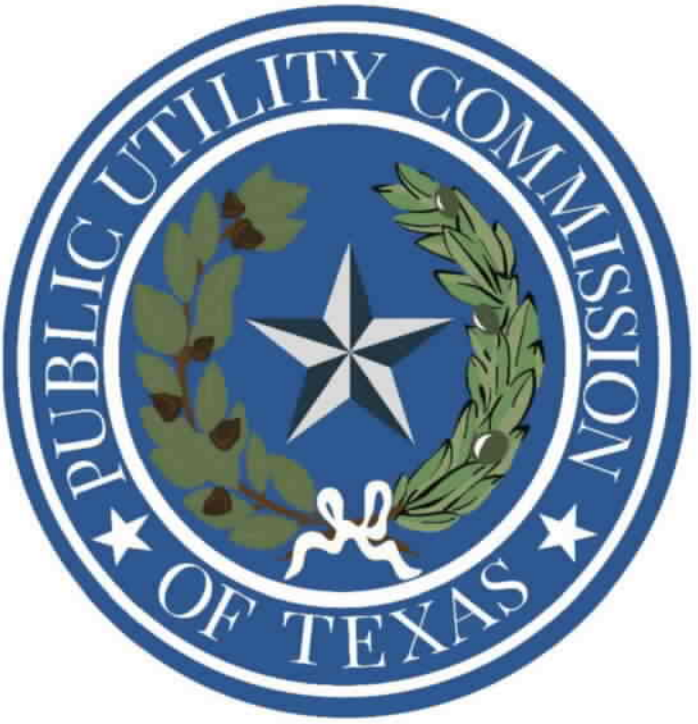

Filing Receipt

Filing Date - 2024-08-30 11:38:52 AM

Control Number - 56822

Item Number - 90

DOCKET NO. 56822

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

TRINITY VALLEY ELECTRIC COOPERATIVE, INC.'S RESPONSES TO COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO TARGETED ELECTRIC CO-OPS QUESTION NOS. STAFF 1-1 THROUGH 1-120

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

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

Date: August 30, 2024

Respectfully submitted,

Jeff Lane
General Manager/CEO
Trinity Valley Electric Cooperative, Inc.
1800 E. Hwy 243
Kaufman, TX 75142
972.932.2214

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:

TVEC does not operate in a hurricane evacuation zone as defined by TDEM. TVEC did not conduct a drill in 2024 prior to Hurricane Beryl or the May 2024 Derecho because TVEC initiated its Emergency Operations Plan (EOP) on January 10, 2024 and April 13, 2024, due to major weather events that impacted its service territory, as allowed in lieu of a drill per 16 Tex. Admin. Code § 25.53(f).

Preparer: Phillip Smith
Sponsor: Tony Watson & Rodney Wesley

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:

TVEC does not operate in a hurricane evacuation zone as defined by TDEM, and for this reason, does not conduct hurricane drills. See 16 Tex. Admin. Code § 25.53(f).

Preparer: Phillip Smith
Sponsor: Rodney Wesley & Tony Watson

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:

Not applicable. TVEC does not operate in a hurricane evaluation zone as defined by TDEM and, therefore, does not conduct hurricane drills. TVEC has not conducted a major storm drill in 2024 due to initiating its EOP in 2024 in response to major weather events affected its service area. TVEC would consider actual events and conditions experienced in prior storms in future drills.

Preparer: Phillip Smith
Sponsor: Rodney Wesley & Tony Watson

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 entities invited TVEC to participate in their hurricane or major storm drill.

Preparer: Phillip Smith
Sponsor: Rodney Wesley & Tony Watson

STAFF 1-5

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

RESPONSE:

TVEC subscribes to the meteorology service, StormGeo, Inc. StormGeo, Inc. is an external resource that provides multiple weather updates specific to our service territory. StormGeo, Inc.'s information is monitored 24/7 by our dispatch personnel and numerous operations and administrative staff.

Preparer: Phillip Smith
Sponsor: Rodney Wesley & Tony Watson

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:

In reference to hurricanes or major storms, TVEC monitors the information provided by our external resource StormGeo, Inc., as soon as we receive it. Depending on the event the information could be several days in advance. The updates from our external service come in real time as forecasts change. Relevant staff subscribe to and monitor updates provided by the state (e.g., SOC, TDEM).

Preparer: Phillip Smith
Sponsor: Rodney Wesley & Tony Watson

STAFF 1-7

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

RESPONSE:

TVEC began monitoring Hurricane Beryl as a "disturbance" when first notified by our external weather forecast resource, StormGeo, Inc., on Tuesday, June 25, 2024.

Preparer: Phillip Smith
Sponsor: Trevor Moeller

STAFF 1-8

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

RESPONSE:

Yes, TVEC does check the functionality and performance of its outage tracker as part of its EOP when major storms are expected.

Preparer: Phillip Smith
Sponsor: Rodney Wesley & Tony Watson

STAFF 1-9

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

RESPONSE:

Not applicable. TVEC did not seek mutual assistance related to Hurricane Beryl or the May 2024 Derecho.

Preparer: Phillip Smith
Sponsor: Rodney Wesley & Tony Watson

STAFF 1-10

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

RESPONSE:

The priorities and allocation guidelines that TVEC uses to respond to outages are described in TVEC's confidential Emergency Operations Plan (EOP), Appendix D – Priorities for Restoring Service (page 48) on file with the Commission. In general, and whenever practical, TVEC prioritizes restoring power to its offices and communications towers, substations, distribution feeders, critical load customers, and critical infrastructure. These procedures were used during Hurricane Beryl.

Preparer: Phillip Smith
Sponsor: Chad Marshall

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:

During major outage events, TVEC provides updates using its website, social media channels, and customer service representatives. TVEC may use automated phone technology to inform members regarding recovery information. TVEC provides press releases to media and contacts local, county, and state departments whose services may be needed in the emergency and those departments are updated daily by phone, email, or in person. Critical load customers and key accounts are similarly contacted and updated daily by phone, email, or in person, and TVEC maintains a critical load registry for this purpose.

With respect to complaints during an emergency, TVEC's telephone system is staffed sufficiently to receive information from customers, emergency authorities, and others. The telephone system is designed with redundancy and TVEC contracts with a third-party provider to provide offsite Interactive Voice Response outage reporting to take calls in the event of failure of onsite telephone systems.

Refer to TVEC's confidential EOP, Crisis Communication Team and Plan of Action (pages 11-19) on file with the Commission.

Preparer: Phillip Smith
Sponsor: Chad Marshall & Phillip Smith

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:

TVEC utilizes an Incident Command Structure (ICS) and expands its response structure based on real-time conditions in the field.

Preparer: Phillip Smith
Sponsor: Jeff Lane

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:

TVEC utilizes an Incident Command Structure (ICS) that consists in part of the following emergency response assignments:

Incident Commander - Incident Commander sets the incident objectives, strategies and priorities, and has overall responsibility at the incident or event.

Operations conducts tactical operations to carry out the Incident Action Plan. Operations also develops the tactical objectives and organization, and directs all tactical resources, including mutual assistance and contract personnel.

Planning prepares and documents the Incident Action Plan to accomplish the objectives, collects and evaluates information, maintains resource status, and maintains documentation for incident records.

Logistics provides support, resources and all other services needed to meet the operational objectives including necessary food and lodging facilities.

Public Information Officer serves as the conduit for information to internal and external stakeholders, including the media or other organizations seeking information directly from the incident or event.

Liaison Officer serves as the primary contact for supporting agencies assisting at an incident.

Finance/Administration monitors costs related to the incident. Finance/Administration also provides accounting, procurement, time recording and cost analyses.

Preparer: Phillip Smith
Sponsor: Chad Marshall

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:

TVEC did not need to initiate emergency preparations for the May 2024 Derecho.

TVEC monitored Hurricane Beryl from the initial notifications from StormGeo, Inc. As the track of Beryl changed course, operations staff began 48-hour preparations according to the EOP, Appendix G-Weather Emergency (pages 70-73). The Emergency Management Team (EMT) met on the morning on July 8, 2024.

Preparer: Phillip Smith
Sponsor: Tony Watson

STAFF 1-15

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

RESPONSE:

The May 2024 Derecho was not anticipated to impact TVEC as a major storm event. TVEC's response began as outages occurred on May 16, 2024.

Hurricane Beryl preparations:

On Saturday July 6, 2024, TVEC began discussions regarding the changing path and corresponding forecast of Beryl.

On Sunday July 7, 2024, in response to revised forecasts, TVEC began our standard storm preparations in expectation of minimal impact by the storm.

On Monday July 8, 2024, the Emergency Management Team met and continued storm preparations in expectation of minimal impact by the storm.

TVEC responded to outages on July 8 and 9, 2024. Outages were fully restored by 8:10 PM on July 9, 2024.

See also TVEC Response to Staff 1-22, 1-36, and 1-46.

Preparer: Phillip Smith
Sponsor: Tony Watson

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:

May 2024 Derecho: Total of 60 outages affecting 778 customers, 0.08 minimum hours, 3.27 maximum hours, and 1.0 average hours of service interruptions. 24.06 hours maximum and 0.4 hours average time to service restoration.

Hurricane Beryl: Total of 150 outages affecting 7,147 customers, 0.2 hour minimum, 13.3 hours maximum, 3.79 average hours of service interruptions. 41.9 hours maximum and 0.28 hours average time to service restoration.

Preparer: Phillip Smith
Sponsor: Trevor Moeller

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. Canton experienced the highest number of outages out of the Jackson Substation located in Canton, TX 75103, Van Zandt County. The longest duration outage occurred in the Oak Grove neighborhood, Kaufman, TX 75142, Kaufman County.

b. Frankston experienced the highest number of outages out of the Coffee Substation located in Frankston, TX 75763, Henderson/Anderson Counties. The longest duration outage occurred in Frankston, TX 75763, Anderson County.

c. Lighting was the main factor contributing to vulnerability for the May 2024 Derecho. Trees were the main factor contributing to vulnerability for Hurricane Beryl.

Preparer: Phillip Smith
Sponsor: Trevor Moeller

STAFF 1-18

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

RESPONSE:

These events were not considered major storms for TVEC's service territory. TVEC did not experience any specific or unique challenges.

Preparer: Phillip Smith
Sponsor: Tony Watson

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:

While pre-event planning took place in accordance with TVEC's EOP, ultimately, the effects of Beryl were not severe enough to merit implementation of the EOP, therefore, after-action reporting has not been conducted.

Preparer: Phillip Smith
Sponsor: Tony Watson

STAFF 1-20

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

RESPONSE:

Not applicable.

Preparer: Phillip Smith
Sponsor: Tony Watson

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. Consideration for all entities mentioned above are given in our communication strategy. The Public Information Officer (PIO), along with public relations representatives and key account staff communicate with critical infrastructure on outages and restoration efforts.

b. Member Services Representatives (MSR) are placed and notified as "on call" in advance of an event and consideration of call center operating hours are adjusted according to the severity of the event.

c. TVEC is not a TDU and its member-customers do not contract with REPs. As a distribution cooperative, TVEC communicates directly to our member-customers. TVEC follows a multi-pronged approach for communicating during normal day-to-day operations as well as during outages, storm response or other emergencies. We primarily use traditional print, social media, website, radio and print advertising, on-bill messaging and direct email.

Preparer: Phillip Smith
Sponsor: Don Johnson & Bobbi Byford

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 a distribution cooperative we communicate directly to our member-customers. TVEC follows a multi-pronged approach for communicating during normal day-to-day operations as well as during outages, storm response or other emergencies. We primarily use traditional print, social media, website, radio and print advertising, on-bill messaging and direct email.

May 16-17, 2024 Derecho

During this event, TVEC members received relatively minor impacts to electrical service. The outages that did occur were similar to normal spring storm activity. TVEC used social media and the tvec.net website to report restoration progress on one large outage during this timeframe.

Hurricane Beryl

On July 8, 2024, TVEC published an article on tvec.net, through Facebook and via an all-members email message (Constant Contact to 70,371 addresses) warning TVEC members of possible affects from the remnants of Hurricane Beryl. This message included National Weather Service wind speed and flooding information with links to storm preparedness information from recovery.texas.gov.

Email Sent to Members: https://myemail-api.constantcontact.com/TVEC-Member-Alert--TVEC-Prepares-for-Beryl--Replies-Not-Monitored-.html?soid=1135407306326&aid=OjJx8_w8Ppw

Tvec.net news post: https://www.tvec.net/july-8-tvec-prepares-for-potential-effects-from-beryl/

During the storm's path through the TVEC service area July 8-9, 2024, tvec.net registered 1,576 users visiting the outage center page and 153 users visiting the outage report that directly addressed outage updates from the storm. Similarly, TVEC's Facebook page recorded a reach of 10,600 accounts for Beryl-related posts. On both platforms, the post was updated throughout the storm response timeframe.

Preparer: Phillip Smith
Sponsor: Don Johnson

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:

Facebook – Beryl outage response posting received a reach of 10,600 accounts with 11 comments.

14 contact form submissions from tvec.net

TVEC.NET outage center: 3,037 views from 1,706 users

Following are posts received on Facebook:

Top fan
Kathy Johnson
We have generator ready to go, if needed. Y'all stay safe out there!

6w Like Reply

Rita Owen
Thank you linemen, and *Gods speed and safety to all of you at TVEC!

6w Like Reply

Jeff Stephens
Thank you all!

6w Like Reply

Daryl Wiesender
Thank you lineman, be safe!

6w Like Reply

Top fan
Kris Kavasch
Great job as always getting us back on line quickly TVEC! You're the best.

6w Like Reply

Mike Neal
Your people do amazing work and my family appreciates all the hard and difficult work. Thank you.

6w Like Reply

Debbie Dodson Dearick
Stay safe out there!

6w Like Reply

Kele Whittington-Howell
Prayers and Thanks

6w Like Reply

6w Like Reply

Gayla Renfro Leary
Thanks for always being there.

6w Like Reply

Marilyn Poston
Stay safe guys

6w Like Reply

John Kiernan
Qen Kiernan

6w Like Reply

Preparer: Phillip Smith
Sponsor: Don Johnson

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:

Our critical load and critical care accounts are updated annually for contact information by our key account staff.

Preparer: Phillip Smith
Sponsor: Bobbi Byford

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:

Our critical infrastructure accounts are updated annually for contact information by our key account staff.

Preparer: Phillip Smith
Sponsor: Bobbi Byford

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. Currently, 29 employees work in the call center and/or help desks.

b. 100% of these employees are FTE.

c. The target wait time is less than 20 seconds.

d. Target resolution time for calls is 3 minutes.

e. Each call center representative sits through classroom type training for 2-3 weeks when hired. They are given a manual of policies and procedures for the call center and the cooperative. Our trainer discusses the importance of call quality and accuracy, but also completing calls in a timely manner. In times when an outage occurs during training, the new hire will watch the phone center and see how the calls come in, as well as how the calls are handled and orders are processed for the members. After classroom training, the new hire will sit with the trainer so the trainer can monitor the calls and assist with questions. If there is an outage, potential storm, or storm, management sends an email to the call center representatives informing them of the outage location and any information we can provide to the member about the outage and estimated time of restoration. In cases of storms and high winds coming into the service area, we have call center reps that work from home and can assist immediately while other call center reps make their way into the offices. We again notify each call center representative what is about to take place and have

them all on standby to assist in case of outages. From a training perspective, we treat each outage as a major event, no outage is too small or too large. They are all important and addressed with urgency and care. Call center representatives will stay late or come in early if needed for any type of outage.

f. 1,712 calls were made to the call center during this event.

Preparer: Phillip Smith
Sponsor: Matthew Kulwicki

STAFF 1-27

Provide the daily average and peak call volume to your call centers or help desks during or in the aftermath of Hurricane Beryl. For purposes of this question, please provide responses for each day from July 8, 2024, through the date power was restored to at least 99% of the customers in the service territory in the Impacted Area.

RESPONSE:

The daily average peak call volume for Hurricane Beryl was 1,193.5 calls.

Peak call volume that occurred on July 8, 2024 was 1,475 calls.

Peak call volume that occurred on July 9, 2024 was 912 calls.

Preparer: Phillip Smith
Sponsor: Matthew Kulwicki

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 for this event.

Preparer: Phillip Smith
Sponsor: Tony Watson

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 not recorded.

Preparer: Phillip Smith
Sponsor: Matthew Kulwicki

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:

See TVEC Response to Staff 1-30, Attachment 1 (CONF).

CONFIDENTIALITY STATEMENT

The response to this RFI contains confidential material protected against public disclosure under Tex. Gov't Code §§ 552.101 (in conjunction with Tex. Util. Code § 32.101(c) and 16 Tex. Admin. Code § 25.272(c)(5), (g)(1)). The confidential material consists of a native excel file (TVEC Response to Staff 1-30, Attachment 1 (CONF)) that contains customer personal identifying information, including phone number. The information constitutes customer-specific information protected by Tex. Util. Code § 32.101(c) and 16 Tex. Admin. Code § 25.272(c)(5) & (g)(1).

Preparer: Phillip Smith
Sponsor: Matthew Kulwicki

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 for these events.

Preparer: Phillip Smith
Sponsor: Don Johnson

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. The outage tracker has been available for approximately 15 years.

b. The last software update occurred on February 1, 2024.

c. The outage viewer on tvec.net and SmartHub (mobile app) was available continuously through both events.

d. The tvec.net outage viewer is mobile-friendly. It is also available for members in the SmartHub mobile app.

e. English

f. The outage tracker is circuit-specific; for a single outage, it is meter-specific.

g. The outage tracker is operated by an on-premise server.

h. The software company, Milsoft, informed TVEC that the viewer is designed without a maximum number of users.

i. TVEC does have internal facing redundancies/contingencies. TVEC did not have to utilize them during Hurricane Beryl.

j. May 28, 2024

Preparer: Phillip Smith
Sponsor: Trevor Moeller & Don Johnson

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 applicable for this event.

Preparer: Phillip Smith
Sponsor: Don Johnson

STAFF 1-34

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

RESPONSE:

The TVEC website had 2,838 views from 1,576 users on July 8 and 9. Information specific to the outage tracker is unavailable.

Preparer: Phillip Smith
Sponsor: Don Johnson

STAFF 1-35

Describe any processes or policies adopted by your company as contingencies to inform customers about service outages and estimated restoration times in the event the outage tracker is offline.

RESPONSE:

The TVEC communications team utilizes a blog-style outage information page https://www.tvec.net/outage-center/ along with social media and member email for communication regarding outage duration and restoration updates. This occurs independently of the outage viewer.

Preparer: Phillip Smith
Sponsor: Don Johnson

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:

During the May 2024 Derecho event, TVEC members received relatively minor impacts to electrical service. The outages that did occur were similar to normal spring storm activity. TVEC used social media and the tvec.net website to report restoration progress on one larger outage during this timeframe.

Hurricane Beryl processes were activated July 8, 2024 and continued through the duration of impact to our territory on July 9, 2024. Outage response to power disruptions from the remnants of Hurricane Beryl followed TVEC's established procedures for communication during large storm events. This includes:

- Communications personnel continuously on-call and monitoring outage counts and maps, communicating with members via social media, and posting regular updates to the tvec.net outage center and social media (Facebook) pages.

- Monitoring individual large outages for progress updates or changes in outage restoration time estimates.

- Collecting images and reports from field personnel to share, when appropriate, to communicate the storm's damage to TVEC infrastructure.

Preparer: Phillip Smith
Sponsor: Don Johnson

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:

County	# of Smart Meters	% of Total Meters
Anderson	6933	99.9
Henderson	25798	99.8
Van Zandt	14393	99.7
Kaufman	36401	99.6
Hunt	1558	99.9
Dallas	530	99.8
Total Smart Meters:	85,613	99.7 %

Preparer: Phillip Smith
Sponsor: Jesse Belcher

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:

Not applicable for these events.

Preparer: Phillip Smith
Sponsor: Phillip Smith

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:

See TVEC Response to Staff 1-11. As outlined in TVEC's confidential EOP (pages 10-19), the Crisis Communication Team (CCT) has processes and responsibilities in the aftermath of an event. Duties include contact to medical and eldercare facilities and critical infrastructure as needed. TVEC maintains a list of relevant accounts and emergency contacts.

Preparer: Phillip Smith
Sponsor: Bobbi Byford

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 to this event.

Preparer: Phillip Smith
Sponsor: Tony Watson

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:

During extensive weather events, TVEC utilizes its CCT Communications Strategy. Team members will be responsible for contacting critical load customers and key accounts and keep them informed of the current situation. Routine updates to critical load customers and key accounts should occur at least twice daily, either by phone, e-mail, or personal contact, as necessary.

Preparer: Phillip Smith
Sponsor: Tony Watson

STAFF 1-42

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

RESPONSE:

TVEC receives updates via email, phone, and text in real time from its generation and transmission cooperative (G&T), Rayburn Electric Cooperative, Inc. (REC), as communicated from ERCOT.

Preparer: Phillip Smith
Sponsor: Tony Watson

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:

See TVEC Response to Staff 1-10.

Preparer: Phillip Smith
Sponsor: Chad Marshall

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:

See TVEC Response to Staff 1-10.

Preparer: Phillip Smith
Sponsor: Chad Marshall

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:

Not applicable for these events.

Preparer: Phillip Smith
Sponsor: Tony Watson

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:

July 8 – 9, 2024

Day Shift

TVEC Employees-10 (Counties: Hunt, Van Zandt, Kaufman)
Vegetation Crew- 1

TVEC Employees- 10 (Counties: Kaufman, Dallas, Henderson, Van Zandt)
Vegetation Crew- 1

TVEC Employees- 11 (Counties: Anderson)
Construction Crew- 1
Vegetation Crew- 1

TVEC Employees- 7 (Counties: Henderson)
Vegetation Crew- 1

Night Shift

TVEC Employees- 11 (Counties: Anderson, Henderson & Van Zandt)
Construction Crew- 2

TVEC Employees- 8 (Counties: Anderson & Henderson)
Construction Crews- 2

When outages were completed in Hunt, Van Zandt, Kaufman and Dallas counties, TVEC employees moved to Anderson and Henderson counties.

Preparer: Phillip Smith
Sponsor: Shayde Harrison

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:

July 8

Anderson County	3.60%
Henderson County	2.57%
Hunt County	0.02%
Kaufman County	0.71%
Van Zandt County	1.30%

July 9

Anderson County	0.03%
Henderson County	0.05%
Kaufman County	0.02%
Van Zandt County	0.12%

Above are counties affected by outages each day. Dallas County is not included either day as it was not affected by any outages.

Preparer: Phillip Smith
Sponsor: Trevor Moeller

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:

Calls are received by TVEC's call center and Interactive Voice Response system. The information collected is sent electronically to TVEC's Outage Management System and/or Miscellaneous Service Order system where it is assigned by TVEC's dispatch center to field personnel for assessment and repair.

Preparer: Phillip Smith
Sponsor: Matthew Kulwicki

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 for this event.

Preparer: Phillip Smith
Sponsor: Tony Watson

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:

Not applicable for this event.

Preparer: Phillip Smith
Sponsor: Tony Watson

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 for this event.

Preparer: Phillip Smith
Sponsor: Tony Watson

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, TVEC began incorporating NIMS framework around 2004.

Preparer: Phillip Smith
Sponsor: Jeff Lane

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:

Yes, a number of our emergency response personnel have training for ICS.

Preparer: Phillip Smith
Sponsor: Tony Watson

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:

TVEC utilizes a third-party inspection service to inspect its poles on roughly a 10-year rotation.

a. The evaluation is conducted annually.

b. Poles less than or equal to 9 years old receive a detailed visual inspection; poles that are equal to or greater than 10 years old receive detailed visual and extensive ground inspection.

c. Poles that do not pass inspection due to above-ground damage and/or decay or damage at the groundline are replaced.

Preparer: Phillip Smith
Sponsor: Shayde Harrison

STAFF 1-55

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

RESPONSE:

TVEC's standard ROW width is 30 feet for both 3-phase and single-phase distribution lines. The standard easement width has changed over the history of the cooperative and therefore can vary by specific easement, with some older easements ranging between 10 feet to 30 feet in width.

Preparer: Phillip Smith
Sponsor: Shayde Harrison

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:

a. - d. See TVEC Response to Staff 1-56, Attachment 1.

e. TVEC constructs the majority of its facilities in the field using NESC construction Grade C strength and overload factors as required by 253-1 in the NESC.

f. Not applicable.

g. Not applicable.

Preparer: Phillip Smith
Sponsor: Tim Craig

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:

a. Feeders with poles taller than 60-feet above ground level: Winner Circle, 198 North, Whitton, Rosser, Cedar, Meadowood Park, Markout, Cedarvale, Hayden, Hiram, Iron Bridge, Magnolia, and Town Circuit.

b. There was no damage on these lines during these events.

c. These poles were installed according to the NESC guidelines that were applicable at the time of installation.

Preparer: Phillip Smith
Sponsor: Tim Craig

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:

TVEC uses the embedment method from the RUS standards, which is 10% of the pole length plus an additional 2 feet.

Preparer: Phillip Smith
Sponsor: Tim Craig

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:

TVEC uses the following height and class poles in the Impacted Area:

P30-4
P30-5
P30-6
P30-7
P35-3
P35-4
P35-5
P35-7
P40-2
P40-3
P40-4
P40-5
P40-6
P40-7
P45-2
P45-3
P45-4
P45-5
P50-1
P50-2
P50-3
P55-2
P60-2

Preparer: Phillip Smith
Sponsor: Tim Craig

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 installed according to the NESC Construction Grade C strength and overload guidelines that were applicable at the time of installation.

Preparer: Phillip Smith
Sponsor: Tim Craig

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:

TVEC has not adopted any new NESC construction strength or overload factors in the last two years.

Preparer: Phillip Smith
Sponsor: Tim Craig

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. TVEC uses the same construction grade design throughout its system.

b. TVEC installs mostly wood poles.

c. The standard right away is 30 feet but depends on specific easement and age of the easement.

d. The lines are a mixture of lines constructed under current NESC requirements and past NESC requirements that applied at the time of installation.

e. Much of the damage to the distribution system was related to framing and wires being impacted by vegetation.

Preparer: Phillip Smith
Sponsor: Tim Craig

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:

TVEC had 166,833 poles that were in service before the May 2024 Derecho.

The NESC wind loading criteria is 4 pounds per square foot for all poles on the TVEC distribution system.

Types of poles and quantities are as follows:

Construction Unit Type	Number of Poles
35-5	2
40-3	90
40-4	29
40-5	3
45-2	1
45-3	17
50-1	1
55-1	2
55-2	1
60 FT WOOD POLE	12
75' STEEL 1-20	1
90 ' STEEL 1-20	1
90' CONCRT 1-20	45
COMBINE 90'	4
P12 BA	141

P14 FG-BLK	262
P14 FG-GREEN	16
P20	18
P25	267
P30-4	144
P30-5	13306
P30-6	8920
P30-7	254
P35-3	114
P35-4	1505
P35-5	33735
P35-6	8880
P35-7	171
P40 CONCRETE	13
P40 FT STEEL	12
P40-2	179
P40-3	4778
P40-4	58910
P40-5	22812
P40-6	979
P40-7	4
P45 CONCRETE	53
P45 STEEL	27

P45-2	491
P45-3	4992
P45-4	1283
P45-5	280
P45-6	2
P50 CONCRETE	16
P50 STEEL	13
P50-2	416
P50-3	669
P55 CONCRETE	25
P55 STEEL	5
P55-2	196
P60 CONCRETE	2
P60 STEEL	9
P60-2	32
P65	17
P65 CONCRETE	3
P70	8
P80	5
P80 STEEL	5
POLE 30'	728
POLE 75 WOOD	19
STK_STRUCTURE	7

Stub Pole	1
UM1-5C	1
UM1-5NC	1
UM1-6C	1
VM2-11	1

Preparer: Phillip Smith
Sponsor: Tim Craig

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:

TVEC did not experience any pole failures during the May 2024 Derecho.

Preparer: Phillip Smith
Sponsor: Rodney Wesley

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:

TVEC had 3 poles that failed during Hurricane Beryl. All poles were constructed of wood.

1-P35-6 Wood	Falling tree
1-P35-5 Wood	Falling tree
1-P40-5 Wood	Falling tree

All failed poles were constructed using NESC 4 pounds per square foot wind loading standard.

Preparer: Phillip Smith
Sponsor: Shayde Harrison

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:

TVEC experienced zero distribution pole failures due to the May 2024 Derecho.

Hurricane Beryl

1-P35-6 Wood	Falling tree -- Last inspection 2010
1-P35-5 Wood	Falling tree -- Last inspection 2010
1-P40-5 Wood	Falling tree -- Last inspection 2010

TVEC's goal is to inspect poles on an approximate 10-year cycle.

See TVEC Response to Staff 1-66, Attachment 1.

Preparer: Phillip Smith
Sponsor: Shayde Harrison & Chris Durden

STAFF 1-67

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

RESPONSE:

No position at this time.

Preparer: Phillip Smith
Sponsor: Jeff Lane

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. TVEC does not own any transmission lines.

Preparer: Phillip Smith
Sponsor: Tony Watson

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.

Preparer: Phillip Smith
Sponsor: Tony Watson

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.

Preparer: Phillip Smith
Sponsor: Tony Watson

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.

Preparer: Phillip Smith
Sponsor: Tony Watson

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.

Preparer: Phillip Smith
Sponsor: Tony Watson

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. TVEC Staff - 4 employees (FTE)
Independent Contractors - 73

b. TVEC Staff - 4 employees (FTE)
Independent Contractors - 73

c. Analysis of vegetation growth determines the annual workload, which determines the number of staff required.

d. TVEC uses contractors for all vegetation management work.

e. TVEC employs one certified arborist and utilizes contract arborists as needed.

Preparer: Phillip Smith
Sponsor: Shayde Harrison

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:

TVEC does not own transmission lines. Distribution line clearances range from 10 feet to 30 feet depending on specific easements. TVEC uses RUS standards for clearance distances by voltage for primary overhead distribution lines across its entire system.

Preparer: Phillip Smith
Sponsor: Shayde Harrison & Tim Craig

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:

TVEC contracts with AI Dash, a satellite imaging company, that uses the length of a circuit, meters, and vegetation to apply an identifiable score. This assists TVEC in identifying problematic vegetation issues.

Preparer: Phillip Smith
Sponsor: Shayde Harrison

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:

See TVEC Response to Staff 1-76, Attachment 1.

Preparer: Phillip Smith
Sponsor: Shayde Harrison

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:

Not applicable. TVEC is not located in a hurricane prone area.

Preparer: Phillip Smith
Sponsor: Shayde Harrison

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:

TVEC had no vegetation related outages for the May 2024 Derecho. Responses below are for Hurricane Beryl.

a. 2713 Callender Lake
2311 Lakeview
1911 Berryville
1913 Poynor
911 Poynor North
912 Poynor South

b. 2713 Callender Lake; 7/8/24 4:20 pm to 5:45 pm; 85 minutes
2311 Lakeview; 7/8/24 1:57 pm to 3:17 pm; 81 minutes
1911 Berryville; 7/8/24 3:51 pm to 7:08 pm; 197 minutes
1913 Poynor; 7/8/24 4:08 pm to 7:15 pm; 187 minutes
911 Poynor North; 7/8/24 5:56 pm to 7:45 pm; 108 minutes
912 Poynor South; 7/8/24 2:54 pm to 3:53 pm; 59 minutes

c. 2713 Callender Lake—7200 v
2311 Lakeview—7200 v
1911 Berryville—14400 v
1913 Poynor—14400 v
911 Poynor North—7200 v
912 Poynor South—7200 v

d. 2713 Callender Lake--Tree/Storm
2311 Lakeview--Tree/Storm
1911 Berryville--Tree/Storm

1913 Poynor--Tree/Storm
911 Poynor North--Tree/Storm
912 Poynor South--Tree/Storm

e. 2713 Callender Lake--Fall-In
2311 Lakeview—Fall-In
1911 Berryville--Fall-In
1913 Poynor--Fall-In
911 Poynor North--Fall-In
912 Poynor South--Fall-In

Preparer: Phillip Smith
Sponsor: Shayde Harrison & Chris Durden

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:

See TVEC Response to Staff 1-79, Attachment 1.

Preparer: Phillip Smith
Sponsor: Shayde Harrison

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:

TVEC had zero forced interruptions related to vegetation during the May 2024 Derecho event. Hurricane Beryl resulted in 2% of forced interruptions that were related to vegetation issues.

Preparer: Phillip Smith
Sponsor: Shayde Harrison

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:

TVEC will continue to use A1 Dash to pinpoint circuits and segments that need to be addressed. Field personnel continually identify at-risk areas during restoration efforts and regular construction work.

Preparer: Phillip Smith
Sponsor: Shayde Harrison

STAFF 1-82

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

RESPONSE:

In 2023, TVEC began utilizing the services of AI Dash, a satellite imaging company, to better identify circuits and segments that need vegetation management attention.

Preparer: Phillip Smith
Sponsor: Shayde Harrison

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:

Currently, during storm events, TVEC does not distinguish between "in-ROW" or "out-ROW" vegetation-related outages. Therefore, there is no percentage to compare or breakdown for these events.

Preparer: Phillip Smith
Sponsor: Shayde Harrison

STAFF 1-84

Describe your programs or initiatives designed to work with property owners to address potentially hazardous vegetation management issues outside the utility easement or right of way.

RESPONSE:

TVEC utilizes AI Dash as well as pre and post inspection processes associated with vegetation management to identify hazard trees. Property owners are contacted when necessary to remove hazard trees on private property.

Following are the number of individual ticketed hazard trees removed by contractors in 2023 and 2024, although an additional unknown number of hazard trees are removed during planned circuit trimming as a result of pre-inspection, which are not currently tracked.

2023: 155 trees
2024 to date: 145 trees

Preparer: Phillip Smith
Sponsor: Shayde Harrison

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:

TVEC utilizes 65 field personnel to visually identify any vegetation management hazards during restoration efforts and normal construction work.

Preparer: Phillip Smith
Sponsor: Shayde Harrison

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. TVEC participates in the Texas Electric Cooperative (TEC) Mutual Assistance Program.

b. See TVEC Response to Staff 1-86, Attachment 1.

c. The members who participate in TEC's Mutual Assistance Program are:

Bailey County ECA
Bandera EC
Bartlett EC
Big Country EC
Bluebonnet EC
Bowie-Cass EC
Brazos EPC
Bryan Texas Utilities
Central Texas EC
Cherokee County ECA
Coleman County EC
Comanche EC
Concho Valley EC
CoServ Electric
Deaf Smith EC
Deep East Texas EC
East Texas EC
Fannin County EC
Farmers EC, NM
Farmers EC, TX
Fayette EC
Fort Belknap EC
LCRA
Lyntegar EC
Magic Valley EC
Medina EC
MidSouth EC
Navarro County EC
Navasota Valley EC
North Plains EC
Nueces EC
Panola-Harrison EC
Pedernales EC
PenTex Energy
Rayburn Country EC
Rio Grande EC
Rita Blanca EC
Rusk County EC
Sam Houston EC
San Bernard EC
San Miguel EC
San Patricio EC
South Plains EC
South Texas EC

Golden Spread EC
Grayson-Collin EC
Greenbelt EC
Guadalupe Valley EC
Hamilton County ECA
Harmon EA
Heart of Texas EC
HILCO EC
Houston County EC
J-A-C EC
Jackson EC
Jasper-Newton EC
Karnes EC
Lamar EC
Lamb County EC
Lea County EC
Lighthouse EC
SW Arkansas EC
SW Rural EA
SW Texas EC
Swisher EC
Taylor EC
Tri-County EC, TX
Tri-County EC, OK
Trinity Valley EC
United Co-op Services
Upshur Rural ECC
Victoria EC
Western Farmers EC
Wharton County EC
Wise EC
Wood County EC

Preparer: Phillip Smith
Sponsor: Phillip Smith & Tony Watson

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:

TVEC considered the need for mutual assistance crews in preparation for Hurricane Beryl, but determined that mutual assistance crews would not be needed for the event. TVEC did not call on mutual assistance crews prior to, during, or after the event.

Preparer: Phillip Smith
Sponsor: Rodney Wesley & Tony Watson

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 to this event. TVEC did not utilize any mutual assistance.

Preparer: Phillip Smith
Sponsor: Rodney Wesley & Tony Watson

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:

TVEC did not request or receive any mutual assistance prior to, during, or in the aftermath of Hurricane Beryl.

Preparer: Phillip Smith
Sponsor: Rodney Wesley & Tony Watson