

**STAFF 1-91**

Provide the following information concerning mutual assistance received in response to either the May 2024 Derecho or Hurricane Beryl:

- a. Identify all mutual assistance programs from which you requested assistance;
- b. Describe the specific assistance, including but not limited to the number of damage assessors, vegetation management crews, linemen, generators, and materials, requested from the mutual assistance program(s); and
- c. Provide all documentation of requests made to mutual assistance programs and their responses to your requests.
- d. If it is not evident from the documentation provided in response to Staff 1-91(c), please provide the date the request was made, the date the specific assistance requested began arriving in the Impacted Area, and the date by when the specific assistance requested was fully received.

**RESPONSE:**

- a. SHEC requested mutual aid from Texas Electric Cooperatives Statewide Mutual Assistance Program.
- b. SHEC requested line personnel. SHEC received assistance from 7 cooperative crews consisting of over 50 personnel to begin work the day after landfall, July 9, 2024.

Through pre-arranged storm contracts, SHEC secured 950 additional ROW and line personnel that began arriving at safe wind on the afternoon of July 8, 2024.

Requests started being made on July 6, 2024

266 contract linemen arrived to provide assistance the afternoon/evening of July 8, 2024

207 off-system lineman/ROW/support personnel arrived July 9, 2024

344 off-system lineman and ROW personnel arrived July 10, 2024

The remaining 133 personnel arrived July 11 and July 12, 2024

- c. Requests for mutual assistance were made over the phone
- d. Not applicable

Preparer: Scott Ferguson

Sponsor: Doug Turk

**STAFF 1-92**

When you receive responses to requests for assistance from other mutual assistance program participants that confirm their ability to provide the requested assistance, are you able to accept or decline resources being offered as needed, or must you accept all assistance provided in response to a request?

**RESPONSE:**

SHEC can accept or decline resources.

Preparer: Scott Ferguson  
Sponsor: Doug Turk

**STAFF 1-93**

What considerations did you give to reimbursement of costs and expenses incurred by participants of mutual assistance programs when making requests for assistance during the events of Hurricane Beryl?

**RESPONSE:**

Requests for assistance are made pursuant to previously negotiated contracts. As part of the annual RFP process, SHEC asks for the mutual assistance companies to include a detailed price list that should include available resources, equipment, hourly charges, and storm assessment and recovery services scope of work. SHEC requests that hourly charges be provided without fuel cost included.

Outage restoration RFPs were received, reviewed for comparison of pricing and equipment, and executed by May 23, 2024. The review was conducted by the Director of Cooperative Services & Emergency Management, Assistant General Manager, and Director of Administration.

Preparer: Scott Ferguson  
Sponsor: Doug Turk

**STAFF 1-94**

Please provide a list of any hurricane response staging area you established in the lead up to and in the aftermath of Hurricane Beryl. Please include the date the center(s) was established, the location of the center(s), the day-to-day staffing levels at the center, and types of equipment and personnel staged at the center(s).

**RESPONSE:**

See SHEC Response to Staff 1-94, Attachment 1 (CONF)

**CONFIDENTIALITY STATEMENT**

The response to this RFI is being filed confidentially, as it identifies the specific location of man camps used by SHEC on a regular basis. Given the violence that occurred at CenterPoint man camps during Hurricane Beryl, and for the safety of SHEC employees and contractors, these locations should not be revealed publicly.

Preparer: Scott Ferguson  
Sponsor: Doug Turk

**STAFF 1-95**

How did the rollout and deployment of mutual assistance during the events of Hurricane Beryl compare to previous hurricane events during which you requested assistance from mutual assistance programs? In your response, please specifically compare the types and quantities of resources requested, the percentage of request aid provided, the efficacy of coordination between your company and the mutual assistance provider, and the efficiency of staging, deployment, and release of those assistance resources.

**RESPONSE:**

All assistance requests were met in a timely manner during SHEC’s response efforts for Hurricane Beryl. SHEC did not have issues receiving assistance personnel, housing, food, or equipment. Fully functional man-camps were efficiently deployed and equipment needs were supplied efficiently. Hurricane Laura involved supply-chain issues that resulted in pricing and availability challenges for material. These issues were generally not present during the Beryl response.

Specific records regarding assistance requested versus provided are not available for Hurricanes Ike and Rita. However, SHEC employees who participated in those response efforts have voiced that the Beryl response seemed to progress more efficiently than past storms, with assessment and response crews deploying more quickly and being dispatched more efficiently than past storms.

Prior hurricane events include Hurricane Rita 2005, Hurricane Ike 2008, and Hurricane Laura 2020.

	<b>BERYL 2024</b>	<b>LAURA 2020</b>
<b>Line</b>	731	602
<b>ROW</b>	219	134
<b>Support</b>	98	20
<b>Co-op Employees</b>	166	157
	1214	913

Preparer: Scott Ferguson  
Sponsor: Doug Turk

**STAFF 1-96**

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

**RESPONSE:**

See SHEC Response to Staff 1-90.

SHEC followed its EOP.

Formal meetings with senior staff started on July 5, 2024. Staff were kept abreast of the changing path of Hurricane Beryl with instructions to begin preparations to possibly implement the EOP. Senior Staff were asked to keep their supervisors informed so all would be prepared when entering the EOP.

The Director of Cooperative Services and Emergency Operations started contacting mutual assistance companies contracted to provide outage restoration service, as well as in-house contractors, beginning July 6, 2024.

SHEC entered its EOP on Monday, July 8, 2024, at 6:30 a.m. During EOP implementation, all vacations are cancelled and employees may work up to 16 hours per day until power is restored.

Preparer: Scott Ferguson  
Sponsor: Doug Turk

**STAFF 1-97**

Did you have to train or on-board any personnel that was provided in response to your request(s) for mutual assistance during the events of Hurricane Beryl? If yes, please describe what kind of training or on-boarding you provided.

**RESPONSE:**

No. Line clearances during storm work are only provided by SHEC employees who have prior training in leading contractors during storm work, as well as by local contractors who are familiar with SHEC's safety and construction protocols.

Preparer: Scott Ferguson  
Sponsor: Doug Turk

**STAFF 1-98**

Please provide details regarding the lease or procurement of each mobile generation facility in the Transmission and Distribution Utility's (TDU) control, including:

- a. Details regarding the competitive bidding process used or the justification for not using a competitive bidding process;
- b. The size of each mobile generation facility in megawatts (MW);
- c. The initial lease or procurement date of each facility;
- d. The lease term, in months, of each mobile generation facility;
- e. The expiration date of each facility's lease;
- f. The to-date costs associated with each mobile generation facility, including operating, leasing costs, or other capital expense;
- g. The expected costs associated with each lease, including operation and leasing costs; and
- h. The expected return on investment associated with each lease or procurement.

**RESPONSE:**

Not applicable

Preparer:

Sponsor: Doug Turk



**STAFF 1-99**

Please provide details regarding mobile generation or temporary emergency electric energy facilities (TEEEF):

- a. The control number of the TDU's most recently approved mobile generation or TEEEF cost recovery;
- b. Details regarding whether the mobile generation or TEEEF cost recovery was processed as part of a larger Distribution Cost Recovery Factor proceeding or in a separate contested case;
- c. The revenue requirement associated with the TDU's mobile generation or TEEEF expenses, broken out by rate class; and
- d. The in-force tariffs associated with the TDU's mobile generation or TEEEF rider, broken out by rate class.

**RESPONSE:**

Not applicable

Preparer:  
Sponsor: Doug Turk

**STAFF 1-100**

Provide the following information concerning your customer base:

- a. Total number of customers served by rate class;
- b. Average demand by rate class;
- c. Peak demand by rate class; and
- d. Net peak demand by rate class.

**RESPONSE:**

Rate Class	Number of Accounts	Average Demand (KW)	Peak Demand (KW)	Net Peak Demand
1. R01	84364	DNC	DNC	DNC
2. SG1	5708	DNC	DNC	DNC
3. SG2	546	5988	7319	DNC
4. G1	282	6155	6703	DNC
5. G2	517	18102	18998	DNC
6. L1	46	11236	17124	DNC
7. L2	101	11254	18876	DNC
8. LSS	36	8065	10066	DNC

Preparer: Ryan Brown  
Sponsor: Doug Turk

**STAFF 1-101**

Please provide information on the average customer density by circuit mile for the feeders in the Impacted Area.

**RESPONSE:**

13.19 average meters per mile.

Preparer: Ryan Brown  
Sponsor: Doug Turk

**STAFF 1-102**

Please provide an explanation of any alternatives to mobile generation facilities considered by the TDU before entering a lease for or procuring mobile generation facilities.

**RESPONSE:**

Not applicable

Preparer:

Sponsor: Doug Turk

**STAFF 1-103**

Please describe the specific use cases contemplated by the TDU before executing a contract for the lease or procurement of mobile generation facilities.

**RESPONSE:**

Not applicable

Preparer:

Sponsor: Doug Turk

**STAFF 1-104**

Please provide the following information concerning mobile generation facilities in your possession:

- a. The total capacity, in MWs, of mobile generation facilities leased or procured before July 8, 2024;
- b. The rationale for leasing or procuring that capacity; and
- c. And how mobility and capacity were prioritized when leasing or procuring mobile generation facilities.

**RESPONSE:**

Not applicable

Preparer:

Sponsor: Doug Turk

**STAFF 1-105**

Provide the following information for mobile generation facilities already under lease or procured before July 8, 2024:

- a. The size, in MWs, of each deployed mobile generation facility;
- b. The length of time needed to move each deployed mobile generation facility from storage to its designated staging area;
- c. the length of time needed to move each mobile generation facility from staging to its deployment location;
- d. An explanation for how and where the mobile generation facility was used; and
- e. If a mobile generation facility was not used, an explanation as to why.

**RESPONSE:**

Not applicable

Preparer:  
Sponsor: Doug Turk

**STAFF 1-106**

Please describe all situations in which the TDU's leased or procured mobile generation facilities were deployed before Hurricane Beryl. If applicable, please describe how those previous deployment situations differed from the use cases initially contemplated by the TDU.

**RESPONSE:**

Not applicable

Preparer:

Sponsor: Doug Turk



**STAFF 1-107**

Please provide the following information on power restoration plans or procedures regarding critical infrastructure facilities.

- a. Did the TDU develop a list of critical infrastructure facilities within the TDU's service territory?
- b. Did the TDU develop emergency preparedness plans in collaboration with critical infrastructure facilities in its service territory?
- c. Did the TDU develop a list of routes for use in reaching critical infrastructure facilities during an emergency or significant power outage?
- d. Did the TDU identify the specific steps it would take to energize critical infrastructure facilities in its service territory with mobile generation facilities?
- e. Did the TDU pre-position mobile generation facilities at critical infrastructure facilities in its service territory to respond to significant power outages in a timely manner?

**RESPONSE:**

Not applicable

Preparer:

Sponsor: Doug Turk

**STAFF 1-108**

Please provide the following information regarding drills, procedures, and plans to use mobile generation facilities.

- a. Did the TDU develop operating plans or procedures for the deployment of mobile generation? If so, please describe the TDUs strategy for deploying its mobile generation.
- b. Did the TDU assign specific personnel to manage, either directly or indirectly, the operation and deployment of its mobile generation facilities?
- c. Did the TDU conduct personnel trainings or preparedness drills for the operation of its mobile generation facilities?
- d. Please describe any plans or procedures developed in coordination with other TDUs or mutual assistance groups for the operation or deployment of mobile generation.

**RESPONSE:**

Not applicable

Preparer:  
Sponsor: Doug Turk

**STAFF 1-109**

Please provide the following information regarding each mobile generation facility borrowed during Hurricane Beryl as part of a mutual assistance program or agreement.

- a. How the original request for mobile generation facilities through mutual assistance was made;
- b. The size, in MW, of each borrowed mobile generation facility;
- c. The date the mutual assistance program or agreement was entered;
- d. The date the borrowed mobile generation facility was deployed;
- e. The duration, in hours, of the borrowing agreement. Describe whether this duration was for a fixed number of hours or a specific number of operating hours;
- f. The identity of the original owner or lessor of the mobile generation facility subject to the mutual assistance program or agreement; and
- g. Whether obtained mobile generation facilities were used during, or in power restoration efforts following, Hurricane Beryl.
  - i. If the mobile generation facility was not deployed, provide an explanation as to why the mobile generation facility was not deployed; and
  - ii. If the mobile generation facility was deployed, provide an explanation of how it was used.

**RESPONSE:**

Not applicable

Preparer:  
Sponsor: Doug Turk

**STAFF 1-110**

When mobile generation facilities are offered to other TDUs during significant power outages, what information does the loaning TDU require from the borrowing TDU related to the probable operation of the mobile generation?

**RESPONSE:**

Not applicable

Preparer:

Sponsor: Doug Turk

**STAFF 1-111**

Please describe if any mobile generation facilities in the TDU's control were deployed in the service territories of municipally owned utilities or electric cooperatives during Hurricane Beryl.

**RESPONSE:**

Not applicable

Preparer:

Sponsor: Doug Turk

**STAFF 1-112**

Please describe how the determination was made regarding when and where to deploy or redeploy each mobile generation facility during, or in response to, Hurricane Beryl.

**RESPONSE:**

Not applicable

Preparer:

Sponsor: Doug Turk

**STAFF 1-113**

Please describe the number of distribution customers that had power restored by each mobile generation facility leased or procured by the TDU during, or in response to, Hurricane Beryl.

**RESPONSE:**

Not applicable

Preparer:

Sponsor: Doug Turk

**STAFF 1-114**

Please describe the number of distribution customers that had power restored by each mobile generation facility obtained through mutual assistance during, or in response to, Hurricane Beryl.

**RESPONSE:**

Not applicable

Preparer:

Sponsor: Doug Turk



**STAFF 1-115**

Please describe the number of distribution customers that had power restored by each mobile generation facility leased or procured by the TDU during, or in response to, Hurricane Beryl.

**RESPONSE:**

Not applicable

Preparer:

Sponsor: Doug Turk

**STAFF 1-116**

Please describe the number of transmission customers that had power restored by a mobile generation facility obtained through mutual assistance during, or in response to, Hurricane Beryl.

**RESPONSE:**

Not applicable

Preparer:

Sponsor: Doug Turk

**STAFF 1-117**

If applicable, please note if any fueling problems arose with deployed mobile generation facilities during, or in response to, Hurricane Beryl. If so, please describe the fueling problems in detail and any action that the TDU took in response.

**RESPONSE:**

Not applicable

Preparer:

Sponsor: Doug Turk

**STAFF 1-118**

Please describe all costs incurred by the TDU that were associated with the deployment of mobile generation facilities during, or in response to, Hurricane Beryl.

**RESPONSE:**

Not applicable

Preparer:

Sponsor: Doug Turk

**STAFF 1-119**

Please describe any obstacles that limited the deployment of mobile generation facilities during, or in response to, Hurricane Beryl.

**RESPONSE:**

Not applicable

Preparer:

Sponsor: Doug Turk

**STAFF 1-120**

Please describe any procedural improvements that the TDU intends to make prior to the next deployment of mobile generation facilities. If available, please reference specific sections of any after action report or lessons learned document the TDU has created.

**RESPONSE:**

Not applicable

Preparer:

Sponsor: Doug Turk



# Touchstone Energy<sup>®</sup> Cooperatives

Touchstone Energy<sup>®</sup> Cooperative, Inc.  
July 11, 2024

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FOR IMMEDIATE RELEASE

## Touchstone Energy<sup>®</sup> Announces 18 Co-ops With Top 5 ACSI<sup>®</sup> Scores for Q2 2024

ARLINGTON, VIRGINIA — Touchstone Energy is pleased to recognize 18 member cooperatives that received the top five American Customer Satisfaction Index (ACSI<sup>®</sup>) scores\* for energy utility services among all cooperatives participating in measurement for Touchstone Energy in the second quarter of 2024.

The top five scores in that period ranged from 89 to 93, which compares favorably with electric cooperatives' annual average score of 78, as reported in the syndicated 2024 ACSI Energy Utility Study.

Congratulations to the following Touchstone Energy member co-ops for their outstanding scores.

***\*Scores are included in this quarter's release based on the date the score was reported to Touchstone Energy by ACSI.***

TOUCHSTONE ENERGY COOPERATIVE	STATE	ACSI SCORE
Sam Houston Electric Cooperative	TX	93
Southern Pine Electric Cooperative	AL	93
Cobb EMC	GA	92

<b>Logan County Electric Cooperative</b>	<b>OH</b>	<b>92</b>
<b>CHELCO</b>	<b>FL</b>	<b>91</b>
<b>Midwest Electric</b>	<b>OH</b>	<b>91</b>
<b>SECO Energy</b>	<b>FL</b>	<b>91</b>
<b>Blue Ridge Energy</b>	<b>NC</b>	<b>90</b>
<b>Darke Rural Electric Cooperative</b>	<b>OH</b>	<b>90</b>
<b>Four County EMC</b>	<b>NC</b>	<b>90</b>
<b>Union Power Cooperative</b>	<b>NC</b>	<b>90</b>
<b>Wheatland Electric Cooperative</b>	<b>KS</b>	<b>90</b>
<b>Cass County Electric Cooperative</b>	<b>ND</b>	<b>89</b>
<b>Coastal Electric Cooperative</b>	<b>GA</b>	<b>89</b>
<b>Dixie Electric Cooperative</b>	<b>AL</b>	<b>89</b>
<b>Middle Tennessee Electric</b>	<b>TN</b>	<b>89</b>
<b>Mountrail-Williams Electric Cooperative</b>	<b>ND</b>	<b>89</b>
<b>South Alabama Electric</b>	<b>AL</b>	<b>89</b>



# Congratulations to the Touchstone Energy<sup>®</sup> Cooperatives with the top 5 ACSI<sup>®</sup> scores in Q2 2024!



Average Scores from the ACSI Energy Utilities Study 2024



ACSI<sup>®</sup> and its logo are registered trademarks of the American Customer Satisfaction Index LLC.

Touchstone Energy<sup>®</sup> helps its member cooperatives strengthen their relationships with their members. It is a national network of electric cooperatives across 46 states that provides research, communications resources, and employee training programs to help its member cooperatives better engage and serve their members. Cooperatives interested in getting an ACSI score or participating in other member satisfaction research should visit [www.touchstoneenergy.com/acsi-research](http://www.touchstoneenergy.com/acsi-research).



Touchstone Energy® strengthens our cooperative members' relationships with their member-owners

**Our mailing address is:**

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## **Social media comments, phone messages and more from Hurricane Beryl:**

Debbie P.

SHECO does an exceptional job of restoring power. Thank you!

Lisa M.

Be safe out there. Thanks to all the Linemen for taking such good care of us. We appreciate you!

Peggy B.

Praying for everyone's safety during and after the storms. If it's close to dark and your power hasn't been restored, turn a porch light on so the crews will know you have power restored.

Catherine H.

Your crews rock! Our power was back on in less than 45 minutes! Thank you.

Beci L.

Y'all all be safe and our household greatly APPRECIATE everything that SHECO does.

Rachel K.

Our power went out due to a tree down and it was back up within an hour. Very grateful.

Frances R.

Prayers for all the linemen out there!! Thank you so much! We appreciate your hard work and sacrifices during this time and hope we all get power back soon!!

Carol T.

Thank you so much for all your hard work as in spite of so much damage you restored service pretty quick. Appreciate it....thanks again and be safe while finishing the rest!

Sheryl H.

Thank you to all who are selflessly serving others, restoring power and clearing downed trees.

Tabitha A.

Thank you SHECO. You'll always be our favorite Power Rangers!!!!

Ginger G.

Thank you to all the linemen out in this, as the wife of a Centerpoint linemen I truly appreciate the sacrifice and hardwork they do. Stay safe!

Teresa P.

Thank you and most importantly be safe. Each and everyone of you are greatly appreciated!

James H.

I tip my cap to all yall, i know we're impatient but don't for a moment that i don't appreciate what yall do, if my power doesn't come back on, ill cook 60 links of deer sausage and feed yall,

Jane B.

Thank you all for your hard work with long hours. We really appreciate it so much,

Pam E.

Thank you Sam Houston Electric employees!

Angie R.

These are the real heroes. Bravo!!!

Julie L.

No power yet but know you're getting it done. Be safe!

Cheryl G.

THANK Y'ALL FOR HELPING!! STAY SAFE AND GOD BLESS!!

Ashley P.

We got power today! Thanks SHECO and all the companies helping them!

Channah N.

Thank you Sam Houston Electric Cooperative!!! Yall are by far the best.

Julie S.

Thank you for all your hard work in this heat!!!

I just heard they were on our street. Hopefully our power will be restored soon.

Marie S.

Thank you all and just know you are a blessing to many people.

Julie W.

I don't have power yet but I am thankful for you all.

Missy W.

You are all absolutely amazing

Thank you soooooo much for all you do daily to take care of all of us.

Adah R.

Thank You

Really Appreciate you all

Prayer's Stay Safe

Lee B.

Would like to thank everyone who has helped. Not a lot a people would do the job!

Randall A.

Thanks for what y'all are doing. Be nice to have power again but we know it takes time.  
Thank all of y'all.

Kathy A.

My power just came back on! Thank you linemen I really appreciate all of you. God bless you

Linda B.

Thank you all for your service and working as hard as you do to get our service restored and totally understand it does take time

Troy Y.

Praise the Lord

Thanks for your sacrifices!

They don't go unnoticed!

Sherie D.

Electricity came on about 10 minutes ago in my home in New Willard. Literally crying gratitude tears. THANK YOU, thank you, thank you!!!

Wendy H.

SO thankful that we have SHECO as our provider

Thank you for handling this situation as well as possible.

Tammy M.

Thank you everyone to coming out to help us y'all stay safe number one we can wait for electricity stay safe we got this

Dana M.

Thank you all for everything you have done for our little towns ! You do not go unnoticed

Carrie S.

Thank you. We just saw 5 trucks go down our street! Praying we have power soon. Thank you ladies and gentlemen working so hard for us!

Chris T.

Thank you for the info. It REALLY helps to get these updates so that those of us in areas still untouched get an idea of what is going on.

Nayome W.

Thank you to all the linemen for all their hard work and dedication. Also thank you to their families for putting up with their absences to help us out.

Courtney S.

Thank goodness for y'all!

Praying we get power back, we're definitely worried for our one pup who doesn't do well in the heat even with our generator and portable AC

Stay safe out there y'all!!

Cyndi H.

Thank you ALL for your commitment to getting the customers' power restored as quick as possible. Our local staff probably had issues of their own at home, but yet they served their community first. "Thank you" just isn't enough to convey our gratitude.

We have a lineman in our family so we understand first hand, the risks each of you take on a daily basis in controlled situations. The risks are multiplied during storm restorations, from not knowing where all the downed lines are to working with and putting your life in the hands of contractors that you don't know.

So while it may seem small, THANK YOU, THANK YOU for all you do, the sacrifices you make during weather events, and the risks you take every day!!!

And thank you to the CONTRACTORS, that leave their homes and families behind to help fellow linemen out! You carry the same risk plus traveling many miles to get to where you are going! THANK YOU!!!!

May each of you continue to work accident/injury free and ALL return home safely!!

Rose M.

Thank you so much for all the linemen for all you do to restore our powers back ,Sebastopol area have power back Keep safe and God bless you all we are very appreciated for all your hardworking to restore the power back.

Maraena D.

Thank you all for all your hard work. We are hot but we do understand yall are doing everything that yall possibly can, losing sleep, time away from families who probably also need them. We are extremely grateful! Every hot day that goes by is just a reminder we are getting closer to a not so hot one soon!

Cassandra A.

WE APPRECIATE YOU, SIRSI! I don't have power yet but I'll be patient, because I appreciate all the hard effort each and every single individual puts towards getting it back online.

Blessed when the community comes together!

Susie T.

No words can express how grateful we are for everything you have done for us and all of Sheco's area and the sacrifices you have made being away from your families. The phrase "Heaven sent" applies to all linemen and 1st responders!

CiGi M.

That you guys for all your hard work and time away from family's. We appericate all you do! Don't mind the negative sometimes it's just to hard for people to comprehend adulting!

Kelly S.

I cannot imagine the degree of skill and dedication it takes to energize a single home -much less 75,000+.

I can, however sincerely thank everyone involved (time after time) in the restoration process to infinity...and beyond! Blessings upon all the crews; out in the trenches, as well as those unseen.

Prayers for a speedy and safe return home to families with open arms

Megan M.

Got power back this afternoon. Thank you to all who worked to make this happen!!! I have seen so many crews out working the past 5 days, and they still are! Those guys are working so hard to help everyone else. So grateful!!

Belva B.

Thank you for everything you've done during this difficult time. What y'all do is dangerous and slow moving sometimes but your there giving it your all. It is greatly appreciated and so many prayers are prayed over all of the linemen! Again thank you!!

Misty R.

Thank you so much y'all have worked so hard to bring us electricity. I know y'all will continue to help others thank you and for being patient with us. Thank you so much.

Tammy H.

Thank you for getting our power back on today. We appreciate all of your hard work.

Vanessa J.

Thank you all for working so hard to keep us all connected and get us back to some sort of normal. If I could I would hug each and every single one of those linemen and folks behind the scene that are working so hard for complete strangers.

Lisa M.

Thank you to all involved. We were one of the lucky 12,600 and do appreciate everyone involved!

Russell L.

Just a short note to say thank you to all of your amazing employees and contractors for all the hard work, we sincerely appreciate all you do!

Kenneth H.

Great job gentlemen, working in this heat and being away from home, we appreciate everything ya'll have done!

Tracy S.

Thanks for the update. Y'all are doing a great job. Fingers crossed tomorrow is the day!

James R.

Watson Lakes /phelps just came back on in the last 45 minutes....big thank you to crew that was out here!!!! Wish I could have gave them more than a case of bottled water.

Wayne B.

Just wanted to say thank you so much for all the lineman out working. Yall did an amazing job out there and around lake Oliver. Yall are amazing. Thank you and God bless

Stephanie C.

We appreciate all of the hard work that is taking place to restore everyone's power. Praying for you all and for continued protection upon you. Just have to say that I am thankful for running water and electricity again this evening. Just counting my blessings.

Belva B.

Thank you for everything you've done during this difficult time. What y'all do is dangerous and slow moving sometimes but your there giving it your all. It is greatly appreciated and so many prayers are prayed over all of the linemen! Again thank you!!



CoopID	CreateDate	User	Deliv_by	Last_Change	Note
3358	07/09/24 4:43 pm	DAED	DAED	07/09/24 6:39 pm	RECORDING ON - We continue to experience multiple power outages due to damage following Hurricane Beryl. This is affecting approx 65,000 members throughout our service area. Crews are working to restore power as quickly and safely as possible, however there is NO estimated time of restoral for any area. We will post updates on our facebook page as new information becomes available, or you can view the outage map on our website. If you still wish to report your outage or if you have an emergency, please hold and a service representative will be with you shortly. Thank you for your patience and cooperation.
3358	07/09/24 6:39 pm	DAED	DAED	07/09/24 8:46 pm	RECORDING ON - We continue to experience multiple power outages due to damage following Hurricane Beryl. This is affecting approx 63,000 members throughout our service area. Crews are working to restore power as quickly and safely as possible, however there is NO estimated time of restoral for any area. We will post updates on our facebook page as new information becomes available, or you can view the outage map on our website. If you still wish to report your outage or if you have an emergency, please hold and a service representative will be with you shortly. Thank you for your patience and cooperation.
3358	07/09/24 8:46 pm	DAED	DAED	07/09/24 10:48 pm	RECORDING ON - We continue to experience multiple power outages due to damage following Hurricane Beryl. This is affecting approx 64,000 members throughout our service area. Crews are working to restore power as quickly and safely as possible, however there is NO estimated time of restoral for any area. We will post updates on our facebook page as new information becomes available, or you can view the outage map on our website. If you still wish to report your outage or if you have an emergency, please hold and a service representative will be with you shortly. Thank you for your patience and cooperation.
3358	07/09/24 10:48 pm	DAED	CJLT	07/10/24 12:49 am	RECORDING ON - We continue to experience multiple power outages due to damage following Hurricane Beryl. This is affecting approx 61,000 members throughout our service area. Crews are working to restore power as quickly and safely as possible, however there is NO estimated time of restoral for any area. We will post updates on our facebook page as new information becomes available, or you can view the outage map on our website. If you still wish to report your outage or if you have an emergency, please hold and a service representative will be with you shortly. Thank you for your patience and cooperation.
3358	07/13/24 7:19 pm	DAED	DAED	07/13/24 9:25 pm	7/13 - REC ON FOR OUTAGES AFFECTING HUNTSVILLE, DAYTON, OAKHURST, CLEVELAND, COLSPRING, TRINITY, WILLIS, AND SURROUNDING AREAS - NO ETR
3358	07/13/24 9:25 pm	DAED	DAED	07/13/24 11:13 pm	7/13 - REC ON FOR OUTAGES AFFECTING CLEVELAND, COLSPRING, AND SURROUNDING AREAS - NO ETR

The following files are not convertible:

poles).xlsm	SHEC-Staff 1-56 Att 1 (feeder
report).xlsx	SHEC-Staff 1-76 Att 1 (feeder trim
Outages).xlsx	SHEC-Staff 1-78 Att 1 (Beryl
Outages).xlsx	SHEC-Staff 1-78 Att 2 (Derecho

Please see the ZIP file for this Filing on the PUC Interchange in order to access these files.

Contact [centralrecords@puc.texas.gov](mailto:centralrecords@puc.texas.gov) if you have any questions.

## MUTUAL AID AGREEMENT

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

1. Request for aid. The Requesting Signatory agrees to make its request in writing to the Aiding Signatory within a reasonable time after aid is needed and with reasonable specificity. The Requesting Signatory agrees to compensate the Aiding Signatory as specified in this Agreement and in other agreements that may be in effect between the Requesting and Aiding Signatories.
2. Discretionary rendering of aid. Rendering of aid is entirely at the discretion of the Aiding signatory. The agreement to render aid is expressly not contingent upon a declaration of a major disaster or emergency by the federal government or upon receiving federal funds.
3. Invoice to the Requesting Signatory. Within 90 days of the return to the home work station of all labor and equipment of the Aiding Signatory, the Aiding Signatory shall submit to the Requesting Signatory an invoice of all charges related to the aid provided pursuant to this Agreement. The invoice shall contain only charges related to the aid provided pursuant to this Agreement.
4. Charges to the Requesting Signatory. Charges to the Requesting Signatory from the Aiding Signatory shall be as follows:
  - a) Labor force. Charges for labor force shall be in accordance with the Aiding Signatory's standard practices.
  - b) Equipment. Charges for equipment, such as bucket trucks, digger derricks, and other special equipment used by the aiding Signatory, shall be at the reasonable and customary rates for such equipment in the Aiding Signatory's locations.
  - c) Transportation. The Aiding Signatory shall transport needed personnel and equipment by reasonable and customary means and shall charge reasonable and customary rates for such transportation.
  - d) Meals, lodging and other related expenses. Charges for meals, lodging and other expenses related to the provision of aid pursuant to this Agreement shall be the reasonable and actual costs incurred by the Aiding Signatory.
5. Counterparts. The Signatories may execute this Mutual Aid Agreement in one or more counterparts, with each counterpart being deemed an original Agreement, but with all counterparts being considered one Agreement.
6. Execution. Each party hereto has read, agreed to and executed this Mutual Aid Agreement on the date indicated.

Date \_\_\_\_\_ Entity \_\_\_\_\_

By \_\_\_\_\_

Title \_\_\_\_\_