
# Filing Receipt

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**Item Number - 92**

**PROJECT NO. 56822**

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

**SAN BERNARD ELECTRIC COOPERATIVE'S RESPONSE TO COMMISSION STAFF'S FIRST REQUEST FOR INFORMATION TO TARGETED ELECTRIC CO-OPS**
**QUESTION NOS. STAFF 1-1 THROUGH 1-120**

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

San Bernard Electric Cooperative ("SBEC") 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. SBEC stipulates that its responses may be treated by all parties as if they were filed under oath.

Dated: 8/30/2024,

Respectfully Submitted,

James D. Jouett

**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 feedback whether internally or externally from a third-party vendor or party invited to participate in the 2024 hurricane drill.

**RESPONSE:**

A- San Bernard Electric Cooperative conducted a hurricane or major storm drill on May 7th at 10:30a as part of the South Texas Electric Cooperative (STEC) annual hurricane drill.

B- San Bernard Electric Cooperative, as part of the drill, activated the Emergency Operations Plan (EOP) September 1, 2024, as the depression reached 60 degrees West Longitude. The drilled fictional Hurricane Ashley made landfall at Bay City, TX as a Cat. 3 with 120 MPH wind. Aid would be coordinated by Texas Electric Cooperatives for any of the Texas Electric Distribution Cooperative Members under the Mutual Aid Agreement. No Medina Electric Cooperative members would be affected under this scenario. San Bernard Electric Cooperative would provide assistance to the affected cooperatives.

C- STEC' s drills each year follow the same parameters and steps as outlined in the EOP. The only change is the location of the impact area and intensity so that the STEC Member Distribution Systems can consider the variability and their response to the storm. Some STEC Distribution members would be experiencing EOP stages and preparation. Other STEC Distribution members unaffected by the storm would be preparing to send assistance

D- STEC developed, coordinated and facilitated the drill. STEC is not a 3rd Party vendor but is the Generation and Transmission (G&T) utility that provides power supply and transmission operator services for Medina Electric Cooperative.

E- Participants: STEC, Victoria Electric Cooperative, Jackson Electric Cooperative, Medina Electric Cooperative, Magic Valley Electric Cooperative, Wharton Electric Cooperative, Nueces Electric Cooperative, San Patricio Electric Cooperative, Karnes Electric Cooperative, San Bernard Electric Cooperative Notified but did not participate: Public Utility Commission of Texas

F- None participated, TDEM was invited but was unable to attend.

G- Each of the STEC Distribution Systems measures the drill based upon the factors related to whether they are sending aid to an impacted system, or if they are impacted in the drill and follow the steps outlined as in the EOP.

H- No

**SPONSOR:**
James Jouett

**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:**

None.

Sponsor:
James Jouett

**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:**

Typically, we do not incorporate events or conditions from past storms into our drills. If we had a learning experience during a major storm or hurricane, we would incorporate those lessons learned into our EOP as a standard going forward.

Remember that each storm is unique, and they create new challenges each time.

**SPONSOR:**
James Jouett

**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:**

We participate yearly in South Texas Electric Cooperative`s hurricane drill.

**SPONSOR:**
James Jouett

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

**RESPONSE:**

External storm tracking applications are Storm Geo, Accu Weather, and Ventusky and receives weather and grid conditions updates from STEC, TDEM, and ERCOT

**SPONSOR:**
James Jouett

**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:**

Typically, five to seven days for Hurricanes.

**SPONSOR:**
James Jouett

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

**RESPONSE:**

We (SBEC) began monitoring its track and movement on July 1st.

We had daily calls with our G&T (STEC) as Hurricane Beryl made its way toward the gulf. Below is a log of our daily calls with STEC and a representative from Storm Geo was also on the call daily. Storm Geo gave their predictions as to anticipated land fall.

| Date | Time(s) | StormGeo Attendance |
|---|---|---|
| 7/2/2024 | 15:00 | X |
| 7/3/2024 | 15:00 | X |
| 7/4/2024 | 15:00 | X |
| 7/5/2024 | 15:00 | X |
| 7/6/2024 | 15:00 | X |
| 7/7/2024 | 15:00 | X |
| 7/8/2024 | 08:30, 17:00 | X (08:30 only) |
| 7/9/2024 | 08:30, 17:00 | |
| 7/10/2024 | 08:30, 17:00 | |
| 7/11/2024 | 16:00 | |

**SPONSOR:**
James Jouett

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

**RESPONSE:**

The functionality and performance of our Outage Map is consistently reviewed, no special checks are made in preparation for a storm.

**SPONSOR:**
Shawn Bard

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

**RESPONSE:**

Mutual aid was requested 5 days prior to landfall.

**SPONSOR:**
James Jouett

**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:**

We work to return service to the largest number of members in the shortest amount of time. Included in this are gas stations, and other needed community services. Then we move to smaller groups and neighborhoods until every member's power has been restored.

**SPONSOR:**
James Jouett

**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:**

- **Customers (Members) – SBEC Members with concerns/complaints** (in-person, phone, email etc.) are directed to a supervisor over the area that the member has a concern with. If that supervisor is not readily available, the concern is directed to the manager of that supervisor. In default, if both the supervisor and the manager is not available, the concern would be directed to the Member Services Manager or the CEO for handling.

- **Communicating with the public & members** – SBEC utilizes social media (Facebook & Instagram), our website (sbec.org) and local radio stations within our service area for communicating with our members and the public. Direct methods of communication with our membership utilized are email and texting; if they have registered their contact information (email & mobile number) with their account(s). During major restoration efforts, information is typically released twice daily and more often if situations warrant the release.... i.e. outage are restored, outages are increased, public safety information

- **Communicating with the media** – All communications with the media, with the exception of daily restoration updates, are handled by the CEO and in their absence, will be handled by the CEO's Executive Administrative Assistant and Member Services Manager.

- **Emergency communications with local and state governmental entities, officials, and emergency operations centers** – The Member Services Manager is tasked with keeping an updated contact list for these groups. Members of these groups are contacted by phone, email, or text messaging as needed by the location and nature of emergency or major outage event. Typically, the entities are kept advised of the cooperative's restoration efforts twice daily and more frequently if the situation warrants it or as requested by the group members. Members of this group typically include County Judges & Emergency Management Coordinators, City Mayors, Texas Department of Emergency Management and may include Texas Senators, Texas House Representatives, and Congressional Representatives if requested or the emergency or major outage event warranted it. In the absence of the Member Services Manager, the CEO and the CEO's Executive Administrative Assistant will fulfill these duties.

**SPONSOR:**
John Spiess

**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:** Page 6 of the EOP:

Level 1

An emergency outage is where cooperative crews can restore service in less than 12-hours without the assistance of outside crews. Personnel assemble as needed.

EXPECTED OUTAGE TIME: 0 TO 12 HOURS

CUSTOMERS OUT OF SERVICE: LESS THAN 100 MEMBERS

INITIATED BY: ON-CALL DISPATCHER

Level 2

An emergency outage is where cooperative crews can restore service in less than 24 hours without the assistance of outside crews. All construction, operations, and service personnel report.

EXPECTED OUTAGE TIME: 12-24 HOURS

CUSTOMERS OUT OF SERVICE: SUBSTATION OR MAJOR CIRCUIT

INITIATED BY: ELECTRIC SYSTEMS MANAGER OR THE GENERAL MANAGER/CEO

Level 3

An emergency outage is where cooperative crews are going to need outside help to restore service. All Cooperative employees must report.

EXPECTED OUTAGE TIME: MORE THAN 24 HOURS

CUSTOMERS OUT OF SERVICE: DIVISION LEVEL WIDESPREAD DAMAGE

Level 4

An emergency outage is where a catastrophic disaster of the system will possibly occur or has occurred. Directions for the operating activities of the restoration are required by the Operating Group.

**SPONSOR:** James Jouett

**STAFF 1-13** Explain the system and tools used to manage all emergency response assignments. Your response should include management of mutual assistance and contract personnel and consider needed food and lodging facilities.

**RESPONSE:**

- **The system and tool used to manage all emergency response assignments is the SBEC Emergency Operating Plan (EOP).** The plan is reviewed and updated on an annual basis or as new information is made available by all departments of the cooperative. The plan is made available to all cooperative employees and an annual disaster preparedness drill utilizing the EOP. The EOP specifically names SBEC personnel and their alternate/back-up responsible for the duties outlined in the plan. The Electric Systems Manager and the Administrative Assistant to the Electric Systems Manager facilitate the maintenance of the plan.
- **Management of mutual assistance** – SBEC utilizes two resources for mutual assistance in times of emergencies/major restoration events and they are as follows:
- Our regional group (TEC Group 7 / South Texas Electric Generation & Transmission Cooperative Members – 9 Distribution Cooperatives) – members of this group have a "first call for assistance" agreement and will respond with requested assistance if not impacted by the same or other emergency/major restoration event. The CEO and Electric Systems Manager are responsible for maintaining these agreements and commitments.
- Our statewide organization (Texas Electric Cooperatives) manages the mutual assistance agreements and deployment arrangements of nearly 80 distribution and transmission cooperatives operating in Texas, Arkansas, Oklahoma, Kansas and New Mexico. The CEO and Electric Systems Manager are responsible for maintaining these agreements and commitments.
- 
- **Management of contractors** – SBEC utilizes line construction and vegetation management contractors in normal operation and in emergency/major restoration efforts. In times of pending emergencies with potential of major restoration efforts needed, SBEC will retain all contractors currently working on the system and reserve additional crews from these contractors working on other systems, if warranted by situation predictions. The Electric Systems Manager and Contractor Inspector/Coordinator are responsible for maintaining these agreements and commitments.
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- **Management and consideration of needed food and lodging facilities** – As part of the SBEC EOP, food vendors and lodging facilities within the service territory and with reasonable traveling distance are identified. Agreements with major restoration events support vendors are held and updated annually. Depending on situation predictions, reservation and acquisition of food and lodging are made prior to an event, whether from

local vendors or support vendors from outside the service area. The Member Services Manager is responsible for maintaining these agreements and commitments.

**SPONSOR:**
John Spiess

**STAFF 1-14** How far in advance of the May 2024 Derecho and Hurricane Beryl did you initiate emergency preparations? Describe the timeframes for the preparation work in anticipation of emergency operations plan activation. Please include citations to the relevant section(s) of your EOP filed with the PUCT when answering this question.

**RESPONSE:**

May 2024 Derecho: Emergency plans were activated as the storm was impacting our system. There was little to no warning of the intensity of this storm.

Hurricane Beryl: We activated emergency level 2 on July 5th as the storm began moving eastward up the coast. Starting July 5th we had daily staff meetings to discuss the storm track and preparations. July 7th, we activated emergency level 3.

Page 6 in the EOP

**SPONSOR:**
James Jouett

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

**RESPONSE:**

May 2024 Derecho: Emergency plans were activated as the storm was impacting our system. There was little to no warning of the intensity of this storm.

Hurricane Beryl: We activated emergency level 2 on July 5th as the storm began moving eastward up the coast and it was evident that our system would be impacted. Starting July 5th, we had daily staff meetings to discuss the storm track and preparations. All construction, operations, and service personnel were notified of the level 2 being activated. All employees were required to report to work on Monday July 8th. July 7th, I activated emergency level 3, we set up the war room in preparation for the storms impact.

July 6th, we made lodging reservations for contract crews. July 7th, we contacted our assessment crews and put them on standby.

**SPONSOR:**
James Jouett

**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:**

| outage indicies for May 2024 Derecho | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Indices Date | Customers Served | Outages | Customers Interrupted | Customer Minutes | ASAI | SAIDI | SAIFI | CAIDI | Total Outages | Total Customers Interrupted | Total Cust Minutes |
| 5/16/2024 12:00 AM | 32504 | 168 | 15068 | 15633692 | 66.5987861 | 480.98 | 0.46 | 1037.54 | 293 | 17196 | 17956759 |
| 5/17/2024 12:00 AM | 32520 | 83 | 1914 | 2193312 | 95.3163182 | 67.45 | 0.06 | 1145.93 | | | |
| 5/18/2024 12:00 AM | 32506 | 42 | 214 | 129755 | 99.7227969 | 3.99 | 0.01 | 606.33 | | | |

| outage indicies for Hurricane Beryl | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Indices Date | Customers Served | Outages | Customers Interrupted | Customer Minutes | ASAI | SAIDI | SAIFI | CAIDI | Total Outages | Total Customers Interrupted | Total Cust Minutes |
| 7/8/2024 12:00 AM | 32589 | 203 | 16449 | 15381234 | 67.22 | 471.98 | 0.50 | 935.09 | 277 | 17374 | 15610591 |
| 7/9/2024 12:00 AM | 32588 | 42 | 327 | 182031 | 99.61 | 5.59 | 0.01 | 556.67 | | | |
| 7/10/2024 12:00 AM | 32574 | 32 | 598 | 47326 | 99.90 | 1.45 | 0.02 | 79.14 | | | |

**SPONSOR:** Joe Kubena

**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 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: Affected customers are those that were out during time span for the May 2024 Derecho

| Start date | end date | county | Total Customers | Affected Customers |
|---|---|---|---|---|
| 5/16/2024 12:00:00 AM | 5/18/2024 11:59:59 PM | Austin | 4889 | 3666 |
| 5/16/2024 12:00:00 AM | 5/18/2024 11:59:59 PM | Colorado | 7347 | 183 |
| 5/16/2024 12:00:00 AM | 5/18/2024 11:59:59 PM | Grimes | 544 | 378 |
| 5/16/2024 12:00:00 AM | 5/18/2024 11:59:59 PM | Harris | 15 | 2 |
| 5/16/2024 12:00:00 AM | 5/18/2024 11:59:59 PM | Lavaca | 2538 | 5 |
| 5/16/2024 12:00:00 AM | 5/18/2024 11:59:59 PM | Montgomery | 2696 | 1193 |
| 5/16/2024 12:00:00 AM | 5/18/2024 11:59:59 PM | N/A | 90 | 29 |
| 5/16/2024 12:00:00 AM | 5/18/2024 11:59:59 PM | Waller | 14530 | 8930 |

B: Affected customers are those that were out during time span for Hurricane Beryl

| Start date | End date | Area Type | Area | Total Customers | Affected Customers |
|---|---|---|---|---|---|
| 7/8/2024 12:00:00 AM | 7/10/2024 11:59:59 PM | County | Austin | 4889 | 2842 |
| 7/8/2024 12:00:00 AM | 7/10/2024 11:59:59 PM | County | Colorado | 7347 | 1252 |
| 7/8/2024 12:00:00 AM | 7/10/2024 11:59:59 PM | County | Grimes | 544 | 541 |
| 7/8/2024 12:00:00 AM | 7/10/2024 11:59:59 PM | County | Harris | 15 | 2 |
| 7/8/2024 12:00:00 AM | 7/10/2024 11:59:59 PM | County | Lavaca | 2538 | 495 |
| 7/8/2024 12:00:00 AM | 7/10/2024 11:59:59 PM | County | Montgomery | 2696 | 2173 |
| 7/8/2024 12:00:00 AM | 7/10/2024 11:59:59 PM | County | Waller | 14530 | 6026 |

C: Falling trees from outside of the prescribed right of way, and debris.

**SPONSOR:**
Joe Kubena

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

**RESPONSE:**

- During both events, waiting for weather to subside before sending out crews, for their safety.
- The overwhelming volume of outages and damage in Derecho. Beryl was a bit easier because we knew it was coming days in advance and crews were staged up and ready to begin restoration.
- Coordinating damage assessment with restoration in a timelier manner.

**SPONSOR:**
Joe Kubena

**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:**

**These notes are directly from our post storm meetings.**

## June 13, 2024 – DERECHO Post Storm Follow Up Meeting

Attendance – Travis Herbrig, Edwin Luedke, Joe Kubena, Joe Olivares, Shawn Bard, James Warriner, Brandy Maddox, James Jouett, David Mazac, Karen Klausmeyer

Assessments/Storm Tickets - Using FieldSyte for Assessments is a great tool. Issues or questions brought up were: There is no direct link between storm tickets and assessments on OMS. How to avoid putting in assessments that have already been reparied?

FieldStye expert demonstration? In house training – Shawn to set up

How are we getting sheets to Carl so he can get materials ready? OR other offices if we have someone there pulling materials? Stakers can draw sheets then they can be released to materials. Carl can then distribute to warehouse personnel.

Birddog tool – fast assessment tool??

Leave old materials at poles? Pictures?

Spending more money to upgrade our system. Hammer test.

**Assessments/Storm Tickets coming from War Room and the War Room assigning crews, then that info will be taken to dispatch. Dispatch would be dealing with a lot less ticket/assessments. All outside phone calls would be directed to War Room. Dispatch would only communicate with War Room once we have established that we are in EOP mode. The majority seemed to think this would be the best option.**

**Everything comes to the war room and will be distributed and reported to Dispatch.**

There is no specific trigger to activating the EOP. It is going to be dependent on how long restoration could potentially take and how widespread the outages are.

No one needs to be in dispatch other than Brandy (runner).

Curtis, Craig, William, etc. do not need to be at the office after the morning meeting. They need to be out verifying who is working.

War Room personnel – CSR's will still report to Brandy, James, Dispatch, Joe O/Travis/David, Spiess or Lari (for morning meeting), anyone else that would be beneficial to the cause.

Other issues discussed:

Do we want to post an ETOR once the outage is assigned to a crew?

Dispatchers' concerns addressed with Shawn:

Slow meter pings

Issue with Outages popping back up after they have been closed out randomly. Was it a lag or another issue?

Members getting phone calls not text messages their power was back on when they never were off.

AVL was slow, could have been AT&T issue due to the storm.

Post Storm Meeting 07/30/24 – Hurricane Beryl

Attendees: James Jouett, John Spiess, Mike Ables, Shawn Bard, Joe Broussard, Carl Kokemor, Mark Slovak, John Neuendorff, Craig Engeling, Brent Wilke, Greg Adams, William Peschel, David Mazac, Paul Pierantozzi, Jonathan Dudensing, Travis Herbrig, Jared Janicek, Robert Hughes, Billy Goodwin, Gerald Jones, David Tomczak, Brandy Madox, Obed Guajardo, Ann Bolin, Robyn Lowe, Lauren Zarzour, Christine Jouett, Karen Klausmeyer, Joe Olivares

Below are key points brought up during the post storm meeting:

- Mike - that we all did a fantastic job. Food issues/sack lunches were a big hit, and securing hotel rooms ahead of time was a good move. Always room for improvement and each storm will be different.
- James – War room went well other than there was a lot of chatter. If you are in the war room, please step out to take your call. We need to do better of job of communicating where area assessors are especially to the lineman.
- Karen – dispatch did not like that they did not know where the crews were until they got to the location
- John Spiess – consider purchasing food earlier if possible due to food limits; outage restoration timeline maps (Whataburger map) received scrutiny during the Senate Hearings; Member survey was rolled out after the Hurricane, and he feels it will be positive feedback
- Billy G – safety was better than during the derecho storm with only 2 contractor incidents; paperwork in general was better; working 24 hours a day isn't safe for anyone
- Robert H – no major IT issues; phones rebooted a couple times but didn't seem to affect much
- Shawn – Milsoft allocated more resources, upgrading software before hammer test; Fieldsyte had a few issues reported from lineman; Teams for lineman to correspond
- Travis – assessment Storm Ticket tools worked great but would like to get some color changes to identify different things
- Joe B – no cell phone issues; no issues w/First Net
- Craig E – everything with Vegetation went well; getting food to his guys was an issue because they move fast; was able to obtain additional help without any issues, found a lot of broken meter poles the last day of the storm
- John N – sent crews out too early before the storm or during it; should have waiting until after it passed
- Mark – getting the pick list ahead of time made the warehouse more efficient; it was good to know where the crews were headed ahead of time
- Brandy – War Room went well; being able to communicate information to the call takers a big help; members liked getting any kind of information; priority members complaining they weren't on faster; please leave kudos emails to the end of the day (maybe type them in word and then copy and paste in email); text message complaints; advertise what the member is responsible for; Dispatch tickets
- Gerald – members stopping crews to talk to them took up a lot of his time; liked having a list of where he was going at the beginning of the day; going back and forth to counties multiple times a day was had to keep up with; like having vegetation contractor and being in contact with them but they work fast and so he didn't have time to work on his list from James at the beginning of the day because he was having to place and remove grounds for the vegetation crews to work
- David T – having larger crews to get people on quicker worked well, text message complaints
- Greg A – feeding crews takes a lot of effort; can we buy in bulk? Sam's, Costco, Amazon; he was able to track crews using an app (didn't catch name)
- William – by the 3rd day some of the linemen were getting tired, he told them they know best and if they were tired it was ok to say so
- Obed – assessments weren't specific enough (more details would have helped); is there something we could issue contractors that are not on our line regularly to navigate the service area (old phone, laptop or ipad)?

- Ann- giving members any info we could made them feel better about the work we were doing
- Robyn – Calls Manager training; can we have a crew doing temp disconnects so that electricians can make repairs, Calls Manager saying they have power, but member says they don't, and main breaker has been checked; pinging meters through RNI (but only Robyn has that access, Read Now in IVUE)
- Jonathan – Having a coop vehicle at home saved time
- Travis – take picture of pole number first then other pictures of damages; FEMA needs very specific paperwork, Bird Dog feature; recommends an additional person in the War Room to help Joe
- Jared – expressed the importance of FEMA paperwork; recognized that the paperwork was much better than with the derecho storm
- Joe O – Pictures are very important; sending crews to paces that already have power; would like one other person in War Room to help him

General comments:

- The War Room was good but could use some improvements.
- Is it possible to list geographical areas and the condition of the structure once we get assessments to let the membership know what we are dealing with? (example – Clark Rd has reports of 30 broken poles)
- Predictor issues – consider turning it off
- Having warehouse personnel at each office was a big help
- 5 ways to reach dispatch
- Assessment Storm Ticket tool worked great but needs some tweaking
- Pre-storm meeting was very helpful
- Assessors like having personal voltage detectors and recommend we have some on hand for in-house help and contractors if needed.
- UPS on computer in War Room
- Are there specific websites we use to get our storm information and if so, can we send it out in an email?

Follow up meetings:

- ✓ James to have meetings with Dispatch, IT, and Engineering.
- ✓ Robyn would like training in Calls Manager for those that don't regularly take outage calls. (how calls manager works down to how dispatch see's the information)

**SPONSOR:** James Jouett

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

**RESPONSE:**

N/A

**SPONSOR:**
James Jouett

**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: **Outage and outage restoration information** is shared with the local Emergency Operations Centers (EOC) in the affected county or counties. Coordination & Communication for restoration of any EOC approved shelters and/or utility accounts listed as critical infrastructure is maintained through the EOC and/or the utility.
- B: **Consumer Service Representatives (CSRs) at four SBEC offices** and our 24/7/365 Dispatch Center serve as "call centers" or "help desks". In advance of a hurricane or major storm with warning, The SBEC Dispatch Center is staffed with an additional Dispatcher and several CSRs are staffed as the event approaches. Post hurricane or storm, Dispatchers are doubled staffed 24/7 and CSRs are staffed on shifts to handle higher call volume as needed, until restoration has been completed.
- C: **As a member-owned distribution cooperative,** not operating in the de-regulated market, SBEC has no retail electric providers in our service area. SBEC communicates directly to our consumers/members.

**SPONSOR:**
**Joe Kubena**

**STAFF 1-22** Describe your communication strategy with the public before, during, and after May 2024 Derecho and Hurricane Beryl and by what means these communications were conducted.

**RESPONSE:**

- **May 2024 Derecho Communication -** strategy before the event was not centered around any storm information, as there were no predictions of severe weather. During the event, communications were centered around severe weather warnings in the service area and any impending outages. During the restoration event, following the Derecho, communications centered around outage notification, restoration efforts and post-storm electric safety messaging. SBEC website, social media, email, local radio, and text messaging were utilized for communication with our membership and public.

- **July 2024 Hurricane Beryl Communication –** communication strategy before the hurricane began at the onset of the 2024 hurricane season with standard hurricane/storm preparedness and then communications were stepped up and more specific to Beryl on Friday, July 5th as the SBEC service area was included in the Tropical Storm Advisory. Communications included pre-storm preparedness and safety messages as well as storm tracking information shared via social media and the SBEC website. This strategy was continued on through July 6th, 7th and 8th, through the landfall of Beryl and up to its' arrival into the SBEC service area.

- **Communication during the impact of Beryl** consisted of safety messages and outage notifications. Communications after Beryl passed through the SBEC service area, as the damage assessment process began, were of post-storm electrical safety, systematic restoration of outages procedures, and outage notifications.
- **Communication through the restoration event** consisted of post-storm electrical safety, systematic restoration of outages, outage notifications, and restoration of service notifications along with daily progress reports. These communications ended on Thursday, July 11th as SBEC had completed restorations from Hurricane Beryl. Before and During the restoration event, following the Derecho, communications centered around outage notification, restoration efforts and post-storm electric safety messaging. SBEC website, social media, email, local radio, and text messaging were utilized for communication with our membership and public.

**SPONSOR:**
**James Jouett**

**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:**

- **SBEC had a scheduled launch of the annual member survey** for the week of June 5th and it was concluded on August 12th. With the survey being conducted a few weeks after the Derecho event and during and after the Beryl event, SBEC received more positive comments than negative comments about the handling of the storm restorations. At the time of this RFI, the final statistics are not available. Late September the final report will be available.

**Below are a few emails we received from our membership during Hurricane Beryl. I can send many more if needed.**

TD Foreman would like to extend his praises and a huge pat on the back to SBEC – in 25 years he has only spent 1 night without power because we have done such a great job. He wants everyone to know how much he appreciates the hard work.

Mrs. Mundy is still out of power, but she wanted to thank everyone for all the hard work and dedication.

Mary Vaughn just called to let everyone know that we are doing an amazing job and she wanted to praise everyone working the outages and working together to help others.

Mike Turner
Said he wants to give a HUGE THANK YOU TO ALL & LET US KNOW THEY APPRICIATE ALL THE EFFORTS TO RESTORE POWER AS QUICKLY AS POSSILBE

Mr. and Mrs. John Hovis still does not have power but wanted us to know we are loved and appreciated by them and many others they know are our members.

Erika on Lone Star Road has not had power restored yet but wanted the crews to know how thankful she is for their hard work during these terrible outages.

Mrs. Boudreaux gives a big thank you and appreciation for the guys in getting her power restored!!

These are just a few we received from our members. The list goes on and on.

**SPONSOR:**
James Jouett
John Spiess

**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:**

- **While the responses from the above-mentioned parties about communications** with them were overwhelmingly positive, SBEC is always looking for ways to improve our communications and service to the cooperative membership and the public. We are also exploring more options with our website to better communicate with our members. We are looking into a mobile user-friendly website option that makes it easier to communicate with members during an outage and place a link for news updates on our front page. We would like to make our website the go to source for all needs and not lean so heavily on social media. We are working on graphics and video to inform members of what is the member's responsibility for upkeep and what SBEC's responsibility is as far as equipment and vegetation. We want to go over meter loops and other equipment that might be destroyed during a storm and who is responsible for what equipment. We are going to add more safety postings and information to social media and our website such as downed lines or trees on the line and the dos and don'ts of removing branches.

**SPONSOR:**
John Spiess

**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:**

- **While the responses from the above-mentioned parties about communications** with them were overwhelmingly positive, SBEC is always looking for ways to improve our communications and service to the cooperative membership and the public. We are also exploring more options with our website to better communicate with our members. We are looking into a mobile user-friendly website option that makes it easier to communicate with members during an outage and place a link for news updates on our front page. We would like to make our website the go to source for all needs and not lean so heavily on social media. We are working on graphics and video to inform members of what is a member's responsibility for upkeep and what SBEC's responsibility is as far as equipment and vegetation. We want to go over meter loops and other equipment that might be destroyed during a storm and who is responsible for what equipment. We are going to add more safety postings and information to social media and our website such as downed lines or trees on the line and the dos and don'ts of removing branches.

**SPONSOR:**
John Spiess

**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) The call center is staffed 24x7, 12 hour shifts 7 to 7.**
**B) All are full time**
**C) 0 – 2 minutes**
**D) 0 – 2 minutes**
**E) Dispatchers staffing the call center are trained on the job, one-on-one with fellow dispatchers on how to handle calls, what to ask and how to prioritize outages.**
**F) Two dispatchers during the day (0700 to 1900) and 8 to 10 office staff utilizing calls manager to enter call data, then two dispatchers at night (1900 to 0700) and 2 or 3 office staff until 1200.**
   **a. May 2024 event: 9750 incoming calls, 26% were answered due to the time of day that storm hit, office staff had gone home already and once storm hit it was hard to get help back in due to the weather.**
   **b. Hurricane Beryl: 5530 incoming calls, 94% were answered by call center personnel and office staff.**

**SPONSOR:**

Joe Kubena

**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:**

During Beryl: 7/8/24 from 0500 to 2400 average number of calls was 285 per hour with a 94% answer rate.

Day after Beryl: 7/9/24 from 00:00 to 2400 average number of calls was 66 per hour with 91% answer rate.

**SPONSOR:**
Joe Kubena

**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:**

- **Before during and in the aftermath of Beryl**, local and state leaders were contacted by a group text message at least twice daily to inform them of SBEC's plans of preparedness, and actions of recovery/restoration of service to the SBEC membership.

**SPONSOR:**
John Spiess

**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:**

We do not record our incoming calls.

**SPONSOR:**
James Jouett

**STAFF 1-30** If calls incoming to your priority call desks are not recorded, please indicate if incoming calls are logged or otherwise tracked. If tracked or logged, please provide a copy of all logged or otherwise tracked calls to the priority call desk during or in the aftermath of Hurricane Beryl.

**RESPONSE:**

Calls are tracked by our phone system (8x8) but we use call tickets to track issues. The call tickets are printed off from Calls Manager by the call taker and given to the liaison to deliver to the call center (dispatch) for immediate action if needed. Call tickets are stored in Calls Manager for each account affected by an outage from beginning to end of the account's existence.

**SPONSOR:**
Joe Kubena

**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:**

N/A

**SPONSOR:**
James Jouett

**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 date the outage tracker was rolled out to customers.

*Our outage tracker has been in place for over 10 years.*

b. The last date the software underpinning the outage tracker was updated.

*Our outage tracker is directly tied to our Outage Management System and is updated by the minute, daily.*

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.

*Yes, outage tracker was functioning properly during both events.*

d. Whether the outage tracker was mobile-friendly;

*Yes, it is platform agnostic.*

e. The languages supported by the outage tracker;

*The tracker is presented in English.*

f. Whether the outage tracker captured circuit-specific or meter-specific information or both.

*Both.*

g. Whether the outage tracker was cloud-based or operated through an on-premise server?

*The outage tracker is operated by a local server and presented to the public through an outward facing IP address.*

h. The maximum number of simultaneous users the outage tracker was designed to accommodate.

*The is no maximum users.*

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.

*Yes, we had redundancies on-site but no, they were not used during these events.*

j. The date of the last stress or load test of the outage tracker.

*August 27, 2024 is the date of the last stress test.*

**SPONSOR:**
Shawn Bard

**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:** Since our outage tracker is a public facing view of our outages, we do not track how many viewers we had during those storms. We also do not require anyone to log in to view the status of our outages.

**SPONSOR:**
Shawn Bard

**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:** Since our outage tracker is a public facing view of our outages, we do not track how many viewers we had during those storms. We also do not require anyone to log in to view the status of our outages.

**SPONSOR:**
Shawn Bard

**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:**

We mostly counted on phone calls from the public to notify them about outages pertaining to them and their location.

We also relied on social media to notify the public of outage issues, when possible.

We normally do not use the ETOR because of additional phone traffic if outages exceed ETOR.

**SPONSOR:**
Joe Kubena

**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:**

N/A

**SPONSOR:**
James Jouett

**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 AMI system (smart meters) has been deployed to all our members throughout our entire service territory. The current total meter count is 32,914 AMI meters, 100% deployed.

**SPONSOR:**
James Jouett

**STAFF 1-38** Provide the date and method (e.g., email, phone call, text message) you initially contacted local governments in the Impacted Area.

**RESPONSE:**

- **The initial contact made with local government** contacts in the SBEC service area was made on Sunday, July 7th with a text message relaying the state of SBEC's preparedness for Hurricane Beryl. Subsequent text messages went out to the group at least twice daily. Members of this group included County Judges & Emergency Management Coordinators, City Mayors, and Texas Department of Emergency Management Representatives.

**SPONSOR:**
John Spiess

**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:**

- **SBEC has processes in the EOP ((Pages 25-29, 93-98, 108-10-, 115-123))** for notifying the membership and public of impending storms and possible outages. Messages are typically sent out by utilizing the SBEC website, social media and local radio stations. Direct messages are made to the local county government (judges & emergency management coordinators EMC) officials who in turn manage the local emergency operations centers (EOC) and have direct contact with medical care & eldercare facilities or critical infrastructure as named above.

**SPONSOR:**
John Spiess

**STAFF 1-40** If your company has a process to contact critical care facilities, provide the date and method (e.g., email, phone call, text message) you initially contacted medical facilities, eldercare facilities, or critical infrastructure (e.g., police stations, firehouses, TV stations) in advance of Hurricane Beryl.

**RESPONSE:**

- **The initial contact made with local government** contacts in the SBEC service area was made on Sunday, July 7th with a text message relaying the state of SBEC's preparedness for Hurricane Beryl. Subsequent text messages went out to the group at least twice daily. Members of this group included County Judges & Emergency Management Coordinators, City Mayors, and Texas Department of Emergency Management Representatives.

**SPONSOR:**
John Spiess

**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:**

- **SBEC has processes in the EOP (Pages 25-29, 93-98, 108-10-, 115-123)** for notifying the membership and public of impending storms and possible outages. Messages are typically sent out by utilizing the SBEC website, social media and local radio stations. Direct messages are made to the local county government (judges & emergency management coordinators EMC) officials who in turn manage the local emergency operations centers (EOC) and have direct contact with medical care & eldercare facilities or critical infrastructure as named above.

**SPONSOR:**
John Spiess

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

**RESPONSE:**

We have one generation facility in our service territory. We did not have a disruption in service to this plant. Had we lost power to this facility or to the transmission lines feeding it, we would have contacted them.

**SPONSOR:**
James Jouett

**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:**

We work to return service to the largest number of members in the shortest amount of time. Included in this are gas stations, and other needed community services. Then we move to smaller groups and neighborhoods until every member's power has been restored.

**SPONSOR:**
James Jouett

**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:**

Restoration procedure in general is:

- priority locations, (Critical infrastructure: includes – Communications, hospitals, medical needs members, schools, energy companies…etc.) or outages that pose a danger to the public.
- large outages.
- smaller outages.
- Singles: residence, weekend/cabins, barns, wells.

**SPONSOR:**
Joe Kubena

**STAFF 1-45** Please describe and explain any changes or modifications made to your service restoration plan(s) during and in the aftermath of the May 2024 Derecho or Hurricane Beryl.

**RESPONSE:**

The restoration process described in STAFF 1-44 was followed in both events.

**SPONSOR:**
Joe Kubena

**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:**

On July 8, 2024 damage assessments began in Colorado, Austin, Waller, and Mongomery counties. Initially all field personnel were deployed to assess damage. Additionally, 6 staking technicians and 8 contractor personnel were out actively doing damage assessments.

Colorado-2 damage assessors. 12 in-house SBEC line workers, Two Vegetation Crews (4 per crew total of 8). Three Line contractor crews (5 per crew total of 15)

Austin-1 damage assessors. 12 in-house SBEC line workers. Three Vegetation crews (4 per crew total of 12). Three Line contractor crews (5 per crew total of 15)

Waller-6 damage assessors. Four Vegetation Crews (4 per crew total of 16). Five Line contractor crews (5 per crew total of 25)

Montgomery-2 damage assessors. 12 in-house SBEC line workers. Four Vegetation Crews (4 per crew total of 16). Five Line contractor crews (5 per crew total of 25)

**SPONSOR:**
Joe Olivares

James Jouett

**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:**

| County | Date: | # of members served | # of members out | # of outages | Percentage of members out |
|---|---|---|---|---|---|
| **Austin** | 7/8/2024 | 4617 | 2107 | 28 | **45.64%** |
| | 7/9/2024 | 4617 | 939 | 24 | **20.34%** |
| | 7/10/2024 | 4617 | 27 | 7 | **0.58%** |
| | | | | | |
| **Colorado** | 7/8/2024 | 8341 | 1556 | 36 | **18.65%** |
| | 7/9/2024 | 8341 | 134 | 8 | **1.61%** |
| | 7/10/2024 | 8341 | 1 | 1 | **0.01%** |
| | | | | | |
| **Waller** | 7/8/2024 | 17832 | 5409 | 123 | **30.33%** |
| | 7/9/2024 | 17832 | 2486 | 110 | **13.94%** |
| | 7/10/2024 | 17832 | 706 | 37 | **3.96%** |

**SPONSOR:**
Joe Kubena

**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:**

As calls come into our call center, our outage management system is predicting what devices are out. Based on the outage's size, we determine its priority.

We work to return service to the largest number of members in the shortest amount of time. Included in this are gas stations, and other needed community services. Then we move to smaller groups and neighborhoods until every member's power has been restored.

**SPONSOR:**
James Jouett

**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:**

- **SBEC has processes in the EOP ((Pages 25-29, 93-98, 108-10-, 115-123))** for notifying the membership and public before (with reasonable warning), during and after major outage events. Messages are typically sent out by utilizing the SBEC website, social media, and local radio stations. Direct messages are sent to the local county government (judges & emergency management coordinators EMC) officials who in turn manage the local emergency operations centers (EOC). Subsequent messages go out to the group at least twice daily. Members of this group typically include County Judges & Emergency Management Coordinators, City Mayors, and Texas Department of Emergency Management Representatives for the SBEC service area.

**SPONSOR:**
John Spiess

**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:**

Other than clearing the vegetation that had fallen from outside of our prescribed easements we did not have any major or out of the ordinary challenges before, during, or after Hurricane Beryl.

**SPONSOR:**
James Jouett

**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:**

Considering that every storm impacts the system differently, each storm produces its own unique challenges. There was not a specific lesson learned with Hurricane Beryl. There is always room for improvement, and we strive to continually improve. During our post storm meetings, we discuss in detail how each department faired. Then we adjust accordingly to be better prepared in the future.

**SPONSOR:**
James Jouett

**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:**

N/A

**SPONSOR:**
James Jouett

**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

**SPONSOR:**
James Jouett

**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:**

- **Pole inspections are done, currently, on a 12-year cycle**
- **Complete inspection includes visual inspection, hammer test, drilling into the pole above and below ground level.**
- **When poles fail inspection work orders are set up for each pole to be replaced based on the integrity of the pole.**

**SPONSOR:**
Joe Kubena

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

**RESPONSE:**

Our standard ROW is 20 feet wide, 10 feet on either side of the center line for both single and 3 phase distribution lines.

**SPONSOR:**
James Jouett

**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) Attached as spreadsheet RFI-1-56

B) Attached as spreadsheet RFI-1-56

C) Only wood poles failed. The primary cause of failure were trees falling from outside of the right of way.

D) Only wood poles failed. The primary point of failure was pole breaking.

E) Lines system wide are designed to NESC Grade B and Grade C. Rules 250 and 251 are observed when applying overload factors to line design considerations.

F) Currently we are not evaluating any higher wind design considerations.

G) N/A

**SPONSOR:**
A, B, C, D E, F, G - Joe Olivares

**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:**

N/A

**SPONSOR:**
James Jouett

**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:**

For poles 35 feet in length and shorter, minimum embedment is 6 feet. Poles 40 feet and longer are embedded 10% of pole length plus 2 feet. This standard has not changed in the last 10 years.

**SPONSOR:**

Joe Olivares

**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:**

Our system wide standard distribution pole for three phase lines is a 40-foot class 4 wood pole. For single phase lines along the road, a 40-foot class 4 pole is standard and for single phase lines elsewhere, a 35-foot class 5 pole is standard.

**SPONSOR:**
Joe Olivares

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

**RESPONSE:**

Our NESC construction strength in the past has stayed up to date with NESC Code guidelines that were in effect at the time of line design.

**SPONSOR:**

Joe Olivares

**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:**

Our line design standards have stayed current with NESC construction strengths and overload factors.

**SPONSOR:**

Joe Olivares

**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) Lines system wide are designed to NESC Grade B and Grade C. Rules 250 and 251 are observed when applying overload factors to line design considerations.
B) Mostly wood poles are utilized on our system, with some steel and to a lesser extent concrete.
C) On private property our standard ROW width is 20 feet – 10 feet each side of the powerline's centerline.
D) Lines were designed to the NESC construction strengths and overload factors in effect when the line was designed.
E) We did have lines remain standing that experienced damage. In general, the damage was from wind, vegetation, and debris which caused power outages but did not knock down the line.

**SPONSOR:**

Joe Olivares

**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:**

| Pole Qty. | Pole Type | NESC Wind Loading |
|---|---|---|
| 93,000 | Wood | Light & Medium |
| 800 | Steel | Light & Medium |
| 300 | Concrete | Light & Medium |
| | | |

**SPONSOR:**

Joe Olivares

**STAFF 1-64** Please provide the total number of distribution poles that failed due to the May 2024 Derecho. In your response, please provide separate quantities for each pole type and NESC wind loading criteria for the poles that failed, and separately identify the number of pole failures caused by either high wind or structural loading from vegetation or debris.

**RESPONSE:**

The total number of poles that failed during 2024 Derecho was 85. All the pole failures were wood poles. The design criteria for these poles were the applicable NESC Light or Medium loading rules in effect when the line was designed. The pole failures were: 1 – due to Debris, 56 – due to Loading from Vegetation outside of ROW, and 28 - due to High Wind.

**SPONSOR:**
Joe Olivares

**STAFF 1-65** Please provide the total number of distribution poles that failed due to Hurricane Beryl. In your response, please provide separate quantities for each pole type and NESC wind loading criteria for the poles that failed, and separately identify the number of pole failures caused by either high wind or structural loading from vegetation or debris.

**RESPONSE:**

The total number of poles that failed during 2024 Beryl was 52. All pole failures were wood poles. The design criteria for these poles were the applicable NESC Light or Medium loading rules in effect when the line was designed. The pole failures were: 0 –due to Debris, 45 – due to Loading from Vegetation outside of ROW, and 7 - due to High Wind.

**SPONSOR:**
Joe Olivares

**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:**

Also see attached spreadsheet: RFI-1-66

**Pole inspections by sub and date:**

- **Macedonia sub: 2015**
- **Sunnyside: 2016**
- **Bellville North: 2014**
- **Quanex: 2024**
- **New Bremen: 2024**
- **Prairie View: 2017**
- **Hempstead: 2017**
- **Seaway: 2018**
- **Columbus: 2022**
- **Rock Island :2022**
- **Bernardo: 2023**
- **Frelsburg: 2023**

**SPONSOR:**
Joe Kubena

Joe Olivares

**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:**

Utilities are required to ensure all overhead and underground distribution services are engineered to appropriate standards and specifications. New construction installations are audited regularly to ensure compliance of such standards, specifications are recognized and accepted good engineering practice.

Should it be deemed that more rigorous requirements are necessary to improve distribution resilience for susceptible areas, then those requirements should be adopted by the governing standards driving electrical distribution design. The PUCT should then reference adherence to those adopted standards relative to a certain geographical area.

Who would be responsible for identifying these areas that would be considered "hurricane prone"? Let's be honest, if a category 5 storm were to hit the Texas coast the effects of this storm would be felt far into central Texas. A category 5 storm making land fall in Port Aransas TX has the potential to impact the Austiin, San Antonio areas and beyond. Where would the line be drawn?

SPONSOR:
James Jouett

**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:**

SBEC does not own transmission lines.

**SPONSOR:**
James Jouett

**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:**

SBEC does not own transmission structures or lines.

**SPONSOR:**
James Jouett

**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:**

SBEC does not own transmission structures or lines.

**SPONSOR:**
James Jouett

**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:**

SBEC does not own transmission structures or lines.

**SPONSOR:**
James Jouett

**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:**

SBEC does not own transmission structures or lines.

**SPONSOR:**
James Jouett

**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- Four full-time employees and 4 contract crews (ABC, Arbor Resources, McCoys, CM Joslin)
B- Four full-time SBEC employees and:
   a. 2020 – McCoys (5), CM Joslin (10), ABC (10)
   b. 2021 – McCoys (5), CM Joslin (10), ABC (10), Asplundh (8)
   c. 2022 – McCoys (5), CM Joslin (10), ABC (10), BDG (8)
   d. 2023 – McCoys (5), CM Joslin (10), ABC (10), Arbor Resources (8)
   e. 2024 – McCoys (5), CM Joslin (10), ABC (10), Arbor Resources (8)
C- Strictly based on workload and the ability to maintain contractors on system.
D- This cost varies with each contractor, the average price per mile is $3,536.
E- We do have one full-time arborist on staff full-time.

**SPONSOR:**
Craig Engeling

**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:**

SBEC does not own transmission lines.

Distribution lines are cleared using a 20' Easement (10' on each side from center of the line) ground to sky except shrubs/hedges maintained at 6' annually by member.

**SPONSOR:**
Craig Engeling

**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:**

We have identified higher growth areas where work is performed mid-cycle.

**SPONSOR:**
Craig Engeling

**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:

**Service Order Locations Past 5 Years**

| Element Name | Meter Number | Type | Upline Source | Feeder Number | X Coordinate | Y Coordinate |
|---|---|---|---|---|---|---|
| 593706902660 | 1N6030739533 | Consumer | 21 Macedonia | 1 | 2995882.00223514 | 863129.001154004 |
| 5938072025410 | 1N6030737578 | Consumer | 21 Macedonia | 1 | 3005490.03185567 | 858434.318768766 |
| 5938081000270 | 1N6030740782 | Consumer | 21 Macedonia | 1 | 3001031.0881 | 853042.0313847 |
| 5938072093660 | 1N6030741024 | Consumer | 21 Macedonia | 1 | 3004699.71 | 854836.47 |
| 593708000054B | 1N6032817200 | Consumer | 21 Macedonia | 1 | 3000888.99 | 856802.99 |
| 5938071000560 | 1N6030742345 | Consumer | 21 Macedonia | 1 | 3000971.995123 | 856825.0016555 |
| 593708000064A | 1N6030742348 | Consumer | 21 Macedonia | 1 | 3000905.42054425 | 856373.698799679 |
| 5937079013380 | 1N6030741612 | Consumer | 21 Macedonia | 1 | 2994196.39 | 858637.56 |
| 5937079003870 | 1N6030742335 | Consumer | 21 Macedonia | 1 | 2994110.61781534 | 858888.873388369 |
| 5937079004770 | 1N6030736468 | Consumer | 21 Macedonia | 1 | 2994532.93 | 858972.59 |
| 5937079000150 | 1N6030742046 | Consumer | 21 Macedonia | 1 | 2995139.403029 | 858586.9852248 |
| 5937069073270 | 1N6030757409 | Consumer | 21 Macedonia | 1 | 2994012.112074 | 860615.8733349 |
| 5937069045550 | 1N6030742005 | Consumer | 21 Macedonia | 1 | 2994967.92685364 | 862003.803149465 |
| 5937069055550 | 1N6030758812 | Consumer | 21 Macedonia | 1 | 2994997.95083781 | 861390.716597302 |
| 5937069055000 | 1N6030739827 | Consumer | 21 Macedonia | 1 | 2995394.03980543 | 861376.072448794 |
| 5937069055070 | 1N6030742043 | Consumer | 21 Macedonia | 1 | 2995171.004918 | 861934.9980251 |
| 5937069005680 | 1N6030742026 | Consumer | 21 Macedonia | 1 | 2995101.996916 | 864141.0047075 |
| 5937069017540 | 1N6030742064 | Consumer | 21 Macedonia | 1 | 2996177.60279 | 863623.6147759 |
| 5937069025280 | 1N6030736430 | Consumer | 21 Macedonia | 1 | 2995109.498222 | 863271.9979419 |
| 5937069025260 | 1N6030741997 | Consumer | 21 Macedonia | 1 | 2995013.497567 | 863317.4978339 |
| 5937069057990 | | Consumer | 21 Macedonia | 1 | 2996464.995336 | 861404.0019337 |
| 5937069048730 | 1N6030742035 | Consumer | 21 Macedonia | 1 | 2996587.15345132 | 862052.48632517 |
| 5937069068030 | 1N6030739852 | Consumer | 21 Macedonia | 1 | 2996642.004075 | 861541.9978543 |
| 5937069068540 | 1N6030739853 | Consumer | 21 Macedonia | 1 | 2996649.003286 | 861141.9984725 |
| 5937069078220 | 1N6030739856 | Consumer | 21 Macedonia | 1 | 2996631.138102 | 860769.8710383 |
| 5937069089050 | 1N6030739794 | Consumer | 21 Macedonia | 1 | 2997380.88 | 860399.19 |
| 5937069089450 | 1N6030739842 | Consumer | 21 Macedonia | 1 | 2997366.23 | 860191.75 |
| 5937069079000 | 1N6030744247 | Consumer | 21 Macedonia | 1 | 2997667 | 860470.99 |

| | | | | | |
|---|---|---|---|---|---|
| 5937069080410 | 1N6030739769 | Consumer 21 Macedonia | 1 | 2997689.9907139 | 860730.998835112 |
| 5937069080780 | 1N6030739789 | Consumer 21 Macedonia | 1 | 2998116.99876365 | 860631.996833219 |
| 5937070082440 | 1N6030739833 | Consumer 21 Macedonia | 1 | 2999186.001348 | 860233.0048231 |
| 5937070062880 | 1N6030739799 | Consumer 21 Macedonia | 1 | 2999292.99 | 861054 |
| 5937069079550 | 1N6030739778 | Consumer 21 Macedonia | 1 | 2997399.997531 | 860649.9951158 |
| 5937069079520 | 1N6030739780 | Consumer 21 Macedonia | 1 | 2997186.00444 | 860688.0037433 |
| 5937069088940 | 1N6030739857 | Consumer 21 Macedonia | 1 | 2996814 | 859926.99 |
| 5937079000060 | 1N6030741620 | Consumer 21 Macedonia | 1 | 2995641.56 | 859408.46 |
| 5937069000860 | 1N6030741618 | Consumer 21 Macedonia | 1 | 2995596.4 | 859833.5 |
| 5937069098200 | 1N6030739844 | Consumer 21 Macedonia | 1 | 2997203.326733 | 859921.6937034 |
| 5937069100210 | 1N6030739793 | Consumer 21 Macedonia | 1 | 2997665.14114216 | 859932.489257918 |
| 5937070091260 | 1N6030739766 | Consumer 21 Macedonia | 1 | 2998673 | 859838 |
| 5937070091480 | | Consumer21 Macedonia | 1 | 2998811.99996413 | 859761.990001995 |
| 593706906912A | 1N6030739777 | Consumer 21 Macedonia | 1 | 2996991.000599 | 861340.0048444 |
| 5937069060840 | 1N6030739788 | Consumer 21 Macedonia | 1 | 2997869.00419139 | 861470.998869999 |
| 5937069050800 | 1N6030739784 | Consumer 21 Macedonia | 1 | 2998319 | 862212 |
| 5937069050810 | 1N6030741982 | Consumer 21 Macedonia | 1 | 2997309.73088725 | 861999.186535273 |
| 5937059093340 | 1N6030742017 | Consumer 21 Macedonia | 1 | 2993679.709179 | 864729.4568395 |
| 5937069004930 | 1N6030741987 | Consumer 21 Macedonia | 1 | 2994189.52960271 | 863884.458172282 |
| 5937069024220 | 1N6030741988 | Consumer 21 Macedonia | 1 | 2994109.002693 | 863268.9954109 |
| 5937069044810 | 1N6030742065 | Consumer 21 Macedonia | 1 | 2994207.001688 | 861943.995576 |
| 5937069042870 | 1N6030742059 | Consumer 21 Macedonia | 1 | 2993371.902058 | 861941.2152223 |
| 5937069053960 | 1N6030739822 | Consumer 21 Macedonia | 1 | 2993857 | 861340.99 |
| 5937069093440 | 1N6030739846 | Consumer 21 Macedonia | 1 | 2993910.383765 | 859652.9941714 |
| 5937079000640 | 1N6030742045 | Consumer 21 Macedonia | 1 | 2994787.002298 | 856464.9991993 |
| 5937079000840 | 6S6030748050 | Consumer 21 Macedonia | 1 | 2995135.389851 | 855676.759035 |
| 5937079000370 | 1N6030742050 | Consumer 21 Macedonia | 1 | 2996174 | 857467.09 |
| 5937080000810 | 1N6030736445 | Consumer 21 Macedonia | 1 | 2998361.6 | 855004.01 |
| 5937080000830 | 1N6030742274 | Consumer 21 Macedonia | 1 | 2999733.28824215 | 855599.580638743 |
| 5937080000730 | 1N6030742343 | Consumer 21 Macedonia | 1 | 2999661.82824215 | 855597.370638743 |
| 5937080000710 | 1N6030742275 | Consumer 21 Macedonia | 1 | 2998442.66967213 | 855613.084368135 |
| 5937080000610 | 1N6030742276 | Consumer 21 Macedonia | 1 | 2998413.10967306 | 856196.266845792 |
| 5937080000520 | 1N6030742344 | Consumer 21 Macedonia | 1 | 2998829.25 | 856523.1875 |
| 593708000063A | 1N6030742265 | Consumer 21 Macedonia | 1 | 2999437.08110094 | 856302.670047556 |
| 5938071069620 | 1N6030742286 | Consumer 21 Macedonia | 1 | 3001695.16978808 | 856727.708440029 |

| | | | | | |
|---|---|---|---|---|---|
| 5938071079160 | 1N6036118779 | Consumer 21 Macedonia | 1 | 3001875.003795 | 856600.9967799 |
| 5938071080780 | 1N6030744745 | Consumer 21 Macedonia | 1 | 3003022.7240654 | 856025.605610686 |
| 5938071070770 | 1N6030739206 | Consumer 21 Macedonia | 1 | 3002962.552637 | 856776.0172208 |
| 5938081009170 | 1N6030744742 | Consumer 21 Macedonia | 1 | 3002210.99 | 854146 |
| 5937090000130 | 1N6030740781 | Consumer 21 Macedonia | 1 | 3000754.56 | 853729.56 |
| 5937090000240 | 1N6030740784 | Consumer 21 Macedonia | 1 | 3001303.02589664 | 853484.016969224 |
| 5938081000180 | 1N6034616988 | Consumer 21 Macedonia | 1 | 3001638.99 | 853605.99 |
| 5938081000400 | 1N6030740804 | Consumer 21 Macedonia | 1 | 3003025.46 | 852801.04 |
| 5938082014170 | 1N6029840886 | Consumer 21 Macedonia | 1 | 3005515.99 | 854082.99 |
| 5938072082950 | 1N6030741030 | Consumer 21 Macedonia | 1 | 3004010.998284 | 855162.9953372 |
| 5938072072210 | 6S6030748049 | Consumer 21 Macedonia | 1 | 3003656.434366 | 856020.8187804 |
| 5938082016920 | 1N6030741075 | Consumer 21 Macedonia | 1 | 3006525 | 853693 |
| 5938082027140 | 1N6030757424 | Consumer 21 Macedonia | 1 | 3007222.203371 | 853458.5938635 |
| 5938082005240 | 1N6032595205 | Consumer 21 Macedonia | 1 | 3005767.86 | 854549.1 |
| 5938072096370 | 1N6030741058 | Consumer 21 Macedonia | 1 | 3006576 | 854940.99 |
| 5938072064530 | 1N6032746795 | Consumer 21 Macedonia | 1 | 3005421.595356 | 856168.0298092 |
| 5938072053430 | 1N6030739586 | Consumer 21 Macedonia | 1 | 3004762.99672 | 856794.0022808 |
| 5938072053320 | 1N6030741028 | Consumer 21 Macedonia | 1 | 3004733.995685 | 856828.0041864 |
| 5938072051700 | 1N6030739642 | Consumer 21 Macedonia | 1 | 3004120.997361 | 856612.9968618 |
| 5938072051680 | 1N6036545503 | Consumer 21 Macedonia | 1 | 3003861.54532367 | 856724.60995896 |
| 5938072022930 | 1N6030739638 | Consumer 21 Macedonia | 1 | 3003825.51 | 858113.35 |
| 5938072031850 | 1N6030739644 | Consumer 21 Macedonia | 1 | 3003661.68897003 | 857295.159988561 |
| 5938072031260 | 1N6030739639 | Consumer 21 Macedonia | 1 | 3003784.23910872 | 857892.735112146 |
| 5938072062190 | 1N6038735399 | Consumer 21 Macedonia | 1 | 3004604 | 856380 |
| 5938072052860 | 1N6030739575 | Consumer 21 Macedonia | 1 | 3004367.998209 | 856610.0043727 |
| 5938072052740 | 1N6030739573 | Consumer 21 Macedonia | 1 | 3004297.92813249 | 856610.77366096 |
| 5938072061800 | 1N6030739194 | Consumer 21 Macedonia | 1 | 3003996.81724256 | 856117.976862386 |
| 5938072052930 | 1N6030739574 | Consumer 21 Macedonia | 1 | 3004237.88015727 | 856478.352593009 |
| 5938072072270 | 1N6030741033 | Consumer 21 Macedonia | 1 | 3004114.801503 | 856014.0572106 |
| 5938072072190 | 1N6030741035 | Consumer 21 Macedonia | 1 | 3004311.14619639 | 856017.113026295 |
| 5938072063910 | 1N6030739531 | Consumer 21 Macedonia | 1 | 3004767.00673821 | 856068.056009027 |
| 5938072063000 | 1N6030741029 | Consumer 21 Macedonia | 1 | 3005222.715338 | 856030.7769899 |
| 5938072062980 | 1N6030741070 | Consumer 21 Macedonia | 1 | 3004470.003926 | 856061.0031376 |
| 5938072052570 | 1N6030739588 | Consumer 21 Macedonia | 1 | 3004439.957044 | 856755.8716962 |
| 5938072052400 | 1N6030740119 | Consumer 21 Macedonia | 1 | 3004616.55764035 | 856809.007533167 |

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|---|---|---|---|---|---|
| 5938072053900 | 1N6030741082 | Consumer 21 Macedonia | 1 | 3005179.997054 | 856571.9957452 |
| 5938072053580 | 1N6033669015 | Consumer 21 Macedonia | 1 | 3005129.004238 | 856696.9974349 |
| 5938072076570 | 1N6038560619 | Consumer 21 Macedonia | 1 | 3006442.3960683 | 855841.964724511 |
| 5938072087460 | 1N6030744373 | Consumer 21 Macedonia | 1 | 3007010.004519 | 855527.9986643 |
| 5938072087370 | 1N6030744377 | Consumer 21 Macedonia | 1 | 3007105.995132 | 855570.0039718 |
| 593807200048C | 1N6030739632 | Consumer 21 Macedonia | 1 | 3007908.23247175 | 857597.049634078 |
| 5937070061880 | 1N6030739792 | Consumer 21 Macedonia | 1 | 2998765.998483 | 861100.0032069 |
| 5937079000450 | 1N6030740916 | Consumer 21 Macedonia | 1 | 2994980.32359313 | 857154.176406871 |
| 5937069083570 | 1N6034616950 | Consumer 21 Macedonia | 1 | 2993909.80611183 | 860061.497639442 |
| 5937079043270 | | Consumer21 Macedonia | 1 | 2993972.59356665 | 857244.570922971 |
| 593807106929A | 1N6032777660 | Consumer 21 Macedonia | 1 | 3002450.79156537 | 856459.121968981 |
| 5937069054710 | 1N6029840981 | Consumer 21 Macedonia | 1 | 2994188 861397 | |
| 5937069015200 | 1N6032057422 | Consumer 21 Macedonia | 1 | 2995211.15813153 | 863786.426600507 |
| 593707900043B | 1N6030744784 | Consumer 21 Macedonia | 1 | 2993976.69629874 | 856998.179639751 |
| 5937070082590 | 1N6032817209 | Consumer 21 Macedonia | 1 | 2999444 860216 | |
| 5938072000280 | 2J6029874327 | Consumer 21 Macedonia | 1 | 3007519.27855244 | 858257.527566023 |
| 5938072055910 | 1N6031961650 | Consumer 21 Macedonia | 1 | 3005485.33882896 | 856672.182879456 |
| 5937080000840 | 2J6029874276 | Consumer 21 Macedonia | 1 | 3000248.29153033 | 855243.071422184 |
| 5938082007470 | 1N6035515045 | Consumer 21 Macedonia | 1 | 3007117.85525161 | 854493.830666412 |
| 5938082007270 | 1N6035515139 | Consumer 21 Macedonia | 1 | 3007141.47595735 | 854557.617016197 |
| 700604600065G | 1N6029407268 | Consumer 03 SunnySide | 1 | 2926429.02708983 | 778571.441153116 |
| 7006007000850 | 1N6030746939 | Consumer 03 SunnySide | 1 | 2931870.199124 | 797483.6154473 |
| 700604600065E | 1N6030740592 | Consumer 03 SunnySide | 1 | 2926736.68633607 | 778248.078065465 |
| 7006046000120 | 1N6036769092 | Consumer 03 SunnySide | 1 | 2924716.72 | 780800 |
| 700604600053A | 1N6032057443 | Consumer 03 SunnySide | 1 | 2925160.569107 | 778713.6268933 |
| 7006066000100 | 1N6030745567 | Consumer 03 SunnySide | 1 | 2929723.9840815 | 771034.03983953 |
| 700604600019A | 1N6030740600 | Consumer 03 SunnySide | 1 | 2928799.435147 | 780839.952279 |
| 7006046000680 | 1N6032057488 | Consumer 03 SunnySide | 1 | 2928263.438812 | 778266.2799082 |
| 700604800004E | 1N6030736668 | Consumer 03 SunnySide | 1 | 2937423.277038 | 781571.4137548 |
| 7006038000840 | 1N6030745467 | Consumer 03 SunnySide | 1 | 2937508.51 | 782729.04 |
| 7006028000260 | 1N6030736299 | Consumer 03 SunnySide | 1 | 2938988 790639.24 | |
| 7006018000880 | 1N6030759575 | Consumer 03 SunnySide | 1 | 2939925.12 | 792680.83 |
| 7006019000850 | 1N6030759637 | Consumer 03 SunnySide | 1 | 2944038.91 | 792861.62 |
| 700607000075C | | Consumer03 SunnySide | 1 | 2931713.777415 | 797952.4920433 |
| 5848097000360 | 1N6030746145 | Consumer 03 SunnySide | 1 | 2932506.37433542 | 800287.392754825 |

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|---|---|---|---|---|---|
| 584809800016B | 1N6030746302 | Consumer 03 SunnySide | 1 | 2938443.861978 | 801693.0843331 |
| 5848098000360 | 1N6030746294 | Consumer 03 SunnySide | 1 | 2938934.966013 | 800524.5840686 |
| 7006038000420 | 1N6030745524 | Consumer 03 SunnySide | 1 | 2936470.38 | 784620.89 |
| 7006038000100 | 1N6030759656 | Consumer 03 SunnySide | 1 | 2941044.871621 | 786870.6599512 |
| 700603900011A | 1N6030757273 | Consumer 03 SunnySide | 1 | 2941798.10723496 | 786379.466659846 |
| 700604700038D | 1N6030740471 | Consumer 03 SunnySide | 1 | 2934041.82894565 | 780093.179300526 |
| 700604700011A | 1N6030740601 | Consumer 03 SunnySide | 1 | 2929971.91 | 781126.95 |
| 700606700036C | 1N6030741903 | Consumer 03 SunnySide | 1 | 2933233.06 | 770139.19 |
| 700606700036A | 1N6030746415 | Consumer 03 SunnySide | 1 | 2933283.06 | 770139.19 |
| 700604600070B | 1N6030738007 | Consumer 03 SunnySide | 1 | 2929214.25 | 778287.8125 |
| 700602800006B | 1N6030749167 | Consumer 03 SunnySide | 1 | 2938583.07 | 791838.68 |
| 7005034013650 | 1N6030755408 | Consumer 19 BellvilleN | 1 | 2860236.892687 | 784100.7900075 |
| 700502400094B | 1N6030759717 | Consumer 19 BellvilleN | 1 | 2861275.768394 | 785426.060974 |
| 7005024000840 | 1N6030759718 | Consumer 19 BellvilleN | 1 | 2861086.247436 | 785685.1221557 |
| 7005024000930 | 1N6030757289 | Consumer 19 BellvilleN | 1 | 2860680.91 | 785432.49 |
| 700502400051A | 1N6030759689 | Consumer 19 BellvilleN | 1 | 2859445.21630363 | 787188.231444147 |
| 700502400041A | TED053611261 | Consumer19 BellvilleN | 1 | 2859155.11213696 | 787559.585610814 |
| 700502300097A | 1N6030755672 | Consumer 19 BellvilleN | 1 | 2856933.06352585 | 785190.401583036 |
| 700503300016B | 1N6030755669 | Consumer 19 BellvilleN | 1 | 2856377.68 | 784031.98 |
| 7005023000780 | 1N6030755675 | Consumer 19 BellvilleN | 1 | 2857441.21839579 | 786050.844001344 |
| 7005023000390 | 1N6030755698 | Consumer 19 BellvilleN | 1 | 2857691.73 | 788896.74 |
| 7005023000080 | 1N6030754386 | Consumer 19 BellvilleN | 1 | 2857574.00658969 | 789561.364173688 |
| 700502300028B | 1N6030754319 | Consumer 19 BellvilleN | 1 | 2857308.51434 | 789107.0616109 |
| 700502300008A | 1N6031794569 | Consumer 19 BellvilleN | 1 | 2857644.25276196 | 789553.409395536 |
| 700502300007F | 1N6030757293 | Consumer 19 BellvilleN | 1 | 2857063.62486845 | 789714.317960351 |
| 700501200070A | 1N6030744254 | Consumer 19 BellvilleN | 1 | 2852937.81781952 | 791457.081528239 |
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| 5848066016660 | 1N6030740194 | Consumer 08 Hempstead | 1 | 2926147.026047 | 816158.7325748 |
| 5848066018490 | 1N6031961585 | Consumer 08 Hempstead | 1 | 2927348.99 | 816466.16 |
| 5848046000460 | 1N6030747343 | Consumer 08 Hempstead | 1 | 2926044.07639 | 824842.7449602 |
| 5848054000700 | 1N6030758724 | Consumer 08 Hempstead | 1 | 2916484.931674 | 818771.1252934 |
| 584804500072B | 1N6030742196 | Consumer 08 Hempstead | 1 | 2917136.270009 | 823024.5166556 |
| 5848045000810 | 1N6030740474 | Consumer 08 Hempstead | 1 | 2916492.925034 | 822805.9745788 |
| 5848054000190 | 6S6030752778 | Consumer 08 Hempstead | 1 | 2915261.31953893 | 820872.061982689 |
| 5848043000170 | 6S6030760182 | Consumer 08 Hempstead | 1 | 2908685.25 | 825708.74 |
| 5848045000740 | 1N6030740458 | Consumer 08 Hempstead | 1 | 2918502.833308 | 823578.3982588 |
| 5848066019640 | 1N6030740227 | Consumer 08 Hempstead | 1 | 2927744.247711 | 816341.9382115 |
| 5848066023870 | 1N6030740239 | Consumer 08 Hempstead | 1 | 2924346.980193 | 815644.9127064 |
| 584805500072A | 1N6033622341 | Consumer 08 Hempstead | 1 | 2917496.29928748 | 818339.862010686 |
| 5848066047180 | 1N6036545506 | Consumer 08 Hempstead | 1 | 2926815.01823815 | 815047.704625325 |
| 5848066051150 | 1N6038735468 | Consumer 08 Hempstead | 1 | 2923061.592375 | 814472.57691933 |
| 5938082076950 | 1N6030740766 | Consumer 21 Macedonia | 2 | 3006545.567636 | 850731.1655821 |
| 5944003072210 | 1N6030742586 | Consumer 21 Macedonia | 2 | 3010046.046427 | 845701.4746907 |
| 5944003088380 | 1N6030742314 | Consumer 21 Macedonia | 2 | 3014054.493575 | 845235.5864761 |
| 5938082097450 | 1N6038720597 | Consumer 21 Macedonia | 2 | 3007149.61061952 | 849960.760277844 |
| 594301000082A | 1N6030741644 | Consumer 21 Macedonia | 2 | 2999519.282283 | 845009.028153 |
| 5938073000840 | 2J6029874088 | Consumer 21 Macedonia | 2 | 3011194.19628585 | 855491.239590407 |
| 5938082030490 | 1N6030747489 | Consumer 21 Macedonia | 2 | 3009157.115402 | 853512.3363767 |
| 5938083021960 | 1N6029841310 | Consumer 21 Macedonia | 2 | 3009511.996484 | 853234.0047707 |
| 5938083032420 | 1N6030742958 | Consumer 21 Macedonia | 2 | 3009844.002097 | 853032.0017188 |
| 5938083051740 | 1N6030740316 | Consumer 21 Macedonia | 2 | 3009405.502034 | 851859.4983218 |
| 5938082080400 | 1N6030742632 | Consumer 21 Macedonia | 2 | 3009226.002901 | 851081.5013821 |