I. Introduction

A. Purpose

The purpose of this document is to capture the processes associated with storm restoration within CenterPoint (CNP) Distribution Operations (or "Company"). This plan is intended to help staff facilitate the service restoration process. This plan applies to the operations occurring during Trouble Levels 1-8 and during an Elevated Level of Operations (ELOP). When operations expand beyond the ELOP, the Emergency Operations Plan (EOP) will be activated, and the applicable roles, responsibilities, and response processes will transition to those outlined within the EOP.

CNP provides an essential public service that vitally affects the health, safety, comfort, and general well-being of the people living in the area served by the Company. The goal of the CNP Storm Restoration Plan is to restore service to customers as safely, quickly, and efficiently as possible; ultimately restoring power to the most customers in the least amount of time.

The processes outlined in this plan aim to improve service response time, thereby improving overall reliability. Improving service response time is defined by a reduction in the time it takes CNP to restore service after outages, and as a result, minimize the duration of outages; this measurement is established through SAIDI, SAIFI, and CAIDI.

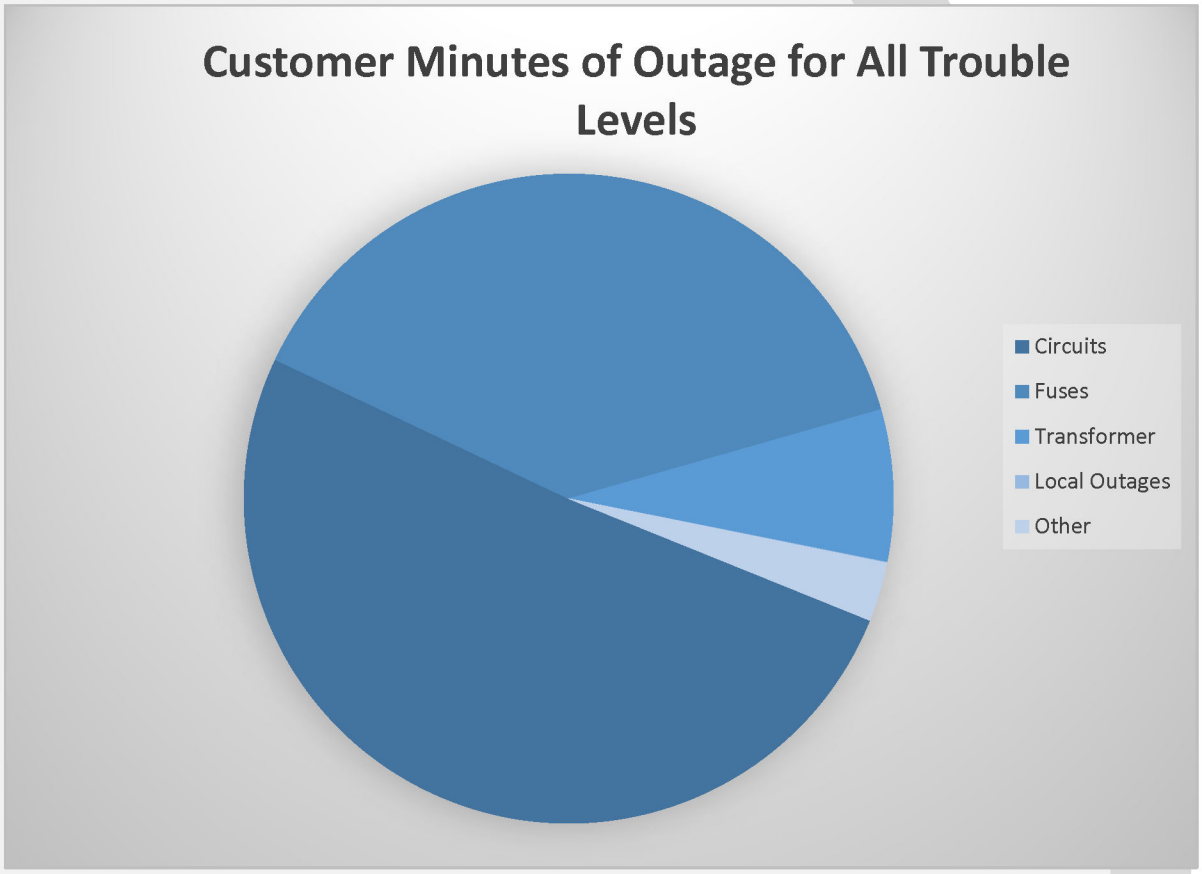
This manual will be revised annually and on an as-needed basis to reflect changes in the processes.

B. Restoration Priorities

For CNP, the vast majority of recorded outage minutes are the result of circuit and fuse outages, making these two areas the highest priority for restoration. Transformer and local outages are the other most common source of outages.

The service restoration process utilizes the following restoration sequence:

1. Circuits/Sections
2. Fuses
3. Transformers
4. Local Outages (individual customers)



CNP critical and priority customers may bypass this sequence as needed. A list of critical and priority customers is kept up-to-date regularly within the Premise Registry Database.

II. Storm Restoration Levels

Storm Restoration consists of Information Collection, the Mobilization of Resources, Damage Assessment, Restoration, and the Resumption of Normal Operations. The caliber of response associated with each of these actions is based on Activation Levels, categorizations of Trouble Levels. The following subsections detail each Operational Procedure and the Activation Levels. During Storm Restoration, DVAL becomes the command and control center for operations.

A. Trouble Level Descriptions

Trouble levels are used to classify the impact a storm has had on the system. As a storm is approaching, the Trouble Level is used to better determine how the Company will respond. CNP's eight Trouble Levels will be used to determine the necessary Activation Level.

B. Activation Levels

Activation Levels establish the type of operations a storm will require based on the anticipated severity of the event or the current Trouble Level. This categorization of operations aids in identifying when operations will change and what those changes will be.

The following descriptions provide a brief overview for typical qualifications of the activation levels, however activation levels are at the discretion of the Incident Commander (IC), and may be called at any time during a storm.

1. Minor

The Minor Activation Level is in effect when Trouble Levels reach 3-4 system-wide, or when Trouble Level 2 is in place for individual service area.

2. Significant

In a Significant Activation Level, multiple regions are affected (or anticipated to be affected), requiring coordinated response across the CNP service area. The Significant Activation Level is in effect when Trouble Levels reach 5-6 system-wide, or when Trouble Level 2-3 is in place for individual service areas.

3. Major

A Major Activation Level, most or all regions are affected (or anticipated to be affected), requiring coordinated response and resource management across the CNP service area. The Major Activation level is in effect when Trouble Level 7-8 are reached system-wide, or when Trouble Level 4-8 is reached within individual service areas.

4. ELOP

When a single service area or territory is impacted and requires resources above and beyond what is immediately available, the Incident Commander can initiate the ELOP. The Incident Commander makes a call to either a Regional Mutual Assistance Group (RMAG) or to regional contractors for additional resources. These resources will be assigned to the impacted area and managed by local management.

5. EOP

When multiple service areas are severely impacted and there is a need for additional resources requiring multiple staging sites and/or additional coordination activities, the Incident Commander in consultation with executive leadership will evaluate the need to activate the Emergency Operations Plan (EOP). Leadership functions, external coordination and communications will transfer to those designated in the *Emergency Operations Plan* and Distribution Leadership will assume the role of Operations Section Chief.

III. Organization and Assignment of Responsibilities

A. Overview

CNP has adopted the Incident Command System (ICS). ICS, a component of the National Incident Management System (NIMS), is a fundamental element of incident management which provides standardization through the use of common terminology and a scalable organizational structure. The ICS process and structure establishes clear roles and responsibilities and provides a process for aligning and documenting activities and information across Storm Restoration stakeholders represented in the Incident Response Team (IRT). The Company utilizes ICS to manage service restoration incidents at all levels.

The ICS structure of the IRT adopted by CNP is created to be able to expand and contract based on the needs of the situation. The IC, in consultation with the Section Chiefs, will determine when additional personnel need to be activated to fill necessary roles.

B. Storm Management Teams

1. Duty Storm Team

The Duty Storm Team is responsible for the storm restoration process in a Minor activation level. The Duty Storm Team operates on a one-week rotation schedule beginning at 8 AM on Thursday of each week. This team is comprised of:

- Incident Commander (IC)
- Operations Section Chief (OSC)
- Planning Section Chief (PSC)
- Distribution Control Officer (DCO)
- Forestry Branch Director (FBD)
- Foreign Crew Coordinator (FCC)

The Duty Storm Team roster and rotation schedule is kept electronically on this page (login may be required) where it is updated regularly and consistently maintained as changes in leadership occur.

2. Incident Management Team (IMT)

The Incident Management Team (IMT) takes command of a storm restoration process during a significant event, or as activated by the Incident Commander. The IMT is a designated group of individuals who are tasked with consistent response in the event of a storm to improve overall efficiency in a Significant or Major storm event. The IMT will be comprised of the Duty Storm Team.

Within the IMT is the "Command Team." The Command Team is the team collectively responsible for developing the Storm Response Plan. They are the source of direction and control of Storm Restoration response. The Command Team is comprised of the Incident Commander, The Ops Section Chief, and the Planning Section Chief.

The following positions make up the IMT and Command Team. There are two groups, A and B, that allow for replacements and redundancies. The staffing of each team is at the discretion of the Incident Commander.

Command Team	Position	IMT 'A'	IMT 'B'
•	Incident Commander	Director of Operations	Director of Distribution Project Management
•	Ops Section Chief	Operations Manager	Operations Manager
•	Planning Section Chief	Distribution Services Manager	Service Area Manager
	Distribution Control Officer	Director of Distribution Control Operations	Manager Distribution Control
	Foreign Crew Coordinator	QA	QA
	Forestry Branch Director	Senior Forester	Senior Forester

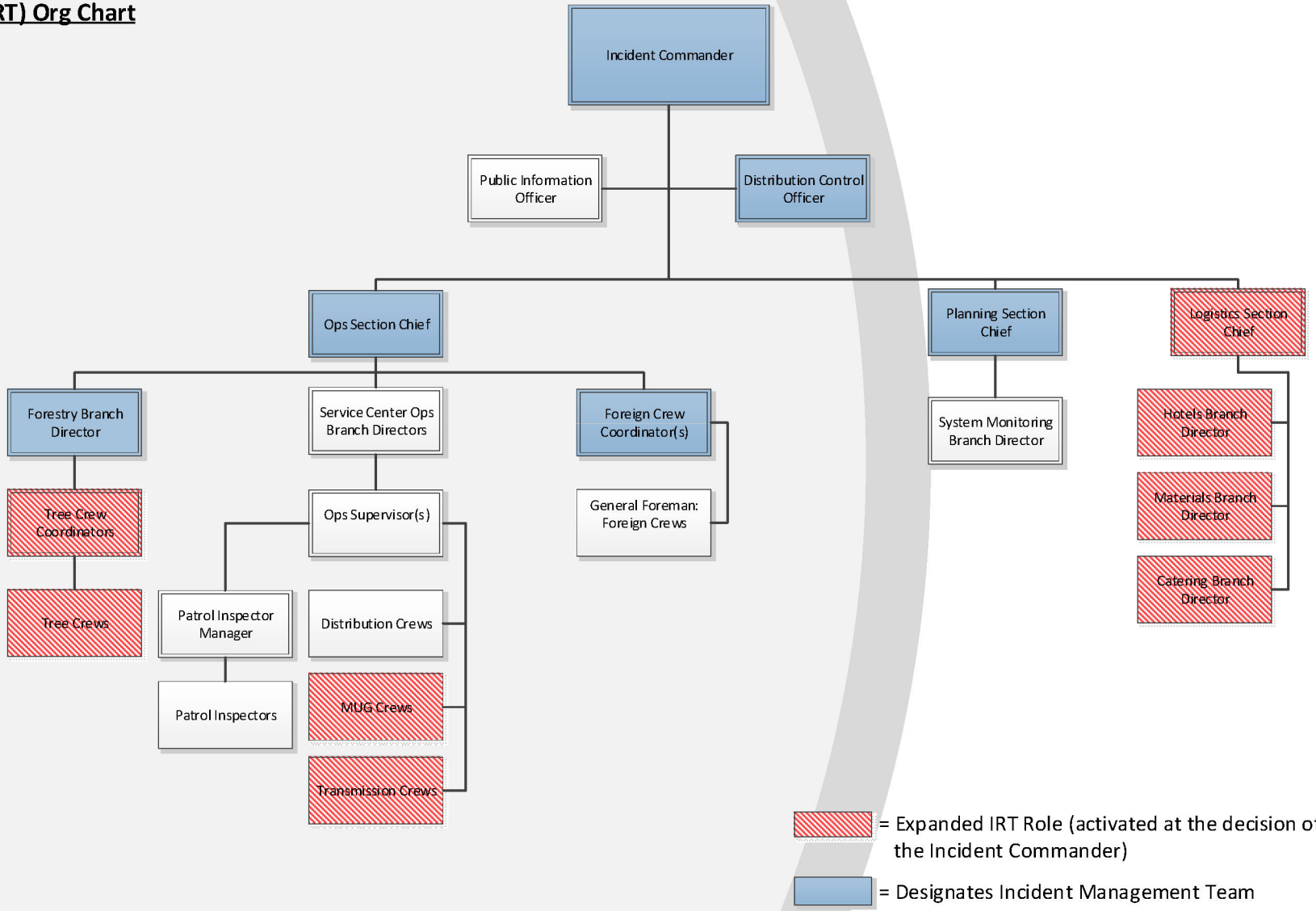
3. Incident Response Team

The Incident Response Team (IRT) holds responsibility for responding to outages and managing the Storm Restoration efforts of CNP. During minor storm activations, the IRT will be comprised of the Duty Storm Team. At the discretion of the IC, the structure will undergo additional changes based on the needs of the incident and the severity of storm. The IMT will fill the assigned roles within the IRT when the Activation Level has escalated to Significant. The IC will expand and contract the IRT as the needs of the incident change throughout Storm Restoration or ELOP.

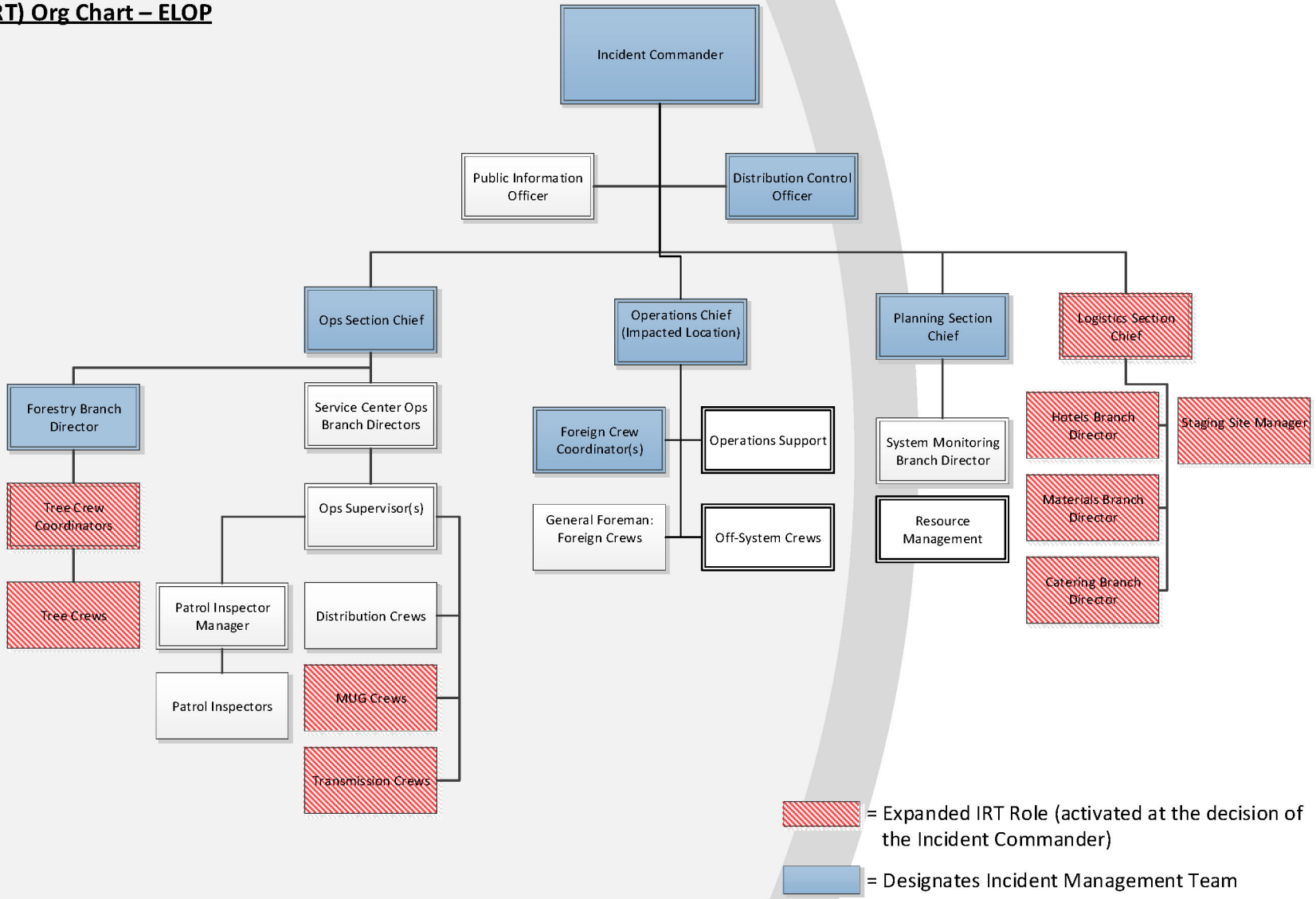
See Glossary of Names for corresponding IRT names with day-to-day jobs.

See Expanded IRT Annex for roles noted as and "Expanded IRT Role" on the chart below.

Storm Restoration – Incident Response Team (IRT) Org Chart



Storm Restoration – Incident Response Team (IRT) Org Chart – ELOP



The staffing of the IRT is ultimately at the discretion of the IC. The following chart identifies the general IRT response needs based on the Activation Level.

Activation Level	Overview of Typical Electric Impact	Level of Response
Minor (TL 1-4)	Normal conditions across system.	Regular Operations • Duty Storm Team working.
Significant (TL 5-6)	Multiple regions affected; requires coordinated response across the service area.	Partial • Duty Storm Team responding, as needed; • Contract Crews activated, as needed; • Additional IRT Members activated as needed.
Major (TL 7-8)	Most or all regions affected; requires coordinated response and resource management across the service area.	Full • IMT activated to DVAL; • Additional IRT Members activated as needed; • Contract Crews activated, as needed; • Logistics activated at Trouble Level 8 as needed; • Mutual Assistance Foreign Crews activated, as needed.
ELOP (TL 8+)	All regions affected; requires coordinated response and resource management. Single location requires additional coordination activities	Full Plus • IMT activated to DVAL; • Additional IRT Members activated; • Contract Crews activated; • Logistics Support activated; • Resource Management Support activated; • Mutual Assistance Foreign Crews activated.
EOP		

C. Overview of Responsibilities

	Roles and Responsibilities	
	Role	**Responsibilities**
	Incident Commander **IC Job Aid**	***Storm Management Teams**: Command Team, Incident Management Team, Incident Response Team* ***Primary Tasks**: Event Monitoring, Resource Planning, Operational Communications* • Pre-Storm ○ Monitor weather forecast for potential event. ○ Work with OSC to develop the Storm Response Plan. ○ Initiate and facilitate pre-planning call. ○ Communicate pre-event status to leadership. ○ Gather contact information for other key resources (Distribution Control, Major Underground, Substation, Transmission, etc.). • Storm Operations ○ Facilitate all planning calls. ○ Monitor all StormGeo Reports and Situational Awareness. ○ Work with OSC and PSC to adjust the Storm Response Plan, as needed. ○ Continually monitor outages and referrals to determine resource allocation needs. ○ Activate additional resources in collaboration with the OSC. ○ Coordinates activation and delegates responsibilities of ELOP. ○ Manage the ETR suppressions for the area/specific region. • Transition/Demobilization ○ Release IRT members from DVAL as activity subsides. ○ Collaborate with OSC and FCC on completion of last referrals and demobilize. ○ Brief incoming IC on event status and outstanding issues.

	Roles and Responsibilities	
	Role	**Responsibilities**
	Distribution Control Officer	***Storm Management Team:*** *Incident Response Team* ***Primary Tasks****: Event Monitoring, Resource Assignment* • Pre-Storm o Monitor StormGeo information for potential weather. o Notify IC directly of impending weather, if after hours. o Send out conference call notification when initiated by IC. o Notify StormGeo of the conference call. o Attend pre-planning call and provide the system status update. • Storm Operations o Continuously monitor Situational Awareness and report anomalies to Command Team. o Resolve any dispatching concerns. o Support the IC and OSC with resource decisions, as needed. • Transition/Demobilization o Provide information on decrease in outages to consider demobilization. o Brief incoming DCO on event status and outstanding issues.
Operations Section	**Operations Section Chief** **OSC Job Aid**	***Storm Management Teams****: Command Team, Incident Management Team, Incident Response Team* ***Primary Tasks****: Event Monitoring, Resource Planning, Prioritization of Work* • Pre-Storm o Monitor weather forecast for potential event. o Work with IC to develop the Storm Response Plan. o Attend pre-planning call to report on required actions and resources. • Storm Operations o Attend all planning calls. o Monitor all StormGeo Reports and Situational Awareness. o Work with IC and PSC to adjust the Storm Response Plan, as needed. o Continually monitor outages and referrals to determine resource allocation needs. o Activate additional resources in collaboration with the IC. • Transition/Demobilization o Brief incoming OSC on pending work.

	Roles and Responsibilities	
	Role	**Responsibilities**

	Forestry Branch Director	***Storm Management Teams:*** *Incident Management Team, Incident Response Team*
		Primary Tasks*: Restoration Support*
		• Pre-Storm
		  ○ Attend pre-planning call and provide an update on forestry resources.
		• Storm Operations
		  ○ Attend all planning calls.
		  ○ Continually maintain visibility on forestry crew jobs, location, and status.
		  ○ Maintain spreadsheet of forestry resource information.
		  ○ Communicate work orders/completion to/from the general foremen.
		• Transition/Demobilization
		  ○ Brief incoming Forestry Branch Director on jobs in progress or outstanding issues.
		  ○ Release forestry resources as directed by the IC.

	Service Center Ops Branch Directors	***Storm Management Teams:*** *Incident Response Team*
		Primary Tasks*: Event Monitoring, Assignment of Work*
		• Pre-Storm
		• Storm Operations
		  ○ Follow the Storm Response Plan as it is communicated from the IC.
		  ○ Follow day-to-day procedures for directing damage assessment and restoration for service center territory.
		  ○ Respond to information requests from Command Team including ETA/ETR information and resource levels.
		  ○ Contact Command Team for resource reallocation when damage assessment of circuit and fuses for assigned service center have been completed.
		• Incident Commander on location during ELOP Operations.
		• Transition/Demobilization
		  ○ Work with Ops Supervisor to ensure adequate staffing for the following day.
		  ○ Release Service Center resources as directly by the Command Team.

	Roles and Responsibilities	
	Role	**Responsibilities**

	Ops Supervisor	***Storm Management Teams**: Incident Response Team*
		***Primary Tasks**: Event Monitoring, Assignment of Work*
		• Pre-Storm
		• Storm Operations
		  ○ Manage crews conducting Damage Assessment and Restoration in Service Suite.
		  ○ If Patrol Inspectors are activated:
		  ▪ Communicate orders for Patrol Inspectors to Patrol Inspector Manager.
		  ▪ Drop order to be worked on self in Service Suite.
		  • Note should include "Consultant – NAME"
		  ▪ Enter Damage Assessment details from Patrol Inspector Manager into Service Suite.
		  ▪ Refer the order to the appropriate crew.
		• Manage contract and mutual assistance crews locally during ELOP.
		  ○ Identify crews to be Foreign Crew Coordinators
		• Transition/Demobilization
		  ○ Work with Service Center Ops Branch Director to ensure adequate staffing for the following day.

	Distribution Crews	***Storm Management Teams**: Incident Response Team*
		***Primary Tasks**: Damage Assessment, Restoration*
		• Pre-Storm
		• Storm Operations
		  ○ Break down into 1-man first responder crews, when requested.
		  ○ Make repairs during Damage Assessment, when able to do so within proper safety guidelines.
		  ○ Build up into 2-man crews and 4-man construction crews, as requested.
		• Become Foreign Crew Coordinators as necessary during ELOP.
		• Transition/Demobilization

	Roles and Responsibilities	
	Role	**Responsibilities**

	Patrol Inspector Manager
	PI Manager Job Aid
		Storm Management Teams: *Incident Response Team*
		Primary Tasks*: Resource Planning/Assignment, Documentation*
		• Pre-Storm
		  ○ Gather information on Patrol Inspector Availability,
		• Storm Operations
		  ○ Assign and communicate work orders from Ops Supervisor to Patrol Inspectors.
		  ○ Communicate Damage Assessment information from Patrol Inspectors to Ops Supervisor.
		  ○ Maintain records of Patrol Inspector assignment.
		• Transition/Demobilization
		  ○ Brief incoming Patrol Inspector Manager on outstanding issues.

	Patrol Inspectors	***Storm Management Teams:*** *Incident Response Team*
		Primary Tasks*: Damage Assessment*
		• Storm Operations
		  ○ Receive damage assessment requests from Patrol Inspector Manager.
		  ○ Assess damage at requested site including:
		  ▪ Address
		  ▪ Easement (Y/N)
		  ▪ Truck Accessible (Y/N)
		  ▪ Pole Size
		  ▪ Equipment Needs
		  ▪ Wire Down (Y/N)
		  ▪ Pole Down (Y/N)
		  ▪ Urgency
		  ▪ Pictures
		  ○ Communicate damage assessment information to Patrol Inspector Manager.

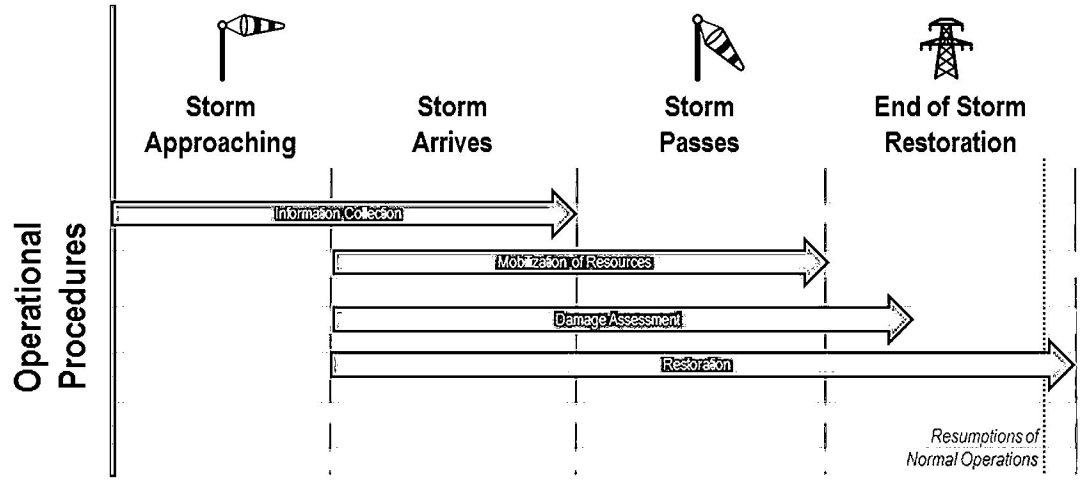
	Roles and Responsibilities	
	Role	**Responsibilities**
	Foreign Crew Coordinator **FCC Job Aid**	***Storm Management Teams**: Incident Management Team, Incident Response Team* ***Primary Tasks**: Event Monitoring, Resource Planning/Assignment, Documentation* • Pre-Storm ○ Attend pre-planning call to report on contract crew availability. ○ Compile contract resource information including truck numbers, crew name, phone numbers, general foreman's name and Service Center. (FCC Crew Log Template) • Storm Operations ○ Attend all planning calls. ○ Continually maintain visibility on contract resource jobs, location, and status. ○ Communicate resource requirements and crew locations to/from the general foremen. ○ Assign orders in Mobile Data to contract general foremen. • Transition/Demobilization ○ Brief incoming FCC on work in progress, contract resource status and outstanding issues.

	Roles and Responsibilities	
	Role	**Responsibilities**
Planning Section	**Planning Section Chief** **PSC Job Aid**	***Storm Management Teams**: Command Team, Incident Management Team* ***Primary Tasks**: Conference Call Support, Resource Monitoring, Prioritization of Work, Customer Service Coordination, Documentation* • Pre-Storm ○ Set up event SharePoint folder. ○ Attend pre-planning call, take notes, document outputs and post to SharePoint. • Storm Operations ○ Begin Unit Log. ○ Create staffing list. ○ Notify on-duty Customer Service to direct priority issues to PSC. ○ Attend all planning calls. ○ Document all planning calls and post to SharePoint. ○ Gather ETA/ETR information. ○ Assist in Storm Response Plan development. ○ Maintain staffing list. ○ Maintain Unit Log. ○ Continually monitor referrals to determine prioritization of work assignments and to determine additional contractor resource needs. ○ Coordinate with FCC to assign work. ○ Coordinate with DCO, as needed. ○ Coordinate with Social Media and Communications on External and Internal Messaging. Reference Annex F6 for additional Information. ○ Prepare event summary for the IC, and post to SharePoint. • Transition/Demobilization ○ Email all documentation from event to the incoming PSC. ○ Brief incoming PSC on outstanding issues/pending work. ○ Transition maintenance of staffing list to incoming PSC. ○ Finalize Unit Log and post all documentation to SharePoint.

IV. Storm Restoration Operational Procedures

Storm Restoration Operational Procedures provide the coordination of storm response activities by their procedural categories. An overview is given for each procedure, with the breakdown of the procedure following in the next section.

The following procedures occur concurrently until all damage has been assessed and CNP has reached the resumption of normal operations. Though written in a sequential order, some procedures, such as Damage Assessment and Restoration, may already be occurring before others. For instance, Mobilization of Resources may be implemented for cases that arise before reaching a Significant event. The following figure depicts the five operational procedures comprising CNP's storm restoration process and their overlap.



A. Overview of Operational Procedures

1. Information Collection

Information Collection fuels the pre-planning of Storm Restoration response. Weather updates are continuously monitored to gain awareness of the type of event approaching and possible intensity. During this time, neighboring utility companies may be contacted to gain awareness of what effects the event had in that area to aid in the pre-planning of the response. Contact information for all IRT members will also be collected at this time to have available if the need arises to activate additional resources.

Incident Response Team members are notified to participate in a planning call to evaluate potential weather impact, staffing and determine appropriate plan of action. The planning phases of this process are critical for storms that occur after standard business hours, to enable crews to be mobilized before the weather hits.

See Information Collection for the procedure details.

2. Mobilization of Resources

Successful resource allocation is at the center of Storm Restoration. To accomplish restoring power in a timely manner, CNP utilizes mainly Internal and Contract Crews, but may also activate Mutual Assistance crews, if needed. These crews are explained in more detail below.

Each decision made during Storm Restoration has an impact on the proper allocation of resources. The goal is to restore power to as many customers as soon as possible in a timely and safe manner. At the onset of an event, internal crews will be broken down to create as many first responders (1-man crews) as possible to assess damage. As damage gets assessed (generally when all circuits and fuses have been assigned for damage assessment) internal crews will begin to be built up into 2-man crews, and eventually to 4-man construction crews to assist in restoration.

a. Personnel/Crew Types

Internal Crews

CNP holds an internal cadre of trained crews to be utilized in all facets and phases of Storm Restoration. A count of these resources is continually available via the Situational Awareness dashboard. The proper allocation and management of these resources is pivotal in ensuring a successful Storm Restoration.
See Crew Designations for the breakdown and designation of internal crews.

Contract Crews

CNP maintains contracts with participating contract companies for additional restoration support. Combined, these "contract crews" can add up to 80+ crews to complement CNP's resources. These resources are activated during storm restoration when it is determined external crews are required. Contract Crews are utilized as 4-man construction crews, enabling internal crews to conduct damage assessment and smaller restoration activities. The number of contract crews requested will be determined by the referral rate during an event.

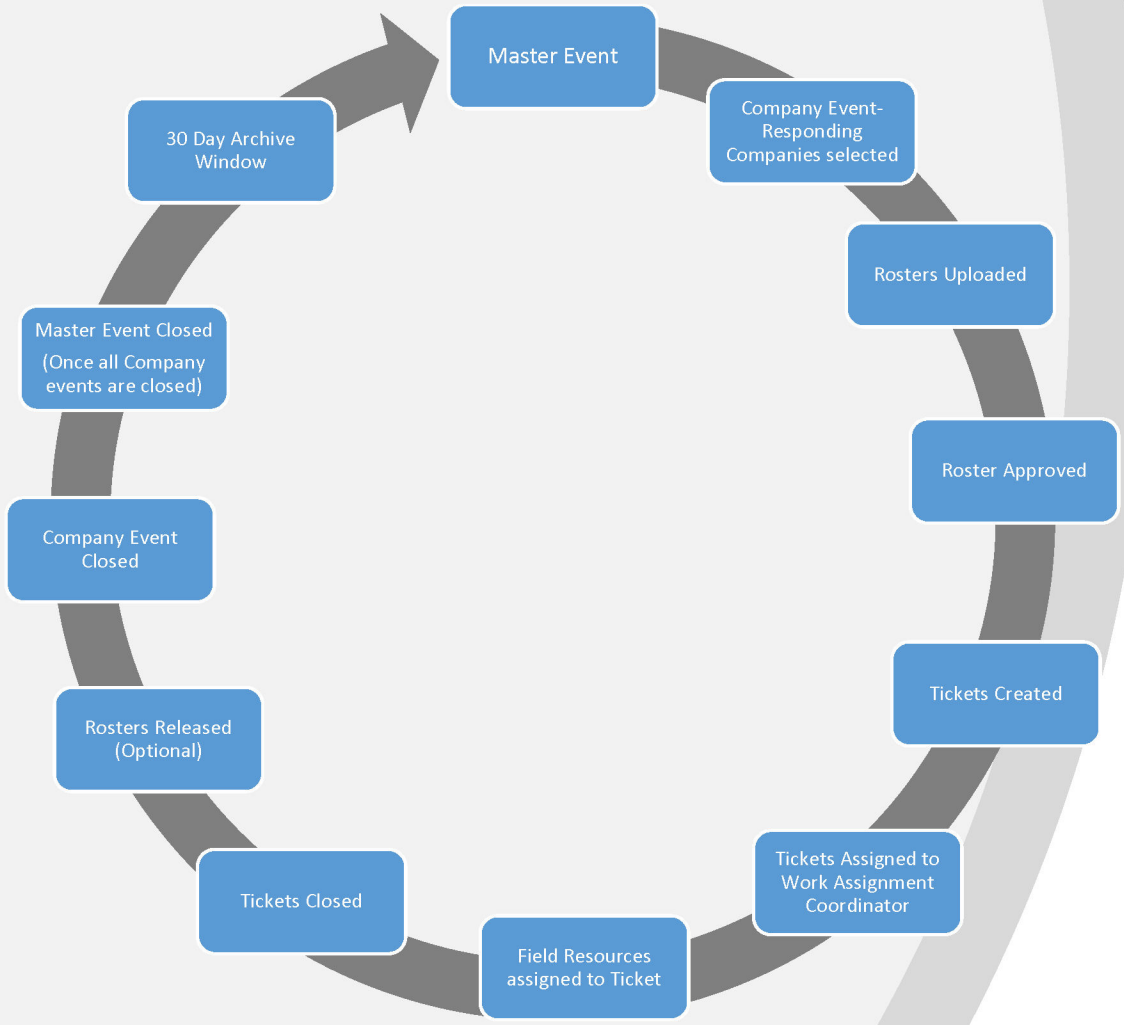
Mutual Assistance

When the need for additional crews expands beyond the foreign crews already contracted with CNP, the Company may contact neighboring utility companies to employ foreign crews contracted to the other company.

In the event of an ELOP or EOP, the regional mutual assistance groups (RMAGs) will be coordinated with for additional resources. In the event that other utilities are also in need of resources, the RMAG will utilized the RAMP-UP tool to ensure a fair distribution of resources between the requesting based on need and contract resources previously acquired. Entries into the RAMP-UP system can be coordinated through CenterPoint's Mutual Assistance Team, Distribution Operations or Emergency Operations.

In addition to RAMP-UP, the Mutual Assistance Restoration Coordination (MARC) tool will be utilized. The MARC software will be utilized to manage rosters from off-system resources and electronically deliver work to any crews who are not on our internal work-order systems. External crews requested by CenterPoint will have additional requirements to include some type of mobile technology (iPad, Smartphone, Toughbook, Laptop, etc.) in order to send/receive rosters as well as to receive work packets.

The following diagram is a high-level look at how the MARC application works:



b. Storm Duration Staffing Considerations

Single Day Events

For events that can be wrapped up in 24 hours or less, resources may be held to finish the event and maintain appropriate staffing for the next day.

Multi-Day Events

A multi-day event is an event that reaches an activation level of "Significant" or above for 24 continuous hours. During one of these events, maximize the number of resources available to work during daylight hours. In a multi-day event, minimal one and two-man staffing on the system remains at night to continue damage assessment and troubleshooting, with the goal to release the majority of internal resources by 10:00 p.m. in order to have them back for the next day. Decisions about whether or not to hold resources need to be made and communicated by 7:00 p.m.

The following matrix provides guidance on resources to consider activating depending on the staffing at the onset of the event and the anticipated severity of the event.

Activation Level	Current Staffing (Prior to the Onset of the Event)	
	High	**Low**
Major (7 - 8)	▪ ***Contract Crews*** ▪ ***Transmission Crews*** ▪ ***Substation Crews*** ▪ ***MUG Crews*** ▪ ***Patrol Inspectors***	▪ ***Contract Crews*** ▪ ***Streetlight Crews*** ▪ ***Transmission Crews*** ▪ ***Substation Crews*** ▪ ***MUG Crews*** ▪ ***Patrol Inspectors*** ▪ ***Mutual Aid*** ▪ ***Logistics***
Significant (5 - 6)	▪ ***Contract Crews***	▪ ***Contract Crews*** ▪ ***MUG Crews***

See Mobilization of Resources for the procedure details.

3. Damage Assessment

Damage Assessment begins with the mobilization of crews to assess all damage. This may include making repairs within safety guidelines or referring the order to be assigned to the appropriate crew. Typically, this will be conducted by internal first responders (1-man crews). When a Service Center has reached a Major event (Trouble Level 5 and above), Patrol Inspectors may be activated to assist in Damage Assessment. This will enable damage to be assessed more quickly and allow for internal crews to begin to be built up again to assist in Restoration. The Patrol Inspectors may also be activated at the discretion of the Incident Commander.

See Damage Assessment for the procedure details.

4. Restoration

Restoration follows the restoration priorities to optimize restoration by restoring service to the most customers as quickly as possible. Internal crews will restore service when possible during damage assessment, however, for cases requiring 2-man and 4-man construction crews, crews will need to be built up from the first responder crews as the event progresses. Contract Crews will be activated and utilized depending on the severity of the event and at the discretion of the IC and OSC.

See Restoration for the procedure details.

5. ETR Suppression

In the event of a storm or major event where ETRs need to be suppressed or extended, the Incident Commander will communicate to the ETR coordinators and all individuals within the *CNP ETR Updates* group using the GroupMe application. Once communication has been received, those on duty will update/extend ETRs accordingly. The information needed from the IC will be service center, how many hours to extend, and if default or current outages are impacted, or both. Any updates needed will be communicated through this application and will allow for a history of what actions were taken for each event. The individuals associated with this group are responsible for updating their respective area with information provided by distribution leadership. All ETR updates/changes in the system should be handled by the Customer Service Channel Management group unless there is a need for a one-time system wide, longer than 12 hours update of which should be handled by Distribution Control team. Once the event is over, all ETRs will be brought back to normal and the group will be notified.

6. Resumption of Normal Operations

Resumption of Normal Operations occurs as Damage Assessment is fully completed and remaining referred orders are minimal. IRT members will be released as their roles are no longer

needed, but the FCC and/or IC will remain at DVAL until the referred orders are reduced to a manageable level and command is transferred to the leadership at the board. Internal crews will be released when remaining work can be managed by activated contract crews. Internal crews will be released before contract crews to ensure crews are given the appropriate eight-hour rest period before being needed to return to normal operations.

See Resumption of Normal Operations for the procedure details.

B. Operational Procedures Details

1. Information Collection

Process

The following is a detailed description of the process followed for pre-planning for a storm during Information Collection.

Step	Activity	Description
1	Pre-Storm Conference Call	The Incident Commander will initiate and facilitate a call with the stakeholders listed below using conference call agenda. Based on input from stakeholders, the Incident Commander should make decisions regarding the areas of impact, current resources, anticipated need and next steps. Will crews be held? ◦ If **YES**, proceed to Step 2. ◦ If **NO**, proceed to Step 3.
2	Notify Internal Resources	The Operations Section Chief should notify service center leadership to hold internal resources.
3	Document Outputs of Meeting	The Planning Section Chief will document all outputs on the conference call agenda and send it to all Distribution Operations leadership (VP, Directors, Ops Managers, Ops Supervisors), planning call participants, and post to Storm Restoration SharePoint site created for the event.

Stakeholders

A pre-planning conference call will include the following stakeholders:

Position	Role
Incident Commander	Initiates & Facilitates meeting
Ops Section Chief	Advises on required actions, notifies internal resources of next steps
Planning Section Chief	Captures and distributes meeting minutes, stores meeting minutes on SharePoint
Incident Management Team Member(s)	Observer
Storm Geo	Provide further insight on forecast
Distribution Control Officer	Provides system status
Foreign Crew Coordinator	Provides contract crew availability
Forestry Branch Director	Provides vegetation management availability
Public Information Officer	Observer

Outputs

The following are the outputs that will be documented by the Planning Section Chief:

Output	Details
Areas of Expected Impact	Service Areas
Current Resources	Internal Distribution Operations
	Contractors (DPM)
	Leadership – Ops Supervisors
	Tree Crews
Anticipated Needs	Holding of Crews
	Staging
	Call-outs
	Other CNP Internal Crews
	Incident Response Team
	Incident Management Team
	Damage Assessors
	Logistics
Next Steps	Next Calls
	Mobilization of Resources

2. Mobilization of Resources

Process

The following is a detailed description of the process followed for the allocation and mobilization of resources.

Step	Activity	Description
1	Communicate with Service Centers on ETA, ETR & Current Resource Levels	The Planning Section Chief sends out email to Operation Supervisors requesting their current resource levels, estimated time to complete assessment (ETA) and estimated time to completely restore service (ETR). This information is collected and given to the Incident Commander.
2	Develop Storm Response Plan	The Incident Commander takes the resource levels, ETA and ETR from Planning Section Chief and develops a plan of action. Will any additional personnel be activated? • If **YES**, then proceed to Step 3. • If **NO**, the proceed to Step 4.
3	Activate Additional Personnel/Work Groups	The Operations Section Chief will communicate to personnel and/or work groups to activate any of the following: • Call-outs • Patrol Inspectors • Other Internal Support Crews • Staging Contractors • Mutual Assistance Calls • Logistics Activations will be planned and conducted with the proper work/rest cycles being considered. For more information on internal activation guidelines refer below.
4	Deliver Plan in Incident Briefing Conference Call	Incident Briefing or Update Conference Call is scheduled and led by the Incident Commander. The agenda is prepared and includes a discussion of resources required and/or available for reallocation. ***Are Patrol Inspectors being (Service Consultant) activated?*** • If **YES**, navigate to Patrol Inspectors Process. • If **NO**, continue to Damage Assessment.

Activation

Internal staff should be activated in the order of the table below, based on the skills needed. To activate any internal support work group, the duty roster for each group can be found on this link.

Resources	Abilities	Guidelines to Activate
Internal Dist Ops Crews	All	• Storms are expected, Trouble Level 2 or above anticipated
Dist. Ops Contract Crews	All	• Storms are expected, Trouble Level 2 or above anticipated
Primary Metering	Troubleshooting, Market Orders	• Storms are expected, Trouble Level 2 or above anticipated
Streetlight Crews	Troubleshooting	• Trouble Level 3 or above achieved
Patrol Inspectors	Damage Assessment	• Service Area Trouble Level 4 achieved
Major Underground	Troubleshooting, Transformer Replacement	• System Trouble Level 5 or above achieved
Substation	Grounding	• Tree event – sustained winds, saturated ground
Internal Transmission Crews	All	• Greater than 75 4-man referrals are pending
Contract Transmission Crews	All	• Greater than 75 4-man referrals are pending
Mutual Assistance Crews	All	• Anticipate more than 150 4-man crew referrals
Logistics	Support	• Mutual assistance called out, multi-day event anticipated

The following resources should be activated in the event of an ELOP situation.

Resources
• Distribution Services • Power Delivery Solutions • Primary & Central Metering • Regulatory • Customer Service • Social Media • Corporate Communications • Safety • Fleet • Skills Training • Emergency Operations

3. Damage Assessment

Process

The following is the process followed for Damage Assessment

Step	Activity	Description
1	Break Down Internal Crews	Break down all crews to utilize **ENTIRE** fleet. The objective is to create as many first responders as possible. **Internal resources should only perform cut & clear at this time.**
2	Damage Assessment	All internal crews will perform damage assessment until all pending circuits and fuses for their assigned service center are assessed. Do neighboring centers have pending circuits and fuses? • If **YES,** move to Step 3. • If **NO**, continue to Restoration.
3	Refer to Command Team	If neighboring centers are still working damage assessment, the Service Center Ops Supervisor will call the Command Team. The command Team will determine if reallocation is necessary.

4. Restoration

Process

The following describes the process for managing referred orders during a storm restoration event. This process will repeat until all referral work is complete.

Step	Activity	Description
1	Receive Referred Trouble Order	Distribution Control receives referred trouble order from crew with details on required work needed to be completed. **Is external crew required?** • If **YES**, navigate to Contract Crews Process. • If **No**, referral is managed by the Ops Supervisor. **Note:** If possible internal crews should still be broken down and 4 man work will be referred to contract crews.

5. ETR Suppression

Process

The following describes the process for suppressing ETRs during a storm restoration event.

Step	Activity	Description
1	ETRs need to be suppressed	Incident commanders/Distribution leadership will communicate to all users assigned to an ETR GroupMe chat the following: • When a storm is approaching/affecting a service area and to be on the lookout for the possible potential to extend current and/or default ETRs • When default/current ETRs need to be extended (SVC, Outage Type, and # of hours) • When default ETRs should return to normal

6. MARC

Process

The following describes the process for MARC during an ELOP storm restoration event.

Step	Activity	Description
1	Roster Management	1) Planning Section Chief receives information from Operations Section Chief about companies responding to event. 2) Planning Section Chief invites responding companies to CNP Event in MARC 3) Email sent from MARC Application to responding companies to upload crew rosters. 4) Responding Companies upload rosters 5) Rosters approved by Planning Section Chief, or QA assigned to responding company
2	Work Order Management	1) Work Tickets are created from either our damage assessment or OMS and imported into the MARC system by OSC (Impacted Location) or Planning delegate. 2) The Planning Section assigns tickets to foreign crew work coordinator in the MARC tool. 3) Tickets are worked and closed out. 4) The OSC validates completed tickets
3	Release	1) The IC authorizes release of resources. 2) The Planning Section releases the rosters to Parking Lot in MARC (in the event other companies are willing to pick up resources). 3) Event Closed within MARC by Situation Planning 4) Event information is available for 30 days, to be archived. After 30 days, the MARC event data will be deleted automatically

7. Resumption of Normal Operations

Process

The following is the process followed for the Resumption of Normal Operations.

Step	Activity	Description
1	Demobilization of IRT	As Storm Restoration nears completion, the IC will begin to release members of the IRT as roles become no longer needed. **Note:** The IC and FCC will remain at DVAL until the last referred order has been assigned.
2	Report to leadership	At the completion of the event, the IC will collaborate with the PSC to develop a final report to DPD leadership about the event.
3	Begin AAR Planning	The IC will begin planning the After-Action Review of the storm upon completion of the event using the After-Action Review Process.

V. Function Specific Annexes

A. Conference Call Procedures Annex

1. Triggers for Conference Call

The Storm Team will hold a conference call for planning. The Incident Commander, Director of Operations or designee will initiate this call when one of the following triggers occur:

- StormGeo sends out a Planning Forecast stating that conditions are expected to deteriorate in the near future and cause an impact to the system due to flooding, ice, winds or other conditions.
- StormGeo sends out a Weather Alert (Condition Yellow, Red, etc.) stating that hazardous weather conditions are currently occurring in the area and could adversely impact the system.
- The Thunderstorm Severity Index (TSI) report indicates a Peak Chance of Thunderstorms greater than 75% & Peak Severity of Thunderstorms greater than 6.
- By request of the Duty Incident Commander, Director of Operations or a designee.
- Any other significant event that initiates the needs for a large-scale restoration effort.

2. Conference Call Agenda

STORM RESTORATION CONFERENCE CALL AGENDA	***Date:*** _____ ***Time:*** _____
Call-in Information: _____	
Items marked with an "*" are only necessary to be covered on the update call. **KICKOFF**	**LEAD**
INTRODUCTIONS/ROLL CALL **Incident Response Team** ☐ Incident Commander ☐ Operations Section Chief ☐ Planning Section Chief ☐ Distribution Control Officer ☐ Foreign Crew Coordinator(s) ☐ Forestry Branch Director ☐ Public Information Officer ☐ IMT Representative ☐ Storm Geo Representative **Service Centers*** ☐ Baytown ☐ Bellaire ☐ Brazoria ☐ Cypress ☐ Fort Bend ☐ Galveston ☐ Greenspoint ☐ Humble ☐ Katy ☐ South Houston ☐ Spring Branch ☐ Sugar Land ELOP ROLL CALL ADDITIONS ☐ Distribution Services ☐ Power Delivery Solutions ☐ Primary & Central Metering ☐ Regulatory ☐ Customer Service ☐ Social Media ☐ Safety ☐ Fleet ☐ Skills Training ☐ Emergency Operations	Incident Commander: _____
SITUATION UPDATE	Incident Commander: _____

Forecast (StormGeo) ☐ Weather Forecast ☐ Projected Worst Case Weather Scenario **System Status Update (Incident Commander) *** ☐ Current Trouble Level ☐ Market Orders Pending ☐ Current Outages ☐ Customers Out ☐ Circuits ☐ Fuses ☐ Transformers ☐ Locals ☐ Pending ☐ Referred orders ☐ Anomalies ☐ Number of Internal Resources Working ☐ Number of External Resources Working ☐ Contract Crews ☐ Tree Crews **Safety Message (Incident Commander)**	
INCIDENT RESPONSE TEAM REPORT OUT	**LEAD**
Incident Commander ☐ Anticipated Needs ☐ Incident Management Team ☐ Patrol Inspectors ☐ Forestry Branch ☐ Contract Crews ☐ MUG Crews ☐ Substation Crews ☐ Transmission Crews ☐ Logistics **Operations Section Chief** ☐ Current Resources ☐ Internal DPD ☐ Leadership- Ops Supervisor ☐ Anticipated Needs	Incident Commander: _____

INCIDENT RESPONSE TEAM REPORT OUT	LEAD
☐ Holding of Crews ☐ Staging ☐ Call-Outs **Forestry Branch Director** ☐ Current Resources ☐ Tree Crews ☐ Anticipated Needs **Foreign Crew Coordinator** ☐ Current Resources ☐ Foreign Crews ☐ Anticipated Needs	

NEXT STEPS	LEAD
Incident Commander* ☐ Staffing for the next operational period ☐ Management Transition Plan (Conditional) ☐ Crew Demobilization Planning (Conditional) **ACTION ITEMS**	Incident Commander: _____

Responsible Party	Action Item

NEXT STEPS	LEAD
SET NEXT CONFERENCE CALL Date:_____ Time: _____	Incident Commander: _____
ACTIVATION TO THE BOARD	Incident Commander: _____

3. Notetaking Template

Storm After-Action – CenterPoint Energy DPD	
Conference Call Notetaking Sheet	
Agenda Item	**Content**
Welcome	
Roll Call	Baytown? Bellaire? Brazoria? Cypress? Fort Bend? Galveston? Greenspoint? Humble? Katy? South Houston? Spring Branch? Sugarland? Primary Metering? Others? ELOP ROLL CALL ADDITIONS ☐ Distribution Services ☐ Power Delivery Solutions ☐ Primary & Central Metering ☐ Regulatory ☐ Customer Service ☐ Social Media ☐ Safety ☐ Fleet ☐ Skills Training ☐ Emergency Operations
Status Update	Weather Update: Current Trouble Level: Market Orders Remaining: Current Outages: • Customers Out: • Circuits: • Partials: • Fuses: • Transformers: • Locals: • Pending: Resources Currently Working: • Internal: • Contract: • Tree: • Others: • Others: • Others:

Safety Message	
Plan	Objectives for the Current Period: • Work Safely • Target for completing damage assessments / restoration is _____. • Restore power in the most efficient manner possible • Ensure EOTs are updated in a timely manner Call Outs Performed • Trouble Shooter Call Outs: • Service Center Call Outs: • Contractor Crews Requested: • Tree Crews Requested: • Others: Resources Requested: • Baytown: • Bellaire: • Brazoria • Cypress: • Fort Bend: • Galveston: • Greenspoint: • Humble: • Katy: • South Houston: • Spring Branch: • Sugarland: • Primary Metering: • Others: Resources Available for Reallocation: • Baytown: • Bellaire: • Brazoria • Cypress: • Fort Bend: • Galveston: • Greenspoint: • Humble:

	• Katy: • South Houston: • Spring Branch: • Sugarland: • Primary Metering: • Others: Call Outs Planned (but not yet performed) • Service Center Call Outs: • Contractor Crews Requested: • Tree Crews Requested: • Others: Resources Allocations: • Internal Resources Directed to Another Service Center: • Current Allocations of Contract Crews: • Current Allocations of Tree Crews: Processes: • Requesting additional resources (line skills or tree crews): • Managing contract crews: • What to do when crews come in the clear: How are we staffing for the next operational period (either the next work day or, if it is a multi-day event, storm restoration staffing)? Management Transition Plan – What time should the leadership transition take place?

	Crew Demobilization – Do we have a target for starting to release crews, if so what is that target? When is the next Incident Update scheduled for?

Management Reminders	Examples may include:
	• Getting management into the field, if needed.
	• Managing meals carefully.
	• ETR:
	  ○ Crews should be updating ETRs in a timely manner.
	  ○ Management can extend ETRs as needed, but those extensions need to be communicated to Customer Service.

B. Service Suite Annex

1. Crew Designations

	Alpha					
		- Seasonal Crew				
Management		**Title**	**Crew Size**		**Notes**	**Conditional Activation**
	A	Construction Supervisor				
	Z	Service Supervisor				
Response		**Title**	**Crew Size**		**Notes**	**Conditional Activation**
Days	X	Response crews	1 M	Weekdays/Weekends Various Shifts (daylight hours)	Includes Troubleshooters and S/C crews	First responder on weekdays
Days	R	Weekend/ Weekday Trouble Crews	2M	Weekend Days (08:00 - 16:30)	Two man crew consists of one HDLM and Journeyman / Hot Apprentice	Routine first responder on the weekends, during the week will have reliability work assigned, used for trouble referrals and 3 phase meter sets
	S	Evening Trouble Crews	1 M	Evenings (15:00 - 01:00)	1M Response crew	First Responder on Evening Shifts
	T	Trouble Crews	2 M	Evenings (15:00 - 01:00)	2M Response crew	First Responder / 2M referrals on Evening Shifts
	P	Peak Load Crew	3 M or more	Evenings	4M Response Crew	Trouble crew - Only Staffed during peak season
	B	Large Crew Evenings	4 M	Evenings (16:00 - 24:00)	4M Response Crew	Light Construction/Trouble Crew - Year Round
GY	Y	Graveyard Shift Trouble Crews	1 M	Nights (22:00 to 08:00)	1M Response Crew	First Responder on Graveyard Shifts
MU	W	Major URD Relay TRBL Crew	2M	Days 4-10s	2M Response crew	Major URD Relay TRBL Crew
MU	L	Major URD Troble Construction Crew	4M	Days 4-10s	4M Response Crew	Major URD Trouble Construction Crew
MU	U	Cable Crew OVH Troubleshooting	4M	Days 4-10s	4M Response Crew	Cable Crew OVH Troubleshooting
All	G	URD Vans	1 M or 2 M	All Shifts	Primarily used for URD Trouble	Conditional first responder to non URD Trouble
Operations		**Title**	**Crew Size**		**Notes**	**Conditional Activation**
	D	CSO Crew	2 M	Mon through Fri	CSO (Priority 1)	2M Trouble Overflow
	H	Capacitor Crew	2 M	Mon through Fri	Capacitor	Circuit_Fuses_Transformers vicinities in area
	M	P/M Crew	1 M or 2 M	Mon through Fri	Primary Meter Work	Circuit_Fuses_Transformers vicinities in area
	N	P/M Construction Crew	1 M	Mon through Fri	Primary Meter Work	Circuit_Fuses_Transformers vicinities in area
	C	Contract Streetlight Crew	1M	Mon through Fri	Streetlight Work	1M Trouble Overflow
Large Crews		**Title**	**Crew Size**		**Notes**	**Conditional Activation**
	E	Response Crew	3M or more	Mon through Fri	4M response crew	Small construction work orders overflow
Other Crews						
	F	FSR				
	I	Meter Issue Resolution Representative				
	O	Revenue Meter Techs				
	U	Major Underground				
	V	High Volt Metering				
	*	Telecommunications, Radio Communications, and DACs (Substation Operations) dealing with the IG Equipment				
NHPL Crews		**Title**	**Crew Size**		**Notes**	**Conditional Activation**
	NH#OV	Contract Construction Crew	3-5M	M-F	Combination crew with a bucket truck and a digger truck	overhead crew
	NH#UR	Contract Construction Crew	8M	M-F	Underground	underground crew
	NH#GF	General Foreman				
MPT Crews		**Title**	**Crew Size**		**Notes**	**Conditional Activation**
	MP#OV	Contract Construction Crew	3-5M	M-F	Combination crew with a bucket truck and a digger truck	overhead crew
	MP#UR	Contract Construction Crew	8M	M-F	Underground	underground crew
	MP#GF	General Foreman				
Frontline Crews						**Conditional Acitivation**
	FL###	Contract Construction Crew	3-5M	M-F	Combination crew with a bucket truck and a digger truck	overhead crew

2. Contract Crews

Process

The following describes the process for Restoration when Contract Crews are being utilized.

Step	Activity	Description
1	Review and Prioritize Referred Orders	Planning Section Chief reviews all referrals for details and prioritizes based on number of customers affected, crews available, and resources/materials needed.
2	Communicate Referral Work to General Foreman	The Foreign Crew Coordinator communicates with the General Foreman for the contract crews the order to be worked. There should be one Foreign Crew Coordinator for each contract company that is used to respond. **Note:** Foreign Crew Coordinator will work from DVAL.
3	Override Crew Location Settings	The Foreign Crew Coordinator overrides the crew location settings in Service Suite - Dispatch Application if the contract crew is required to change Service Center locations.
4	Assign Referral Work to Contractor	The Foreign Crew Coordinator assigns the referral work to the appropriate contractor work queue in Service Suite - Dispatch Application.
5	Drops Order on Contract Crew Foreman	The Foreign Crew General Foreman places the order on the Contract Crew Foreman in Service Suite – Dispatch Application until it is completed.
6	*Order Worked*	*External crews work order to completion.*
7	Complete order in Service Suite	The Contract Crew Foreman completes the order in Service Suite – Mobile Application with completion notes.

3. Crews not on Service Suite

Patrol Inspectors, while critical to Storm Restoration, are not able to access Service Suite. Therefore, to maintain an accurate view of Damage Assessment and Restoration, the following process is utilized to ensure a continual communication flow throughout Storm Restoration.

a. Patrol Inspectors

Process

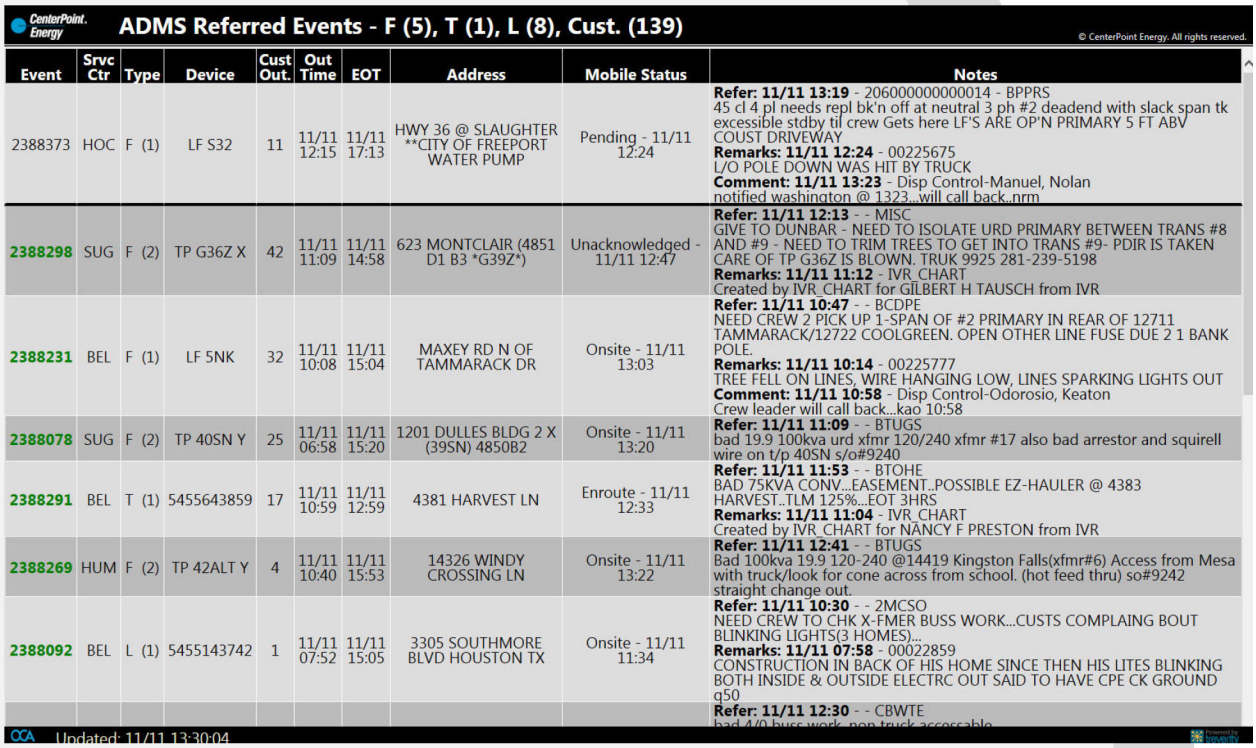
The following describes the process for damage assessment when service consultants are activated.

Step	Activity	Description
1	Activate Patrol Inspectors	The Patrol Inspectors will be activated by any one of the following triggers: • Individual Service Center trouble level greater than 4, or • By direction of the Incident Commander, Director of Operations of his designee. **Notes:** • Damage Assessment by Patrol Inspectors should only be performed during daylight hours. • Typically Patrol Inspectors should be used to assess pending fuse cases.
2	Drop Orders on Ops Supervisor	Operations Supervisor will drop orders needing to be assessed, on himself in the Service Suite Dispatch Application. Notes on order should include "Consultant - NAME."
3	Notify Patrol Inspector Manager	Operations Supervisor will notify the Patrol Inspector Manager verbally of the order details.
4	Assign Order to Patrol Inspector	The Patrol Inspector Manager will communicate the order to be worked to an available patrol inspector.

Step	Activity	Description
5	Assess Damage	Patrol Inspector will gather pertinent information and go to order location and assess damage Details of damage will be written down and photos will be captured, when possible, to share with Ops Supervisor when reporting back. The Minimum details required from the assessment include but are not limited to the following: • Address • Easement (Y/N) • Truck Accessible (Y/N) • Pole Size • Equipment Needs • Wire Down (Y/N) • Pole Down (Y/N) • Urgency
6	Report Results	Patrol Inspector calls the Operations Supervisor, reports on the damage and shares all details including pictures if applicable.
7	Enter Results in Service Suite	The Ops Supervisor is responsible for entering results in Service Suite Mobile Application and referring order to appropriate crew.

C. Situational Awareness Annex

1. Referred Events



CenterPoint Energy — ADMS Referred Events - F (5), T (1), L (8), Cust. (139)

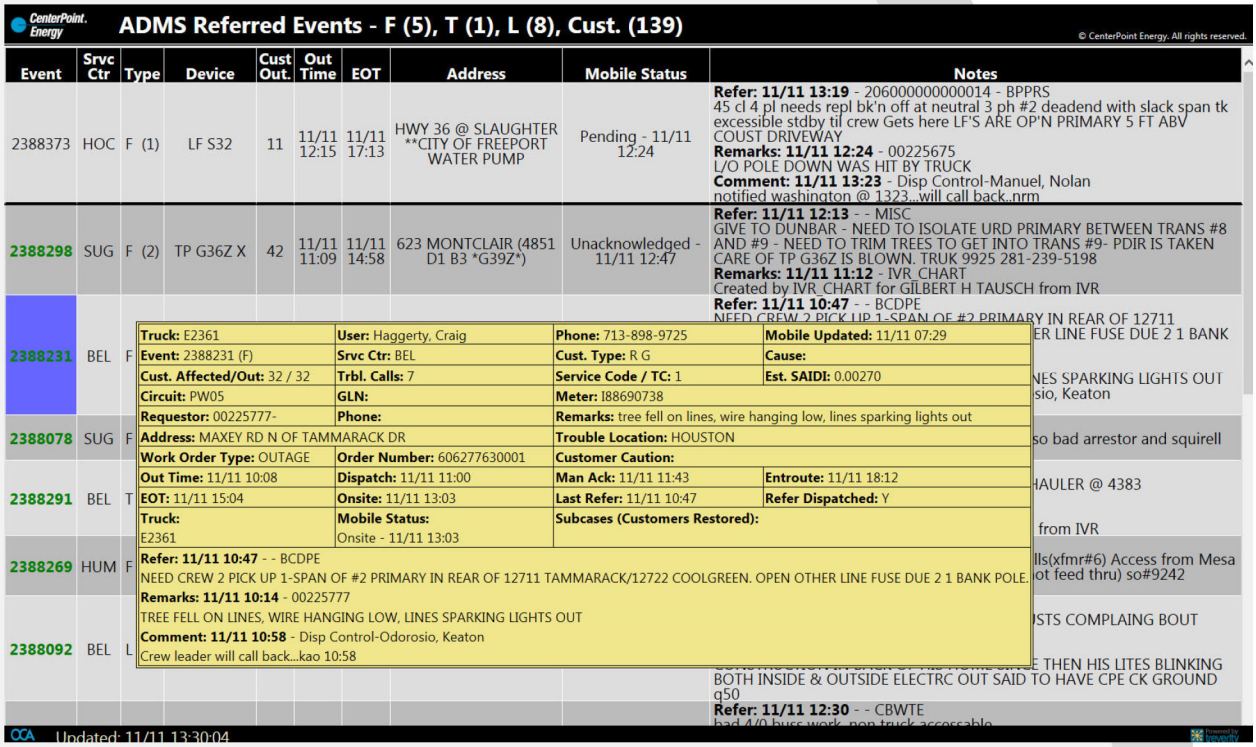
Event	Srvc Ctr	Type	Device	Cust Out.	Out Time	EOT	Address	Mobile Status	Notes
2388373	HOC	F (1)	LF S32	11	11/11 12:15	11/11 17:13	HWY 36 @ SLAUGHTER **CITY OF FREEPORT WATER PUMP	Pending - 11/11 12:24	**Refer: 11/11 13:19** - 206000000000014 - BPPRS 45 cl 4 pl needs repl bk'n off at neutral 3 ph #2 deadend with slack span tk excessible stdby til crew Gets here LF'S ARE OP'N PRIMARY 5 FT ABV COUST DRIVEWAY **Remarks: 11/11 12:24** - 00225675 L/O POLE DOWN WAS HIT BY TRUCK **Comment: 11/11 13:23** - Disp Control-Manuel, Nolan notified washington @ 1323...will call back..nrm
2388298	SUG	F (2)	TP G36Z X	42	11/11 11:09	11/11 14:58	623 MONTCLAIR (4851 D1 B3 *G39Z*)	Unacknowledged - 11/11 12:47	**Refer: 11/11 12:13** - - MISC GIVE TO DUNBAR - NEED TO ISOLATE URD PRIMARY BETWEEN TRANS #8 AND #9 - NEED TO TRIM TREES TO GET INTO TRANS #9- PDIR IS TAKEN CARE OF TP G36Z IS BLOWN. TRUK 9925 281-239-5198 **Remarks: 11/11 11:12** - IVR_CHART Created by IVR_CHART for GILBERT H TAUSCH from IVR
2388231	BEL	F (1)	LF 5NK	32	11/11 10:08	11/11 15:04	MAXEY RD N OF TAMMARACK DR	Onsite - 11/11 13:03	**Refer: 11/11 10:47** - - BCDPE NEED CREW 2 PICK UP 1-SPAN OF #2 PRIMARY IN REAR OF 12711 TAMMARACK/12722 COOLGREEN. OPEN OTHER LINE FUSE DUE 2 1 BANK POLE. **Remarks: 11/11 10:14** - 00225777 TREE FELL ON LINES, WIRE HANGING LOW, LINES SPARKING LIGHTS OUT **Comment: 11/11 10:58** - Disp Control-Odorosio, Keaton Crew leader will call back...kao 10:58
2388078	SUG	F (2)	TP 40SN Y	25	11/11 06:58	11/11 15:20	1201 DULLES BLDG 2 X (39SN) 4850B2	Onsite - 11/11 13:20	**Refer: 11/11 11:09** - - BTUGS bad 19.9 100kva urd xfmr 120/240 xfmr #17 also bad arrestor and squirell wire on t/p 40SN s/o#9240
2388291	BEL	T (1)	5455643859	17	11/11 10:59	11/11 12:59	4381 HARVEST LN	Enroute - 11/11 12:33	**Refer: 11/11 11:53** - - BTOHE BAD 75KVA CONV...EASEMENT..POSSIBLE EZ-HAULER @ 4383 HARVEST..TLM 125%...EOT 3HRS **Remarks: 11/11 11:04** - IVR_CHART Created by IVR_CHART for NANCY F PRESTON from IVR
2388269	HUM	F (2)	TP 42ALT Y	4	11/11 10:40	11/11 15:53	14326 WINDY CROSSING LN	Onsite - 11/11 13:22	**Refer: 11/11 12:41** - - BTUGS Bad 100kva 19.9 120-240 @14419 Kingston Falls(xfmr#6) Access from Mesa with truck/look for cone across from school. (hot feed thru) so#9242 straight change out.
2388092	BEL	L (1)	5455143742	1	11/11 07:52	11/11 15:05	3305 SOUTHMORE BLVD HOUSTON TX	Onsite - 11/11 11:34	**Refer: 11/11 10:30** - - 2MCSO NEED CREW TO CHK X-FMER BUSS WORK...CUSTS COMPLAING BOUT BLINKING LIGHTS(3 HOMES)... **Remarks: 11/11 07:58** - 00022859 CONSTRUCTION IN BACK OF HIS HOME SINCE THEN HIS LITES BLINKING BOTH INSIDE & OUTSIDE ELECTRC OUT SAID TO HAVE CPE CK GROUND q50
									Refer: 11/11 12:30 - - CBWTE bad 4/0 buss work, non truck accessable

Updated: 11/11 13:30:04

Referred Events	
Purpose: This screen provides information about the status of referrals in the system in the entirety of the service area.	
Column	**User Notes**
Header Row	• This row provides a summary of the types of outages and the number of customers affected. In this image, there are: ○ 5 fuses, ○ 1 transformer, and ○ 8 locals affected, ○ Impacting a total of 139 customers
Event Column	• If the event number is **bolded and green**, the referral has been assigned to either an internal crew or a contract crew. • If the event number is in black and not bolded, the referral is still pending and has yet to be assigned. ○ These referrals will automatically stay at the top of the screen. ○ From there, the referrals on this screen are ordered by the number of customers affected.

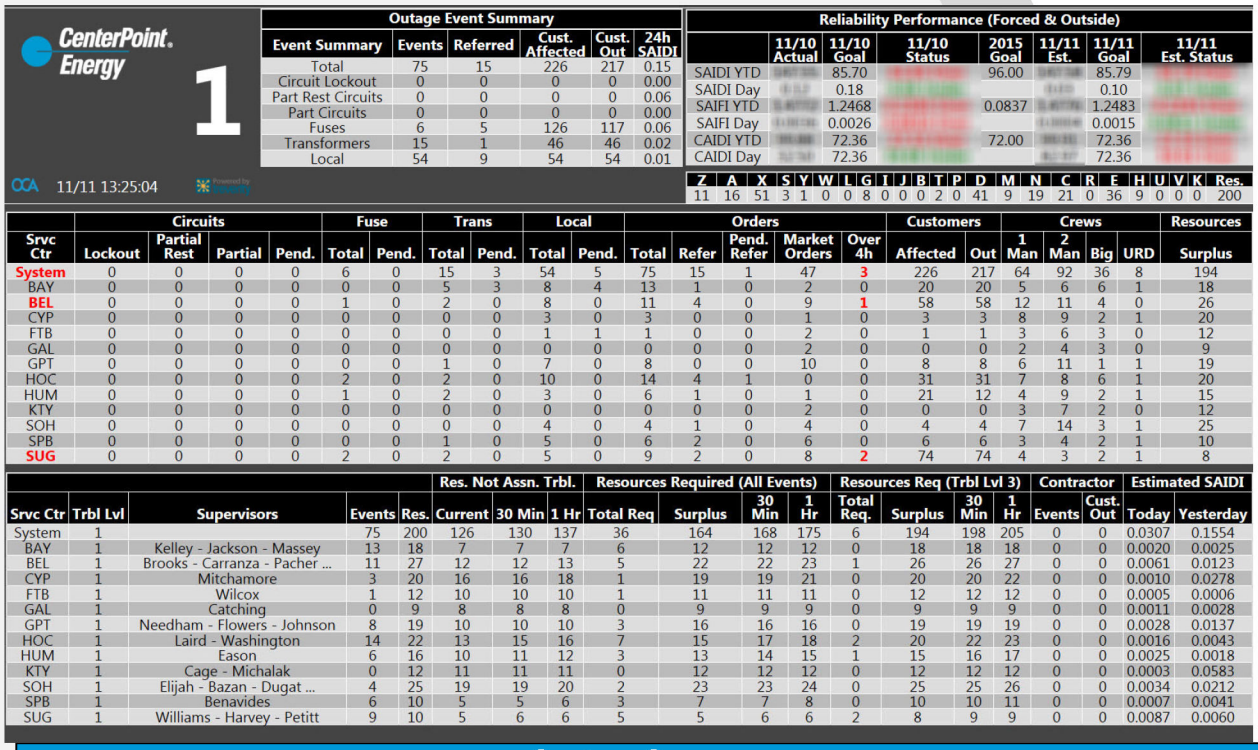
Referred Events	
Purpose: This screen provides information about the status of referrals in the system in the entirety of the service area.	
Column	**User Notes**
Type Column	• Notes the device affected: ○ F: Fuse ○ C: Circuit ○ T: Transformer ○ L: Local ○ 1: Overhead ○ 2: Underground ○ 3: Major Underground
Notes Column	• All referral comments/notes are displayed in this column. • The Referral Code gives more information about the order.

a. Referred Events Pop-Up



Referred Events Pop-Up	
Hovering over the event number on the Referred Events screen will display additional information about the order, including a summary of all the statuses of that order up to that point.	
Column	**User Notes**
Key Information	• What truck is holding the referral • What circuit the outage is on • The number of trouble calls received • What time the referral was received • What time a crew was dispatched
Est. SAIDI	• This section is the extent to which the particular outage may affect the total SAIDI.
Cust. Type	• The customer type affected is categorized as: ○ R: Residential ○ C: Commercial ○ I: Industrial

2. System Summary



CenterPoint Energy

1

11/11 13:25:04

Outage Event Summary

Event Summary	Events	Referred	Cust. Affected	Cust. Out	24h SAIDI
Total	75	15	226	217	0.15
Circuit Lockout	0	0	0	0	0.00
Part Rest Circuits	0	0	0	0	0.06
Part Circuits	0	0	0	0	0.00
Fuses	6	5	126	117	0.06
Transformers	15	1	46	46	0.02
Local	54	9	54	54	0.01

Reliability Performance (Forced & Outside)

	11/10 Actual	11/10 Goal	11/10 Status	2015 Goal	11/11 Est.	11/11 Goal	11/11 Est. Status
SAIDI YTD	[redacted]	85.70	[redacted]	96.00	[redacted]	85.79	[redacted]
SAIDI Day	[redacted]	0.18	[redacted]		[redacted]	0.10	[redacted]
SAIFI YTD	[redacted]	1.2468	[redacted]	0.0837	[redacted]	1.2483	[redacted]
SAIFI Day	[redacted]	0.0026	[redacted]		[redacted]	0.0015	[redacted]
CAIDI YTD	[redacted]	72.36	[redacted]	72.00	[redacted]	72.36	[redacted]
CAIDI Day	[redacted]	72.36	[redacted]		[redacted]	72.36	[redacted]

Z	A	X	S	Y	W	L	G	I	J	B	T	P	D	M	N	C	R	E	H	U	V	K	Res.
11	16	51	3	1	0	0	8	0	0	0	2	0	41	9	19	21	0	36	9	0	0	0	200

	Circuits				Fuse		Trans		Local		Orders					Customers		Crews				Resources
Srvc Ctr	Lockout	Partial Rest	Partial	Pend.	Total	Pend.	Total	Pend.	Total	Pend.	Total	Refer	Pend. Refer	Market Orders	Over 4h	Affected	Out	1 Man	2 Man	Big	URD	Surplus
System	0	0	0	0	6	0	15	3	54	5	75	15	1	47	3	226	217	64	92	36	8	194
BAY	0	0	0	0	0	0	5	3	8	4	13	1	0	2	0	20	20	5	6	6	1	18
BEL	0	0	0	0	1	0	2	0	8	0	11	4	0	9	1	58	58	12	11	4	0	26
CYP	0	0	0	0	0	0	0	0	3	0	3	0	0	1	0	3	3	8	9	2	1	20
FTB	0	0	0	0	0	0	0	0	1	1	1	0	0	2	0	1	1	3	6	3	0	12
GAL	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2	4	3	0	9
GPT	0	0	0	0	0	0	1	0	7	0	8	0	0	10	0	8	8	6	11	1	1	19
HOC	0	0	0	0	2	0	2	0	10	0	14	4	1	0	0	31	31	7	8	6	1	20
HUM	0	0	0	0	1	0	2	0	3	0	6	1	0	1	0	21	12	4	9	2	1	15
KTY	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	3	7	2	0	12
SOH	0	0	0	0	0	0	0	0	4	0	4	1	0	4	0	4	4	7	14	3	1	25
SPB	0	0	0	0	0	0	1	0	5	0	6	2	0	6	0	6	6	3	4	2	1	10
SUG	0	0	0	0	2	0	2	0	5	0	9	2	0	8	2	74	74	4	3	2	1	8

					Res. Not Assn. Trbl.			Resources Required (All Events)				Resources Req (Trbl Lvl 3)				Contractor		Estimated SAIDI	
Srvc Ctr	Trbl Lvl	Supervisors	Events	Res.	Current	30 Min	1 Hr	Total Req	Surplus	30 Min	1 Hr	Total Req.	Surplus	30 Min	1 Hr	Events	Cust. Out	Today	Yesterday
System	1		75	200	126	130	137	36	164	168	175	6	194	198	205	0	0	0.0307	0.1554
BAY	1	Kelley - Jackson - Massey	13	18	7	7	7	6	12	12	12	0	18	18	18	0	0	0.0020	0.0025
BEL	1	Brooks - Carranza - Pacher ...	11	27	12	12	13	5	22	22	23	1	26	26	27	0	0	0.0061	0.0123
CYP	1	Mitchamore	3	20	16	16	18	1	19	19	21	0	20	20	22	0	0	0.0010	0.0278
FTB	1	Wilcox	1	12	10	10	10	1	11	11	11	0	12	12	12	0	0	0.0005	0.0006
GAL	1	Catching	0	9	8	8	8	0	9	9	9	0	9	9	9	0	0	0.0011	0.0028
GPT	1	Needham - Flowers - Johnson	8	19	10	10	10	3	16	16	16	0	19	19	19	0	0	0.0028	0.0137
HOC	1	Laird - Washington	14	22	13	15	16	7	15	17	18	2	20	22	23	0	0	0.0016	0.0043
HUM	1	Eason	6	16	10	11	12	3	13	14	15	1	15	16	17	0	0	0.0025	0.0018
KTY	1	Cage - Michalak	0	12	11	11	11	0	12	12	12	0	12	12	12	0	0	0.0003	0.0583
SOH	1	Elijah - Bazan - Dugat ...	4	25	19	19	20	2	23	23	24	0	25	25	26	0	0	0.0034	0.0212
SPB	1	Benavides	6	10	5	5	6	3	7	7	8	0	10	10	11	0	0	0.0007	0.0041
SUG	1	Williams - Harvey - Petitt	9	10	5	6	6	5	5	6	6	2	8	9	9	0	0	0.0087	0.0060

System Summary

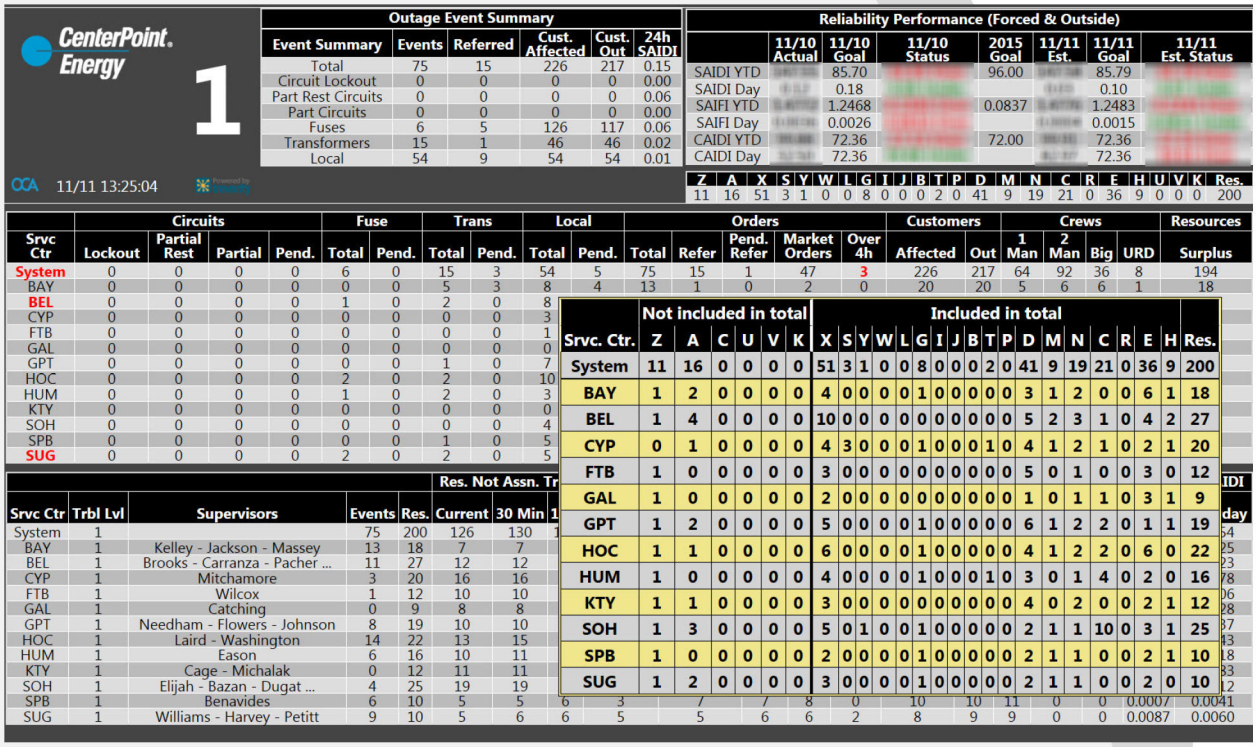
Purpose: This screen provides a high-level overview of how the restoration efforts are progressing in relation to the rest of the storm.

Column	User Notes

Header Row	• The large, white number is the current trouble level.
	• The Outage Event Summary provides a summary of the events over a 24-hour period, including:
	  ○ Type
	  ○ Number of referrals
	• The Reliability Performance section displays how current efforts are comparing the SAIDI, CAIDI, and SAIFI goals from both a daily and yearly perspective.
	• The summary of crew typed logged onto the system at the present time are displayed below the Reliability Performance section. Crew Designations are listed in the previous annex.

System Summary	
Purpose: This screen provides a high-level overview of how the restoration efforts are progressing in relation to the rest of the storm.	
Column	**User Notes**
Outage Breakdown	• The types of outages are categorized horizontally and organized based on the restoration priorities and divided into "total" and "pending" columns. Outages in the "pending" columns are ones still waiting to be assigned to a crew. • The Orders section shows: ▪ Total number of orders ▪ Number referred ▪ Number pending ○ **Note**: The referrals rate can be calculated using the "total" and "refer" columns of this section: Refer/Total=Referral Rate. ○ **Note**: Market Orders must be completed according the established guidelines. ○ **Note**: Any order taking longer than the 4-hour timeframe will be displayed in **red**. • The Customers section shows how many customers were initially affected and how many are still out at the present moment. • The Crews section displays the breakdown of the four main types of crews on the system. ○ **Note**: The crews listed here are internal only. For contract crew availability, contact the OSC at DVAL. • The Resources section uses an algorithm to calculate the surplus of crews for each service center based the on the number/types of outages and the crews currently logged into the system. ○ **Note**: When a **red** number appears in this column, the corresponding Service Center may be understaffed.
Service Center Breakdown	• The bottom section of this screen displays the current trouble level at each of the Service Centers and the current supervisors at each. ○ **Note**: Hovering over the supervisor's name will display the contact information for that supervisor. • The following columns display predictions of the possible resources needed if the trouble level were to change for each Service Center.

a. System Summary Pop-Up



CenterPoint Energy 1

11/11 13:25:04

Outage Event Summary

Event Summary	Events	Referred	Cust. Affected	Cust. Out	24h SAIDI
Total	75	15	226	217	0.15
Circuit Lockout	0	0	0	0	0.00
Part Rest Circuits	0	0	0	0	0.06
Part Circuits	0	0	0	0	0.00
Fuses	6	5	126	117	0.06
Transformers	15	1	46	46	0.02
Local	54	9	54	54	0.01

Reliability Performance (Forced & Outside)

	11/10 Actual	11/10 Goal	11/10 Status	2015 Goal	11/11 Est.	11/11 Goal	11/11 Est. Status
SAIDI YTD		85.70		96.00		85.79	
SAIDI Day		0.18				0.10	
SAIFI YTD		1.2468		0.0837		1.2483	
SAIFI Day		0.0026				0.0015	
CAIDI YTD		72.36		72.00		72.36	
CAIDI Day		72.36				72.36	

Z	A	X	S	Y	W	L	G	I	J	B	T	P	D	M	N	C	R	E	H	U	V	K	Res.
11	16	51	3	1	0	0	8	0	0	0	2	0	41	9	19	21	0	36	9	0	0	0	200

Srvc Ctr	Circuits: Lockout	Circuits: Partial Rest	Circuits: Partial	Circuits: Pend.	Fuse: Total	Fuse: Pend.	Trans: Total	Trans: Pend.	Local: Total	Local: Pend.	Orders: Total	Orders: Refer	Orders: Pend. Refer	Orders: Market Orders	Orders: Over 4h	Customers: Affected	Customers: Out	Crews: 1 Man	Crews: 2 Man	Crews: Big	Crews: URD	Resources: Surplus
System	0	0	0	0	6	0	15	3	54	5	75	15	1	47	3	226	217	64	92	36	8	194
BAY	0	0	0	0	0	0	5	3	8	4	13	1	0	2	0	20	20	5	6	6	1	18
BEL	0	0	0	0	1	0	2	0	8													
CYP	0	0	0	0	0	0	0	0	3													
FTB	0	0	0	0	0	0	0	0	1													
GAL	0	0	0	0	0	0	0	0	0													
GPT	0	0	0	0	0	0	1	0	7													
HOC	0	0	0	0	2	0	2	0	10													
HUM	0	0	0	0	1	0	2	0	3													
KTY	0	0	0	0	0	0	0	0	0													
SOH	0	0	0	0	0	0	0	0	4													
SPB	0	0	0	0	0	0	1	0	5													
SUG	0	0	0	0	2	0	2	0	5													

Srvc Ctr	Trbl Lvl	Supervisors	Events	Res.	Current	30 Min	1
System	1		75	200	126	130	1
BAY	1	Kelley - Jackson - Massey	13	18	7	7	
BEL	1	Brooks - Carranza - Pacher ...	11	27	12	12	
CYP	1	Mitchamore	3	20	16	16	
FTB	1	Wilcox	1	12	10	10	
GAL	1	Catching	0	9	8	8	
GPT	1	Needham - Flowers - Johnson	8	19	10	10	
HOC	1	Laird - Washington	14	22	13	15	
HUM	1	Eason	6	16	10	11	
KTY	1	Cage - Michalak	0	12	11	11	
SOH	1	Elijah - Bazan - Dugat ...	4	25	19	19	
SPB	1	Benavides	6	10	5	5	6
SUG	1	Williams - Harvey - Petitt	9	10	5	6	6

Res. Not Assn. Tr

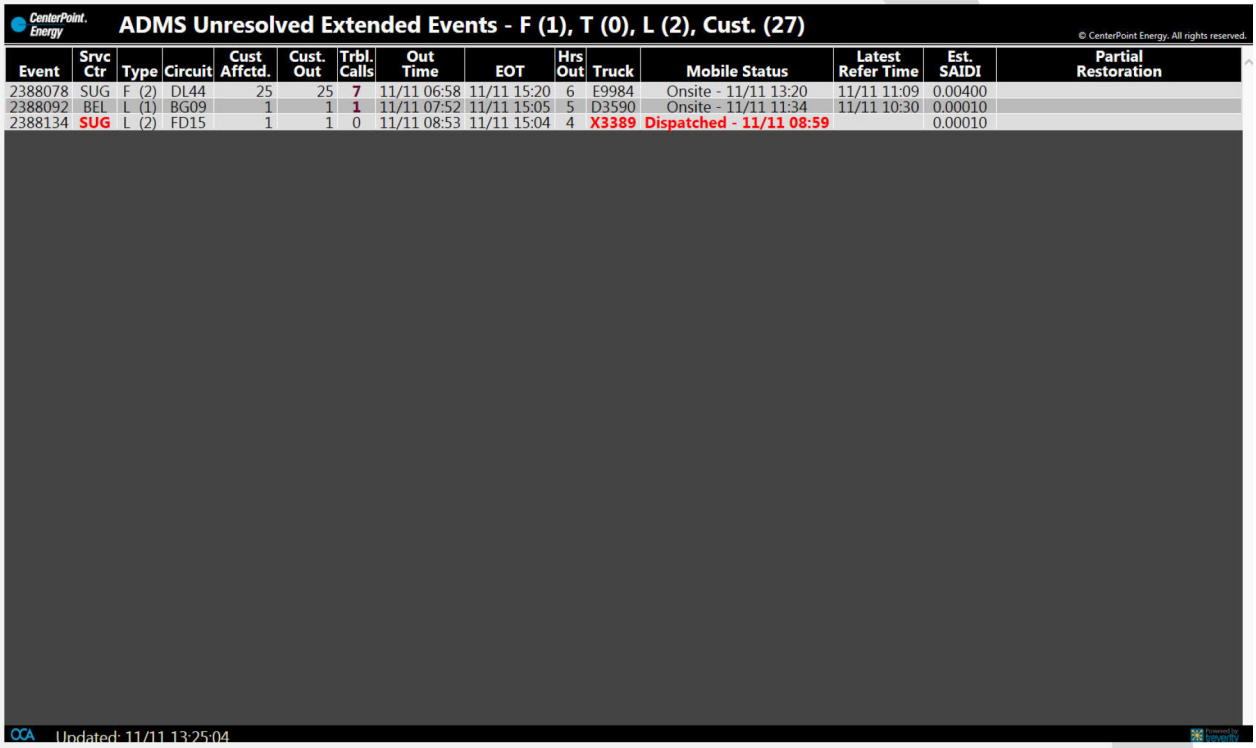
Srvc. Ctr.	Not included in total: Z	A	C	U	V	K	Included in total: X	S	Y	W	L	G	I	J	B	T	P	D	M	N	C	R	E	H	Res.
System	11	16	0	0	0	0	51	3	1	0	0	8	0	0	0	2	0	41	9	19	21	0	36	9	200
BAY	1	2	0	0	0	0	4	0	0	0	0	1	0	0	0	0	0	3	1	2	0	0	6	1	18
BEL	1	4	0	0	0	0	10	0	0	0	0	0	0	0	0	0	0	5	2	3	1	0	4	2	27
CYP	0	1	0	0	0	0	4	3	0	0	0	1	0	0	0	1	0	4	1	2	1	0	2	1	20
FTB	1	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	5	0	1	0	0	3	0	12
GAL	1	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	1	0	1	1	0	3	1	9
GPT	1	2	0	0	0	0	5	0	0	0	0	1	0	0	0	0	0	6	1	2	2	0	1	1	19
HOC	1	1	0	0	0	0	6	0	0	0	0	1	0	0	0	0	0	4	1	2	2	0	6	0	22
HUM	1	0	0	0	0	0	4	0	0	0	0	1	0	0	0	1	0	3	0	1	4	0	2	0	16
KTY	1	1	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	4	0	2	0	0	2	1	12
SOH	1	3	0	0	0	0	5	0	1	0	0	1	0	0	0	0	0	2	1	1	10	0	3	1	25
SPB	1	0	0	0	0	0	2	0	0	0	0	1	0	0	0	0	0	2	1	1	0	0	2	1	10
SUG	1	2	0	0	0	0	3	0	0	0	0	1	0	0	0	0	0	2	1	1	0	0	2	0	10

6	3		7		7	8	0		10		10	11	0	0	0.0007	0.0041						
6	5		5		6	6	2		8		9	9	0	0	0.0087	0.0060						

System Summary Pop-Up	
Hovering over a crew size (1-Man, 2-Man, Big, or URD) will breakdown that crew size by the crew type and what each Service Center has available at the present moment.	
Column	**User Notes**
How to Use this Pop-Up	• This pop-up is useful to ensure the right crews are available at each Service Center during the escalation of the event for restoration. ○ The numbers assist in planning, breaking down crews, and building up crews, depending on the needs of the event.
Not Included in Total	• Specialty crews • Supervisors
Included in Total	• Line-skill crews

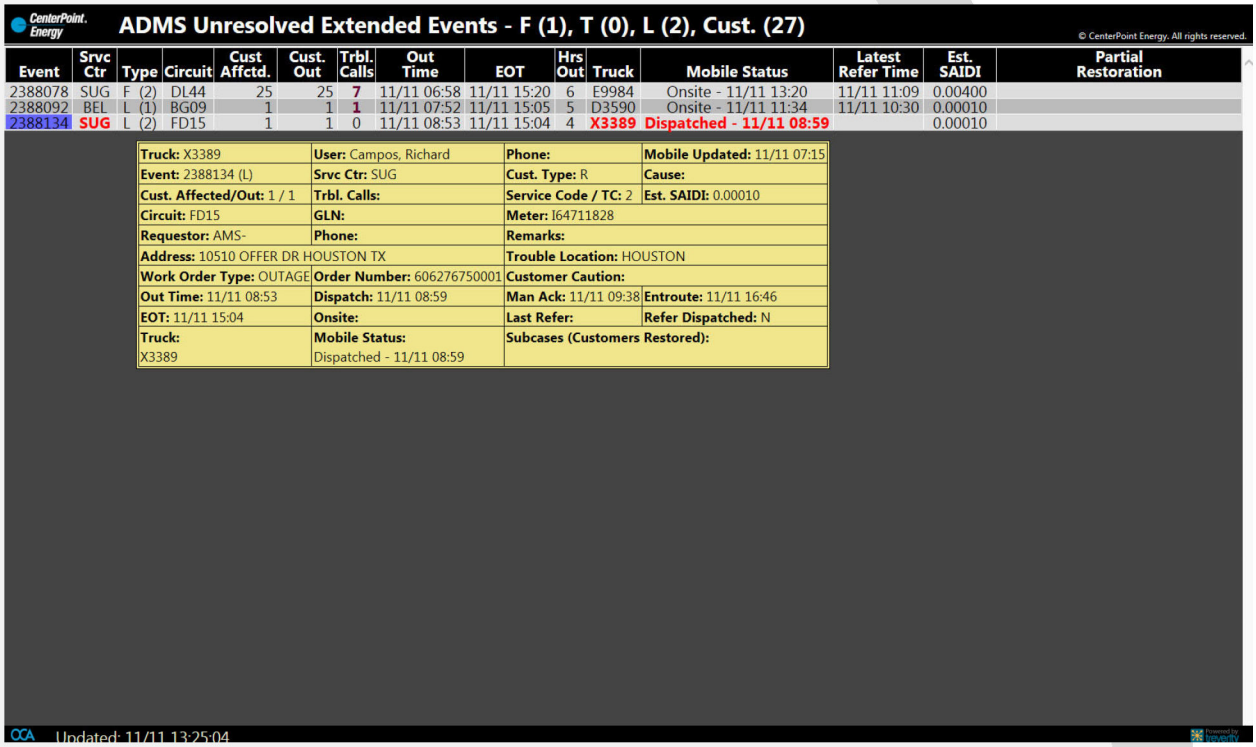
Active Events
Distribution Overview
Referred Events

3. Unresolved Extended Events



Unresolved Extended Events	
Purpose: This screen provides leadership a summary of all outages that have lasted beyond the usual 4-hour mark for restoration and helps leadership to prioritize the outages.	
Column	**User Notes**
Header Row	• Provides a summary of the types of outages and the number of customers affected. In this image, there are: ○ 1 fuse, ○ 0 transformers, and ○ 2 locals affected, ○ Impacting a total of 27 customers
Event Column	• The events are sorted by the duration of the outage.
Status Column	• This column shows the current status of the order, as it is being worked. ○ **Note**: When a **red** status appears in this column, that order has been stagnant at that status for an extended period of time.

a. Unresolved Extended Events Pop-Up



Unresolved Extended Events Pop-Up	
Hovering over the event number on the Unresolved Extended Events screen will display additional information about the order.	
Column	**User Notes**
Key Information	• What truck is holding the referral • What circuit the outage is on • The number of trouble calls received • What time the referral was received • What time a crew was dispatched
Est. SAIDI	• This section is the extent to which the particular outage may affect the total SAIDI.
Cust. Type	• The customer type affected is categorized as: ○ R: Residential ○ C: Commercial ○ I: Industrial

D. Job Aid Annex

1. Incident Commander

Mission: The Incident Commander will initiate and facilitate planning conference calls and make decisions regarding the areas of impact, current resources, anticipated need and next steps.

Incident Name:		Date/Time Initiated:	
Prepared By:	Name:	Date:	Time:

Task	Manual Page	Reference
Task: Event Monitoring		
Pre-Storm		
☐ Monitor Situational Awareness and weather for potential event.		
☐ Initiate pre-planning conference call.		
☐ Work with the OSC to develop the Storm Response Plan.		
☐ Facilitate pre-planning conference call and determine anticipated needs. — Anticipated Weather Type. — Anticipated Impact. — Time of Day. — Current Staffing Levels.		
Make contact with other internal resource groups to gather contact information and coordinate efforts: • Streetlight • Distribution Control • Transmission • Substation • Major Underground • Primary Metering		
Storm Operations		
☐ Monitor all StormGeo reports and Situational Awareness.		

Task	Manual Page	Reference
— Weather System Information — Work Levels — Progression of Event — Magnitude of Event — Number of Outages		
☐ Develop agendas for the conference calls in conjunction with the OSC.		
☐ Facilitate planning conference calls.		
☒ Review conference call and event summary provided by PSC.		
☐ Coordinate with Social Media and Communications on external messaging		
Transition and Demobilization		
☐ Report out event status to the incoming IC.		
Task: Resource Planning		
Pre-Storm		
☐ Estimate current staffing levels and evaluate potential resource needs based on: — Time of Day — Day of the Week Consider: — Holding Crews — Call-outs		
☐ Review Storm Response Plan developed by OSC.		
Storm Operations		
☐ Monitor ETA and ETR to understand resource needs.		
☐ Monitor referral rate and determine order to assign crews and place of assignment. Consider: — Current Resource Allocation at Service Centers — Work/Rest Cycles for Crews — Largest Customer County — Highest Priority Jobs — Backlog		

Task	Manual Page	Reference
Prioritize incoming jobs by: — Criticality Level of Customer — Outlying Service Area		
☐ Designate staff assignments and collaborate on resource needs with the OSC.		
☐ Mobilize Forestry Branch Director, as needed.		
☐ Manage additional resource activation with support from the OSC. — Call-Outs — Patrol Inspectors — Other Internal Support Crews — Staging Contract Resources — Mutual Assistance Calls — Logistics		
☐ Revise Storm Response Plan as needed.		
Transition/Demobilization		
☐ Release IRT members from DVAL as restoration activity subsides.		
☐ Verify completion of final referral for demobilization.		
Task: Operational Communications		
Pre-Storm		
☐ Communicate pre-event status to leadership.		
Storm Operations		
☐ Maintain situational awareness for peak efficiency and communicate to senior leadership.		
☐ Communicate Storm Response Plan to IRT.		
Transition/Demobilization		
☐ Collaborate with OSC and FCC on completion of last referrals and demobilize.		

2. Operations Section Chief

Mission: The Operations Section Chief will advise on required actions and notify internal resources of next steps and communicate to personnel and/or work groups regarding resource activation.

Incident Name:		Date/Time Initiated:	
Prepared By:	Name:	Date:	Time:

Task	Manual Page	Reference
Task: Event Monitoring		
Pre-Storm		
☐ Monitor Situational Awareness and weather for potential event.		
☐ Work with the IC to develop the Storm Response Plan.		
☐ Attend pre-planning conference call and report out on required actions and resources.		
Storm Operations		
☐ Attend planning conference calls.		
☐ Assist the IC in developing agendas for the conference calls.		
☐ Monitor all StormGeo reports and Situational Awareness. — Weather System Information — Work Levels — Progression of Event — Magnitude of Event — Number of Outages		
Transition and Demobilization		
☐ Report out to the incoming OSC.		
Task: Resource Planning		
Pre-Storm		
☐ Estimate potential system impacts based on: — Type of Storm (flooding, ice storms, thunderstorms, etc.) — StormGeo Weather Report		

Task	Manual Page	Reference
☐ Estimate current staffing levels and evaluate potential resource needs based on: — Time of Day — Day of the Week Consider: — Holding Crews — Call-outs		
☐ Draft Storm Response Plan and submit to IC for review. — Number, Source, and Placement of 1-man Trucks — Number, Source, and Placement of 2-man Trucks — Number, Source, and Placement of Contract Crews — Number and Placement of Tree Crews		
Storm Operations		
☐ Monitor outages and referrals to determine if additional crews are required, or if changes in crew allocation are needed.		
☐ Assist IC in designation of staff assignments and collaboration on resource needs.		
☐ Manage additional resource activation with the IC. — Call-Outs — Patrol Inspectors — Other Internal Support Crews — Staging Contract Resources — Mutual Assistance Calls — Logistics		
☐ Adjust and implement revised Storm Response Plan as needed.		
☐ Manage work orders within the MARC System as needed.		
☐ Assign Staging Site teams as needed		
Transition/Demobilization		
☐ Release internal and external crews.		
Task: Prioritization of Work		
Storm Operations		

Task	Manual Page	Reference
☐ Monitor referrals and determine order to assign contract resources. Consider: — Current Resource Allocation at Service Centers — Work/Rest Cycles — Largest Customer Count — Highest Priority Jobs — Backlog Prioritize incoming jobs by: — Criticality Level of Customer — Outlying Service Area		
☐ Direct PSC and FCC in assignment of referral orders.		
Transition/Demobilization		
☐ Provide a briefing on pending work to incoming OSC.		

3. Planning Section Chief

Mission: The Planning Section Chief will document and distribute all outputs and meeting minutes, as well as maintain visibility on and support the allocation of internal resources.

Incident Name:		Date/Time Initiated:	
Prepared By:	Name:	Date:	Time:

Task	Manual Page	Reference
Task: Conference Call Support		
Pre-Storm		
☐ Receive notification of pre-planning call from DCO via Send Word Now.		
☐ Attend pre-planning call. Take notes, document outputs, and capture: — Areas of Expected Impact (Service Centers) — Current Resources (Internal DPD, Contractors, Leadership/Ops Supervisors, Forestry) — Anticipated Needs (Holding of Crews, Staging, Call-Outs, Other CNP Internal Crews, Incident Management Team, Damage Assessors, Logistics) — Next Steps (Next Calls, Activation to the Board)		
Storm Operations ***These are recurring actions for each planning conference call.*		
☐ Gather ETA and ETR information.		
☐ Provide summary to IC and OSC.		
☐ Assist in Storm Response Plan development.		
☐ Attend planning calls.		
Task: Resource Monitoring		
Pre-Storm		
☐ Create staffing list.		
Storm Operations		
☐ Maintain staffing list.		

Task	Manual Page	Reference
☐ Manage rosters and assignments within the MARC system as needed		
Transition/Demobilization		
☐ Transition maintenance of staffing list and gain verbal confirmation for transition.		
☐ Finalize staffing list and post to SharePoint.		
Task: Prioritization of Work		
Storm Operations		
☐ Monitor referrals and determine order to assign contract resources. Consider: — Largest customer count — Highest priority jobs — Backlog Prioritize incoming jobs by: — Criticality level of customer — Outlying service area		
☐ Coordinate with FCC to assign work.		
Transition/Demobilization		
☐ Provide a briefing on pending work to incoming PSC.		
Task: Customer Service Coordination		
Pre-Storm		
☐ Notify Customer Service to direct priority issues to PSC.		
Storm Operations		
☐ Coordinate with DCO as needed to assign crews to priority issues.		
☐ Report back to Customer Service.		
Transition/Demobilization		
☐ Provide briefing on outstanding issues to incoming PSC.		
Task: Documentation		

Task	Manual Page	Reference
Pre-Storm		
☐ Set up event SharePoint folder using the event date as the folder name.		
☐ Document pre-planning call, distribute notes, and post to SharePoint.		
☐ Begin Unit Log.		
Storm Operations		
☐ Maintain Unit Log.		
☐ Timestamp IRT member arrival times in the Unit Log.		
☐ Document planning calls and post to SharePoint.		
☐ Prepare event summary for IC, as needed, and post to SharePoint.		
Transition/Demobilization		
☐ E-mail all documentation from event to incoming PSC.		
☐ Finalize Unit Log and post all documentation to SharePoint.		

a. Unit Log Template

1. Incident Date:	**2. Time:**
3. Activity Log (Continue on Reverse):	
TIME	**EVENTS**
4. Prepared by	

4. Foreign Crew Coordinator

Mission: The Foreign Crew Coordinator will manage completion of jobs, provide contract crew availability and communicate with all assigned contract crews.

Incident Name:		Date/Time Initiated:	
Prepared By:	Name:	Date:	Time:

Task	Manual Page	Reference
Task: Event Monitoring		
Pre-Storm		
☐ Gather information on current contract resource jobs, location, and status.		
☐ Attend pre-planning call and report and contract crew availability.		
Storm Operations		
☐ Attend planning calls.		
☐ Maintain visibility on contract resources jobs, location, and status.		
Task: Resource Planning/Assignment		
Storm Operations		
☐ Support OSC as needed.		
☐ Communicate resource requirements to the general foremen.		
☐ Update contract crews location settings in Service Suite.		
☐ Assign referrals to contractor work queues in Service Suite.		
☐ Relay work completion information to OSC.		
Task: Documentation		
Transition/Demobilization		
☐ Provide briefing on outstanding issues to incoming FCC.		

**FCC Contractor Crew Log can be found in Storm Restoration Folder on SharePoint.

5. Patrol Inspector Manager

Mission: The Patrol Inspector Manager will monitor Damage Assessment by Patrol Inspectors and be the main source of communication between the patrol inspectors and the Ops Supervisor.

Incident Name:		Date/Time Initiated:	
Prepared By:	Name:	Date:	Time:

Task	Manual Page	Reference
Task: Resource Planning/Assignment		
Pre-Storm		
☐ Gather information on Patrol Inspector availability.		
Storm Operations ***These actions occur to support Damage Assessment operations.*		
☐ Receive work orders from the Ops Supervisor.		
☐ Assign and communicate work order to Patrol Inspector.		
☐ Receive damage assessment information from Patrol Inspector including: — Address — Easement (Y/N) — Truck Accessible (Y/N) — Pole Size — Equipment Needs — Wire/Pole Down (Y/N) — Urgency — Pictures		
☐ Communicate damage assessment information to the Ops Supervisor.		
Task: Documentation		
Storm Operations		
☐ Maintain record of Patrol Inspector assignment.		
Transition/Demobilization		
☐ Provide briefing on outstanding issues to incoming Patrol Inspector Manager.		

E. Expanded IRT Annex

1. Major Underground (MUG) Crews

MUG Crews are utilized for trouble shooting and transformer replacement. These crews will be activated when a Major event occurs and the threshold of Trouble Level 5 is reached, or at the discretion of the IC.

2. Transmission Crews

Transmission Crews are may be utilized for all aspects of Storm Restoration. Both internal and contract transmission crews may be activated with greater than seventy-five referrals requiring 4-man construction crews are pending.

3. Logistics Section

The Logistics Section will only be necessary in uncommon, extreme circumstances. Requests for Logistics are to be directed to the Materials Branch Director, when the Section is not fully activated. Logistics will be fully activated with Mutual Assistance is called out, or a multi-day event is anticipated.

4. Mutual Assistance

Mutual Assistance Crews will follow the same process as the Contract Crews Process, when activated. These crews will only be activated when more than 150 4-man crew referrals are anticipated.

F. Reference Materials Annex

1. Glossary of Names

- Incident Commander - Activator
- Operations Section Chief – Duty Ops Manager
- Planning Section Chief – Duty Service Area Manager
- Distribution Control Officer - Director of Distribution Control Operations
- Logistics Section Chief – Purchase Designee
- Forestry Branch Director – Duty Forester
- Tree Crew Coordinator – Service Center Forester
- Service Center Ops Branch Manager – Service Center Ops Manager
- Patrol Inspector Manager – Service Area Manager or Senior Service Consultant
- Patrol Inspectors – Service Consultants
- Foreign Crew Coordinator – DPM Contractor Coordinator

2. Glossary of Terms

- SAIDI - The average outage duration for each customer served, and is calculated as: where is the number of customers and is the annual outage time for location, and is the total number of customers served
- SAIFI - The average number of interruptions that a customer would experience
- CAIDI - The Customer Average Interruption Duration Index (CAIDI) is a reliability index commonly used by electric power utilities
- Minor Event - Trouble Levels reach 3-4 system-wide, or when Trouble Level 1 is in place for individual service centers
- Significant - Trouble Levels reach 5-6 system-wide, or when Trouble Level 2-3 is in place for individual service centers
- Major - Trouble Levels 7-8 are reached system-wide, or when Trouble Level 4-8 is reached within an individual service centers
- EOP - Resources are taxed beyond the Level 8 threshold and the Incident Commander makes the call to a Mutual Assistance Group, operations will transfer to those designated in the *CenterPoint Energy 2015 Storm Emergency Operations Plan Manual*

- Job Aid Positions:
  - Incident Commander: The Incident Commander will initiate and facilitate planning conference calls and make decisions regarding the areas of impact, current resources, anticipated need and next steps.

- Operations Section Chief: The Operations Section Chief will advise on required actions and notify internal resources of next steps and communicate to personnel and/or work groups regarding resource activation.
- Planning Section Chief: The Planning Section Chief will document and distribute all outputs and meeting minutes, as well as maintain visibility on and support the allocation of internal resources.
- Foreign Crew Coordinator: The Foreign Crew Coordinator will manage the completion of jobs, provide contract crew availability and communicate with all assigned contract crews.
- Patrol Inspector Manager: The Patrol Inspector Manager will monitor Damage Assessment by Patrol Inspectors and be the main source of communication between the patrol inspectors and the Ops Supervisor.

3. Document Retention

The CNP Retention Schedule states all records related to identifying, managing, restoring and reporting on electric supply outages for residential, commercial or industrial customers should be maintained for 5 years.

4. Referral Codes

2MBUT	Bad Trans. Less than a 75kv	CBWTE	Tr Buss Wrk NTA
2MCOE	Cut out/switch easement	CBWTS	Tr Buss Wrk TA
2MCOS	Cut Out/Switch Street	CDRM	OH Mid Span
2MCSO	2 Man CSO Crew	CDRO	OH Drop Rep
2MHSE	High Side Easement	CIBD	URD Drop Bypass
2MHSS	High Side Street	CIBS	URD Sec Bypass
2MLME	Limiter Easement	CLBTE	Lmtr Tr Bank NTA
2MLMS	Limiter Street	CLBTS	Lmtr Tr Bank TA
2MURD	2 man URD Issue	CLLTE	Lmtr Ltr Tr NTA
2MWDE	Wire down easement	CLLTS	Lmtr Ltr Tr TA
2MWDS	Wire Down Street	CLSTE	Lmtr Stp Tr NTA
ASSEM	Tech Assgn Emergency	CLSTS	Lmtr Stp Tr TA
ATCCE	Tree Crew NTA	COL	Collections
ATCCS	Tree Crew TA	COMD	C/O MD
BCBP	URD Pri Bypass	COPL	C/O at Pole
BCDNE	Neu-Sta Dn NTA	COTR	C/O at Trans
BCDNS	Neu-Sta Dn TA	COWH	C/O at WTHR HD
BCDPE	Pri Down NTA	CSFRE	L/F Disc NTA
BCDPS	Pri Down TA	CSFRS	L/F Disc TA
BCDSE	Sec Dwn NTA	CSTRE	Trans Disc NTA
BCDSS	Sec Dwn TA	CSTRS	Trans Disc TA
BCJRE	Pri Jmpr NTA	DCTTE	CNP Trim NTA
BCJRS	Pri Jmpr TA	DCTTS	CNP Trim TA
BHARE	Mtl - Xarm NTA	DIV01	Object in Mtr
BHARS	Mtl - Xarm TA	DIV02	Mtr Glass Broken
BPNSE	Stub Pole NTA	DIV03	Inner Seal Missing
BPNSS	Stub Pole TA	DIV04	By-Pass or Jumper from Dro
BPPRE	Repl Pole NTA	DIV05	Jumpers inside meter can
BPPRS	Repl Pole TA	DIV06	Lock Band Damaged
BPPRZ	Repl Pole EZ	DIV07	Mtr Can damaged
BPSRE	SVC Pole NTA	DIV08	Mtr Jaws damaged
BPSRS	SVC Pole TA	DIV09	Mtr upside down
BPSRZ	SVC Pole EZ	DIV10	Pot link open
BTOHE	OH Trans. NTA	DIV11	Pot Link Missing
BTOHS	OH Trans. TA	DIV12	Outer Seal (missing, trick)
BTSVE	Step Trans. NTA	DIV13	Switched Meter
BTSVS	Step Trans. TA	DIV14	Needs Tamper Proof Lid
BTUGE	URD Trans. NTA	DIV15	Unauthorized Reconnect
BTUGS	UDR Trans. TA	DIV16	AMS MTR Display Error
BTUGZ	URD Trans. EZ	DIV17	Mtr Band missing

DIV18	Mtr Pole Leaning
DIV19	Mtr Can loose from wall
DIV20	Mtr gone- open hot base
DIV21	AMS MTR Damaged-guts
DIV22	AMS Mtr-con/dis wires cut
DIV23	Resistor-AMS Con/Dis wire
DIV24	AMS Mtr-no display
DIV25	CT Mtr- switch off
DIV26	Apt- ext cord-LSV
DIV27	Foreign object in meter
DIV28	Hole in glass with wire
DIV29	Jumper -no meter
DIV30	Found Unsealed
DIV31	Other Explain
DIV32	Found and Left OK
DIV33	Electrical Work
DIV34	Inner Seal Broken
DIV35	Backfeed at Load Side Jaws
DIV36	Hard HCO
DIV37	Stolen Meter
E3UDG	3 Phase UG
EPMHC	Primary Metering
ESLDC	Street Light
EURDV	URD Van
FCODT	Cust Ownd Dist
FHH2O	High Water
FMISC	Miscellaneous
IGDAC	DACs Issue
IGOPS	Operations Issues
IGRAD	Radio Issue
IGTEL	Tele-Com Issue
INC	Incomplete
IRATE	Irate Customer
MISC	Miscellaneous
MTRDM	Meter Damaged
NOMTR	No Meter
NOTTM	Not Enough Time
NTECH	Night Tech
NXTDY	Next Day
OTHER	See Remarks
PRIMT	Primary Metering
R-T&D	Requires T&D
RMLB	Cant remove L/B
TMP	Unauthorized R/C

5. Initial Response Messages

SOCIAL MEDIA RESPONSE TEMPLATES
INITIAL RESPONSE MESSAGING

1. CenterPoint Energy crews continue to work around-the-clock as damage assessment and restoration efforts are fully underway across the *Location* area. Due to this event, our crews have worked to restore power to more than *X* customers. These efforts have been heavily impacted by fallen trees, debris, and poor road conditions.

2. *Weather event/type* have left wide swaths of distribution equipment in need of repair. In these heavily damaged areas, many electric facilities will have to be reconstructed, and customers should be prepared for a multi-day outage event.

3. CenterPoint Energy has experienced a *type event/type damage* affecting *area/customer count*. Our crews are assessing the system. Due to the smart meter system, we are aware of your outage and further updates will come as our assessment continues. Expected outages could last for up to *amount of time*.

HEAVILY DAMAGED LOCATIONS

4. *Location* has sustained significant damage to the electric distribution system. Assessment of that damage is underway, and work has begun on repairing our infrastructure. Due to the extensive nature of the outages in this area, we do not yet have an estimated time of restoration. We appreciate your patience as we work to restore your power as safely and efficiently as possible.

LOCATION SPECIFIC RESPONSE MESSAGES FOLLOWING ASSESSMENT

5. In *Location*, the storm damaged at least *X* spans of distribution. Assessments are continuing to ensure all damage has been identified. Those assessments may reveal further damage. Replacing one span of wire can take up to __ hours, depending on access issues and other extenuating circumstances. Our crews are working diligently to make sure the service is restored as safely and efficiently as possible.
6. In *Location*, the storm caused the failure of at least *X equipment*, *X equipment*, and *X equipment* across the electric system. Further work and assessment may reveal further damage. Replacing *X equipment* can take up to *X* hours, depending on access issues and other extenuating circumstances. Our crews are working diligently to make sure the service is restored as safely and efficiently as possible.
7. Restoration of the electric grid begins from the electric feed. Note that if you are not seeing our crews that they are in the area and working to restore service safely and efficiently. Due to the smart grid, we are aware of your outage. Please be patient as we safely restore service in a coordinated manor.
8. Replacing _____ can take up to _____.

G. MARC Application

Purpose

This document includes:

- A high-level MARC application flow diagram
- MARC User role definition
- A detailed diagram capturing the different functions of an Impacted Company versus a Responding Company

Please reference the Role Specific User Guides in the Training section of the MARC website for a detailed look at how to best use MARC for your assigned role.

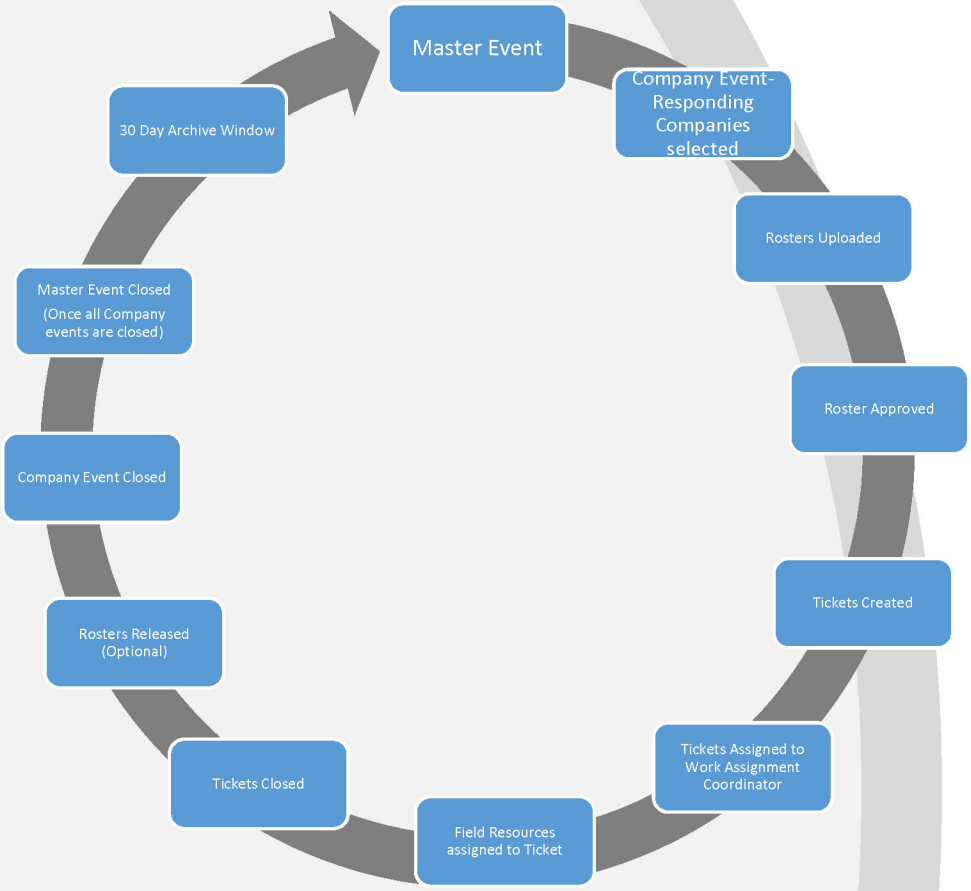
Accessing MARC: https://www.marcevent.com/

Content

Event Flow – MARC
MARC User Roles
Detailed User Diagram

Event Flow - MARC

The flow diagram below is a high level look at how the MARC application flow works.



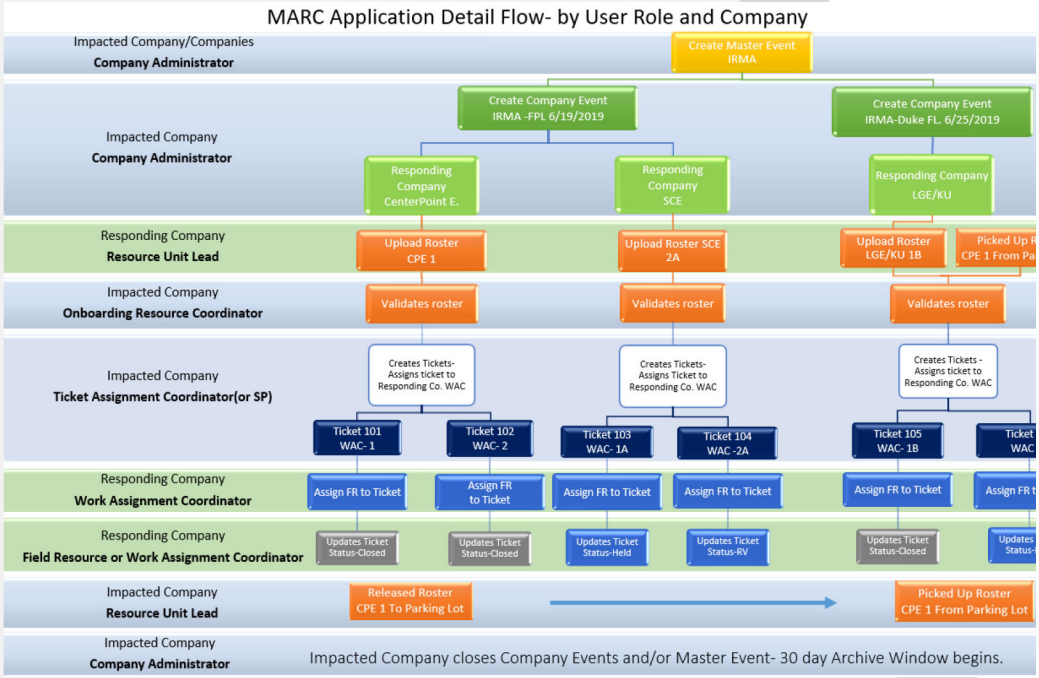
MARC User Roles

The User roles below will help you understand how each role fits into the process flow diagram.

Company Administrator	
Impacted Company	User Management, Event Creation, Event Closure, access to all roles
Responding Company	User Management, access to all roles
RUL: Resource Unit Lead	
Impacted Company	Edit / Split Roster, Release Rosters, Roster Validation and Approval
Responding Company	Upload Roster, Edit / Split Roster
ORC: Onboarding Resource Coordinator	
Impacted Company	Roster Validation and Approval, Assign Work Location / Staging Site
TAC: Ticket Assignment Coordinator	
Impacted Company	Create Ticket, Assign Ticket WAC
WAC: Work Assignment Coordinator	
Responding Company	Assign Ticket to FR, Monitor and Update Ticket Status
FR: Field Resource	
Responding Company	View Tickets, Update Ticket Status

Detailed User Flow Diagram

The detailed diagram below shows more detail regarding the different functions of an Impacted Company versus a Responding Company. Throughout the course of a year, companies may at times flip back and forth between impacted and responding depending on the current events at hand.



H. After-Action Review Processes Annex

Storm After-Action – CenterPoint Energy DPD Meeting Location Adddress		
Agenda		
Date & Time **Meeting Room**		
Agenda Item	**Time Allotted**	**Note/Actions**
1. Introductions	Insert Time Allotment	
2. Summary of Discussion □ Storm Restoration Review □ Challenges/Issues □ Action Items	N/A	
3. Incident Review	Insert Time Allotment	
4. Challenges/Issues	Insert Time Allotment	
5. Identify Action Items and Next Steps	Insert Time Allotment	

Additional Notes

Storm After-Action – CenterPoint Energy DPD Activity Review Checklist	
Activity	**Note/Actions**
Pre-Planning Call □ Did a Pre-Planning Call occur?	
Adequacy of Resource Decisions □ Did Call-Outs occur more than once?	
Analytics: □ Were there instances of lengthy repair times? □ What was the average standby time for contract resources? □ Were there any issues with grounding? □ Was the referral process centralized?	
IRT Reporting □ Did members report in a timely manner?	
Staffing for the next day □ Was staffing for the next day properly planned for?	

Safety □ Were there any safety issues/violations?	

Storm After-Action – CenterPoint Energy DPD		
Resource Allocation Review		
Service Center	Time of Restoration of Circuits and Fuses Completion	Time of Communication to Incident Command for Reallocation
Baytown		
Bellaire		
Brazoria		
Cypress		
Fort Bend		
Galveston		
Greenspoint		
Humble		
Katy		
South Houston		
Spring Branch		
Sugar Land		

*To be completed during Storm Restoration

Storm After-Action – CenterPoint Energy DPD
Improvement Action Plan

Improvement Action Plan activities chart The following chart details the improvement actions decided upon as a result of the storm occurring on DATE.

Responsible Party	Identified Area of Improvement	Identified Possible Solution (training, resources, etc.)	Scheduled Date of Completion	Actual Date of Completion
Name of Responsible Party				
	Activities: *(Add additional rows as needed)*			

Responsible Party	Identified Area of Improvement	Identified Possible Solution (training, resources, etc.)	Scheduled Date of Completion	Actual Date of Completion
Name of Responsible Party				
	Activities: *(Add additional rows as needed)*			

Responsible Party	Identified Area of Improvement	Identified Possible Solution (training, resources, etc.)	Scheduled Date of Completion	Actual Date of Completion
Name of Responsible Party				
	Activities: ***(Add additional rows as needed)***			

*The issue collection card will be used to inform the "Challenges/Issues" portion of the meeting, as well as provide information for the Improvement plan.

Issues Collection Card

Date: _____ Storm Date:_____

Name:_____

Issue (Provide brief problem statement.)	**Priority**	**Recommended Proponent(s) for Action**	**Impact** (Check one or more.)
	___ Critical (requires immediate action) ___ Long-term (requires phased plan)		___Pre-Storm ___Damage Assessment ___Restoration ___Post-Storm ___Contractor Utilization
	___Critical (requires immediate action) ___Long-term (requires phased plan)		___Pre-Storm ___Damage Assessment ___Restoration ___Post-Storm ___Contractor Utilization
	___ Critical (requires immediate action) ___ Long-term (requires phased plan)		___Pre-Storm ___Damage Assessment ___Restoration ___Post-Storm ___Contractor Utilization

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March 15, 2024

Filing Clerk, Central Records
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, Texas 78701

RE: **Project No. 53385, CenterPoint Energy Houston Electric Emergency Operations Plan 2024 Interim Update**

Dear Filing Clerk:

Attached is a 2024 update by CenterPoint Energy Houston Electric, LLC ("CenterPoint Energy") of its Emergency Operations Plan ("EOP"), with an effective date of March 15, 2024. CenterPoint Energy is filing this 2024 update to ensure the Commission has access to the company's most recently approved and effective EOP.

Thank you for your attention to this matter. Please contact me if you need additional information.

Sincerely

Mickey Moon

CenterPoint® Energy

2024
Texas Electric
Emergency Operations Plan

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Approvals

The CenterPoint Energy Houston Electric (CEHE) Emergency Operations Plan (EOP) will be reviewed by the Emergency Preparedness & Response Department based on the maintenance and revision schedule established for this plan. Upon completion of review and any revisions, the EOP is submitted and ultimately reviewed and approved by the Senior Vice President Houston Electric and Senior Vice President and Deputy General Counsel.

This Plan was approved and implemented on March 15, 2024.

This supersedes and rescinds all previous versions of this document.

Record of Changes

Date of Change	Version
April 18, 2022	1.0
March 15, 2023	1.1
March 14, 2024	2024*

*Version history changed to reflect the plan year for consistency of updates.

Table of Contents

1. Purpose and Scope

1.1. Purpose

The CenterPoint Energy Houston Electric (CEHE) Emergency Operations Plan (EOP) is a framework for a coordinated response to incidents, emergencies, and Crises (referred to as emergencies throughout this document). This plan provides an incident management system for all emergencies that CEHE may encounter. This EOP operates in conjunction with the CenterPoint Energy Crisis Response Plan (CRP). The CRP establishes the structure, and the EOP establishes the emergency response organization and procedures. Using the Incident Command System (ICS) as its methodology, the EOP facilitates goal- and objective-based responses to emergencies, guided by the roles and responsibilities established in the EOP.

The incident management structure in this plan is scalable and may expand or contract based on the emergency. It is flexible to meet the needs and intricacies of each emergency. Its goal is to assess and respond to any given emergency to manage and mitigate the safety, operational, regulatory, financial, reputational, legal, and other business risks of an emergency effectively and agilely.

This plan is based on a worst-case scenario and provides for the critical roles and functions of CEHE and its parent, CenterPoint Energy, Inc., during an emergency. However, it may not address specific needs for all departments and operations. Departments shall develop any additional plans or procedures necessary for regulatory requirements or to meet specific operational objectives during an emergency beyond this framework.

This plan provides guidelines and a framework for emergency organization, communications and information management, decision-making, response operations, resource management, and recovery operations.

1.2. Scope

The measures in this plan will be enacted for any event or circumstance that impacts CEHE Operations and requires resources and other support greater than normal daily operations to protect safety, property, critical operations, and/or the environment. Generally, there are three types of events:

Incidents: An occurrence or event—natural, technological, or human-caused—that requires a response to protect life, property, or the environment and/or restore operations. Typically does not extend beyond normal day-to-day operational capabilities.

Emergencies: Any incident, whether natural, technological, or human-caused, that requires responsive action to protect life or property. Typically extends beyond normal day-to-day operational capabilities.

Crisis: An occurrence of a natural catastrophe, technological accident, or human-caused emergency that has resulted in severe property damage, deaths, and/or multiple injuries, significant property or environmental damage, or significant disruptions to operations. For CenterPoint Energy this can include emergencies happening simultaneously at different enterprise locations or involving multiple operation functions and those occurring for prolonged periods.

This plan applies to all CEHE locations, operations, and employees and supersedes any and all prior emergency plans. Should an emergency impact, or be expected to impact, any CEHE location or operation, CenterPoint Energy will implement the components of this plan.

1.3. CenterPoint Energy

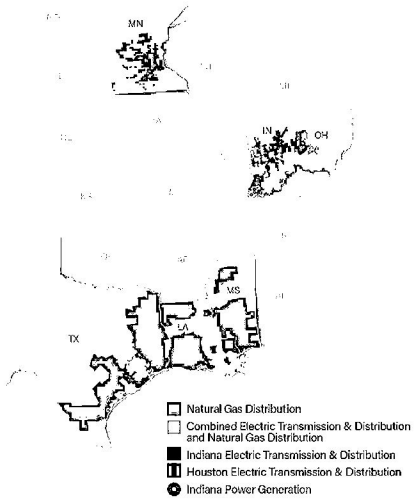
CenterPoint Energy, Inc., headquartered in Houston, Texas, is a domestic energy delivery company that includes electric transmission & distribution and natural gas distribution. With more than 8,900 employees, CenterPoint Energy and its predecessor companies have been in business for more than 140 years.

1.3.1. Gas Operations

CenterPoint Energy sells and delivers natural gas to approximately 4 million homes and businesses in six states: Indiana, Louisiana, Minnesota Mississippi, Ohio, and Texas (including greater Houston area).

1.3.2. Electric Transmission and Distribution and Power Generation

CenterPoint Energy maintains the wires, poles and electric infrastructure serving more than 2.8 million metered customers in the greater Houston area and in southwestern Indiana.



CNP also owns and operates nearly 1,300 megawatts of electric generation capacity in Indiana.

1.4. Regulations and Authorities

The CEHE Emergency Operations Plan is governed by the following regulations and authorities:

- The Public Utility Commission of Texas (PUC) Substantive Rules – Chapter 25
  - P.U.C. Subst. R. §25.53
- North American Electric Reliability Corporation (NERC)
  - EOP-011-2 Emergency Preparedness and Operations

2. Assumptions

This plan is an "all-hazards" plan and is intended to address any emergency situation that may arise and impact CEHE Operations. This plan is based on a set of planning assumptions or assumed operational conditions that provide a foundation for establishing protocols and procedures. These assumptions are listed below:

- Critical lifeline utilities may be interrupted, including water delivery, electrical power, natural gas, telephone communications, radio systems, cellular telephones, and information systems.
- Regional and local services may not be available.
- Major roads, overpasses, bridges, and local streets may be damaged.
- Buildings and structures, including homes, may be damaged.
- Damage may cause injuries and displacement of people.

- Normal suppliers may not be able to deliver materials.
- Emergency conditions that affect CenterPoint Energy locations will likely affect the surrounding community, city, or county.
- CenterPoint Energy will need to conduct its own situation analysis and deployment of on-site resources and management of emergency operations, through the CenterPoint Energy Emergency Operations Center (EOC) and Crisis Management Committee (CMC), if needed, while emergency conditions exist.

3. Concept of Operations

3.1. Threat and Hazard Monitoring

In order to respond effectively and in a timely manner, CEHE must maintain awareness and identify when threats and hazards are forecasted to impact operations.

Emergency Preparedness & Response (EP&R) collaborates with CEHE Operations, Enterprise Risk Management, Corporate Security, Safety, and many other departments to monitor potential threats and hazards that could affect all CNP operations including CEHE.

EP&R monitors natural hazards including hurricanes, tornadoes, extreme heat and cold weather, drought, wildfires, flooding, and others. These natural hazards are forecasted, as appropriate, and communicated to CNP leadership when their impact to CEHE Operations is likely.

When CEHE receives a weather warning, weather watch, weather advisory, or a non-weather-related alert, EP&R will begin to take pre-emergency actions. These actions can include:

- Distributing the Emergency Monitoring Report
- Confirming CEHE Operations is evaluating it emergency plans and updating the Preparedness Report
- Evaluating the need for/scheduling an Operational Alignment Call, if necessary

3.1.1. Emergency Monitoring Report

The Emergency Monitoring Report is designed to provide awareness and forecasting for the potential impact of the emergency. This report is distributed by EP&R to leaders across the company to alert them to the potential impact and to prepare to respond if necessary.

3.1.2. Preparedness Report

The Preparedness Report provides a pre-emergency status update of the staffing, resource, and operational plan for when the hazard is likely to impact operations. This report is updated as forecasting changes and the hazard impact timeframe draws near.

CenterPoint Energy

Electric Operations

Current Emergency Level: **4**

Preparedness Report

February 1, 2024 3:00 PM Update

Hazard Highlights

- An upper-level low will swing into Texas late Fri. & into Sat. AM & bring a Pacific cold front to the CEHE area.
- Isolated showers and storms will begin moving in from the west late Fri. & then become more widespread to likely after midnight, into early Sat. AM.
- There is a Marginal Risk of severe weather early Sat. AM as waves of storms move through the region. A few storms may go severe, and all thunderstorm hazards are possible. Given the early morning hours, hazards associated with storms will be low. Timeframe for severe storms should be with frontal passage around 3-9AM.
- River, stream, and creek flooding will the greatest hazard, along with low-lying areas with a good portion of us receiving 1-2 inches of rain. Isolated spots may receive less, with some spotty areas receiving 2-3+ inches as well. A Marginal to Slight Risk of Excessive Rainfall is outlined for CEHE by the Weather Prediction Center.

Preparedness Update

Based on the forecast for Friday night/Saturday morning, we are prepared to hold Friday evening crews if necessary and are increasing daytime staffing at all centers on Saturday/Sunday. Additionally, troubleshooters will be starting at 6am Saturday morning to provide added support. The call-out process will be utilized in the event additional staffing is needed. IC team is closely monitoring outage count and weather and will make determination on any adjustments to the plan.

Staffing Update

		GPT	HUM	SPB	BEL	CYP	KTY	SUG	FTB	BRZ	GAL	SOH	BAY
Normal Staffing	Weekday normal operational staffing level. Weekends and nights remain minimal staffing. No increased external crews needed.												
Increased Staffing	Weekday normal operational staffing level. Weekends and nights staffing levels increase to "full status" for hazard forecasted areas. Additional external crew needs are assessed.	GPT	HUM	SPB	BEL	CYP	KTY	SUG	FTB	BRZ	GAL	SOH	BAY
Critical Staffing	Weekday normal operational staffing level. Weekends and nights staffing levels increase to "extra status" for hazard forecasted areas. Additional external crews are secured. Additional Supervisors for appropriate span of control.	GPT	HUM	SPB	BEL	CYP	KTY	SUG	FTB	BRZ	GAL	SOH	BAY
All Hands Staffing	All employees report for duty. Vacations canceled. Additional external crews are secured. Mutual assistance crew needs are assessed. Additional Supervisors for appropriate span of control.	GPT	HUM	SPB	BEL	CYP	KTY	SUG	FTB	BRZ	GAL	SOH	BAY

Pre-Incident Resource Needs

- No staging sites necessary.

Mitigation Efforts

- When necessary, resources will be shifted to support needs in other service areas.
- Closely monitoring weather reports. Additional StormGeo weather call being scheduled for Thursday afternoon.

Additional External Staffing

- No additional needed at this time. "Call-out" process will be used if necessary.

Schedule

Preparedness Report will be updated on an As-Needed basis for staffing changes.
No scheduled Briefings

CenterPoint Energy

Weather Forecast

February 1, 2024 11AM Update

Current Emergency Level: **4**

UPDATE

Important Forecast Updates

- An upper-level low will swing into Texas late Friday and into Saturday morning and bring a Pacific cold front to the CEHE area.
- Isolated showers and storms will begin moving in from the west late Friday and then become more widespread to likely after midnight, into early Saturday morning.
- The Storm Prediction Center has a Marginal Risk of severe weather for all of CEHE early Saturday morning as waves of storms move through the region. A few storms may go severe, and all thunderstorm hazards are possible. Given the early morning hours, hazards associated with storms will be low. Timeframe for severe storms should be with frontal passage around 3-9AM.
- River, stream, and creek flooding will the greatest hazard, along with low-lying areas with a good portion of us receiving 1-2 inches of rain. Isolated spots may receive less, with some spotty areas receiving 2-3+ inches as well. A Marginal to Slight Risk of Excessive Rainfall is outlined for CEHE by the Weather Prediction Center.

Key Messages

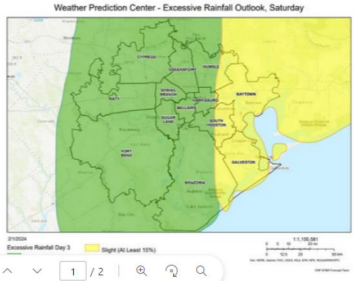
- ✓ Frontal passage will be from 3-9AM and that will be the time when a few thunderstorms can go severe.
- ✓ While all severe thunderstorms hazards are low, localized flash flooding is slightly higher given soil saturations still being high from previous rainfall event.
- ✓ By midday, most of the showers and storms should exit to the east and we'll see some late day sunshine.
- ✓ Rainfall amounts will vary. On average we'll see 1-2 inches of rain. Some will see less, while some spotty areas may receive up to 3 inches of rain.

Threat Level Parameters	None	Low	Medium	High	Very High	Notes
High Winds (25mph+)						Multiple days: Friday, Sunday and Monday
Thunderstorms						Likely storms around 3-9AM
Flash Flooding						Marginal to Slight Risk of Excessive Rainfall
Frequent Lightning						On occasion with severe storms
Hail 1" or larger						Low to none
Tornadoes						Low to none

In-Depth Forecast Considerations

- ➢ Confidence that storms will move through the CEHE area late Friday and into Saturday is high with forecast model consensus.
- ➢ Early morning storms may go severe, but without a lot of heat, instability will remain on the lower side and so will all the hazards associated with them.
- ➢ While severe storm hazards are low, they are not zero.
- ➢ Gusty winds will follow the system and we'll see gusts over 30 MPH Friday, Sunday and Monday.

Weather Prediction Center - Excessive Rainfall Outlook, Saturday



1 2 3 4

SPC FLOODING RISK

Examples of the Preparedness Report and Weather Forecast

3.2. Emergency Plan Activation

CenterPoint Energy has established Emergency Levels to help support CNP in understanding the complexity of an emergency and possible actions that may need to be implemented at the particular emergency level (Emergency Operations Center (EOC) activations, resource/staffing needs, mutual assistance, etc.).

Table 3.2

Level of Activation	Description
Level 4 -Routine Operations Incident	Normal daily operations; any issues are resolved at the crew level
Level 3 – Elevated Incident Conditions	An incident has occurred, but local/regional resources are capable of handling. The Emergency Operations Center (EOC) is not activated. EP&R staff are notified and available for support.
Level 2 – Severe Emergency Conditions	An emergency has occurred that requires coordination among multiple departments and resources. The EOC is partially or fully activated to support depending on significance of emergency. EP&R staff are notified. Crisis Management Committee (CMC) is notified, but likely not activated
Level 1 – Crisis Conditions	A crisis has occurred, and significant coordination is necessary. Crisis may involve multiple CNP operations/locations. EOC is fully activated. Crisis Management Committee (CMC) is activated

The use of these Emergency Levels promotes a common operating picture and mindset among all responding departments about the severity and urgency of the situation.

This plan's concepts and operations will be implemented in accordance with emergency needs, available resources, and the activation levels.

Components of this plan are activated whenever emergency conditions exist which cause normal operations to not be capable of being performed and immediate action is required to:

- Protect lives,
- Restore operations,
- Coordinate communications,
- Prevent damage to the environment, property, or operational components, and/or
- Temporarily assign CenterPoint Energy staff to perform emergency work.

Activation of any emergency response will include the establishment of an Incident Command System. Depending on the scope and nature of the emergency, there may be some emergency functions that are not activated or may be activated after the initial response has already begun. For an effective response, CenterPoint Energy will only activate the functions that are required but maintains the ability to allow for activation of additional functions if the emergency escalates, to include all functions when appropriate. The Incident Commander/Unified Command will determine what functions need to be activated.

The Incident Commander/Unified Command will determine the activation level appropriate for the emergency. They will notify the appropriate leadership positions based upon the activation procedures.

Regardless of the Emergency Level activated, employees must be prepared to respond. Employees should connect with their supervisors and know their roles during an emergency. If necessary and called upon, management will release their employees from their normal responsibilities to assist with an emergency response. Since each event is different and emergencies can change quickly, the procedures and components within CNP's Emergency Plans are designed to be scalable to meet all emergencies, and employees should be prepared to adjust their response, if necessary, to meet changing circumstances.

3.2.1. Trouble Levels

Trouble levels are a reactive decision-making tool for emergency response in CEHE operations. Trouble levels are used to help classify the impact an emergency has had, or may have, on the system. If an emergency is capable of being forecasted, the Emergency Level is designed to provide guidance for what the potential Trouble Level may be and help determine how the Company will respond. CEHE's eight Trouble Levels are used in conjunction with the CNP Emergency Levels.

Level of Activation	Trouble Level	Overview of Typical Electric Impact	Level of Response
Level 4 – Routine Operations Incident	1 - 4	Normal conditions across system.	Regular Operations Duty Team working. Contract crews activated as needed.
Level 3 – Elevated Incident Conditions	5 - 6	Multiple regions affected; requires coordinated response across the service area(s).	Partial • Duty Team responding, as needed; • Contract Crews activated, as needed. Additional Incident Response Team (IRT) Members activated as needed.
Level 2 – Emergency Conditions	7 - 8	Most or all regions affected; requires coordinated response and resource management across the service area(s).	Full • EOC activated upon request or as needed; • Incident Management Team (IMT) activated to CEHE DOC; • Additional IRT Members activated as needed; • Contract Crews activated, as needed; • Logistics activated at Trouble Level 8 as needed. Mutual Assistance Foreign Crews activated, as needed.
Level 1 – Crisis Conditions	8+	All regions affected; requires coordinated response and resource management.	Full Plus • EOC activated; • IMT activated to CEHE DOC; • Additional IRT Members activated; • Contract Crews activated; • Logistics Support activated; • Resource Management Support activated. Mutual Assistance Foreign Crews activated.

3.2.2. Operational Alignment Call

Once an emergency condition is forecasted or occurs for CEHE Operations, the CEHE Incident Commander on duty, or the CEHE Directors and Vice Presidents, or their designees, have the authority to initiate an Operational Alignment Call.

The Operational Alignment Calls are designed to help determine the anticipated impact of the emergency condition, the response capabilities and plans, and whether any emergency centers should be activated.

Operational Alignment Calls are designed for all levels of emergencies and specific to CEHE response and restoration operations and do not replace any emergency briefing calls designed for Level 2 or Level 1 Emergencies. When an Operational Alignment Call is initiated, the deciding authority will schedule the call.

3.2.3. No-Notice Operational Emergency Notifications

Emergencies can happen without notice. If the emergency is sudden, the deciding authority will notify the EP&R staff to activate the appropriate emergency centers based on the level of emergency. EP&R staff will then send a "CNP Alert" with activation details including:

- Type of emergency incident, if applicable
- Reporting location (DOC, EOC, and CMC locations as appropriate)
- Operational Alignment Call information, if applicable
- When to report
- Any safety or security instructions

All identified EOC staff and CMC members should have a secondary and tertiary representative in case they are unable to report upon activation.

3.2.4. Pre-Staging/Resource Mobilization

When a threat or hazard dictates, the Incident Commander, or his/her designee, may direct the pre-staging of response crews, personnel, and/or necessary equipment in areas to allow for efficient and safe deployment. Staging areas may also be activated, if necessary.

3.2.4.1. Personnel/Crew Types

At the onset of an emergency, internal crews will be divided to create as many first responders as possible to assess damage. As damage assessments are completed, staffing will be adjusted to levels needed to assist in restoration.

Internal Crews

CEHE has an internal cadre of trained crews to be utilized in all facets and phases of an emergency. A count of these resources is continually available via the Situational Awareness dashboard. The proper allocation and management of these resources is pivotal to a successful emergency response.

Contract Crews

CEHE maintains contracts with participating contract companies for additional restoration support. Combined, these "contract crews" will complement CEHE's resources. These resources are activated during emergency response when it is determined external crews are required. The number of necessary contract crews requested is determined by the referral rate of work orders during an event.

Mutual Assistance
When the need for additional crews expands beyond the internal and contract crews already available to CEHE may request additional resources.

During a Level 2 or Level 1 Emergency, CEHE will coordinate with the regional mutual assistance groups (RMAGs) for any additional resources. Should other utilities also be in need of resources, the RMAG will utilize the RAMP-UP tool to fairly distribute resources between the requesting parties based on need and contract resources previously acquired. Entries into the RAMP-UP system can be coordinated through CenterPoint's Mutual Assistance Team.

In addition to RAMP-UP, the Mutual Assistance Restoration Coordination (MARC) tool will be utilized. The MARC software may be utilized to manage rosters from off-system resources and electronically deliver work to crews that are not on our internal work-order systems. External crews requested by CEHE may have additional requirements to include some type of mobile technology (*e.g.*, iPad, Smartphone, Toughbook, Laptop, etc.) to send/receive rosters as well as to receive work packets.

3.2.5. Emergency Assessment

In responding to an emergency, CEHE will initiate an Incident Action Plan (IAP) for electric service restoration. This plan establishes the goals and objectives for the restoration of electric service. It may also be necessary to establish service restoration priorities. The establishment of priorities is operationally driven and primarily focused on the restoration of service to as many customers as soon and safely as possible and/or health and public safety services if necessary. Priorities sometimes may need to be modified to accommodate the particular needs of various communities. The EOC will manage priority/objective-setting in a coordinated manner whenever possible.

3.2.6. Damage Assessment

Damage Assessment begins with the mobilization of crews to identify and assess damage to CEHE electric delivery facilities. This may include making repairs or referring the order to be assigned to the appropriate crew. Typically, this will be conducted by internal first responders. patrol inspectors and unmanned aerial vehicles (UAV) may also be activated to assist in damage assessment. This enables damage to be assessed quickly and allows for internal crews to begin to be redeployed to assist in restoration.

3.2.7. Restoration Strategies

Restoration sets priorities to optimize service restoration to the most customers as quickly and safely as possible. CEHE first responders will restore service when possible during damage assessment; however, for cases requiring restoration work activities, work will be referred to construction crews as the emergency progresses. Contract Crews will be activated and utilized depending on the severity of the event and at the discretion of the IC.

There may be emergencies where certain additional strategies are implemented for service restoration due to the complexity of the event. CEHE leadership will determine the appropriate restoration strategy to most effectively respond to the particular emergency and meet the goals and objectives for electric service restoration. In general, CEHE's first priorities are to restore power to the highest number of customers out of power as quickly as possible and to protect critical health and human service and public safety facilities, such as fire stations, police stations

hospitals, warming centers, water treatment facilities, etc. that provide important health and human services and/or public safety service to the community. To meet those priorities, CEHE may deploy a variety of strategies such as cut and clear, order based, etc., and also account for particularly negatively impacted customer and communities, vulnerable populations, particularly prolonged outages, and other unique issues requiring particular attention.

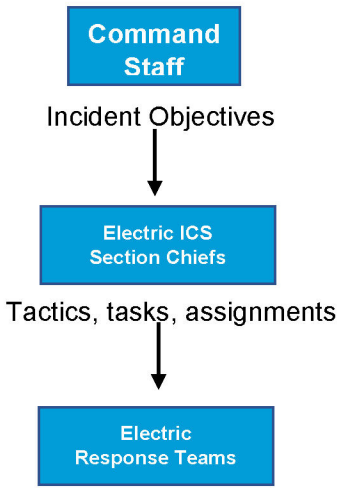
3.2.8. Temporary Emergency Electric Energy Facilities (TEEEF) Strategy

The addition of emergency generation to CEHE's toolkit for Load Shed, EOP Restoration, Mutual Assistance procedures, and other uses cases permitted by statute provides greater ability to supply emergency generation power and bring customers online in targeted areas more quickly while working to restore the grid. This allows for CEHE to allocate crews and resources more efficiently, to restore service more quickly, address particular localized outages, and prioritize service restoration to particular groups of customers. See Annex H for more information.

3.2.9. Develop Objectives

The CEHE response to an emergency of any scope or magnitude is objective-based. The goal of the emergency response is to maintain and stabilize the operational components that support CEHE's critical services. These components are interdependent. Failure in one can cascade across multiple or all of the other components. The Incident Commander will work to establish specific, measurable, achievable, realistic, and time or task-oriented (SMART) objectives.

The CEHE ICS Section Chiefs will take the objectives and identify strategies, tactics, tasks, and activities to achieve these objectives. These will be accomplished through the development and issuance of assignments, plans, procedures, and protocols for various emergency functions.



3.3. Incident Management System

CenterPoint Energy has adopted the National Incident Management System (NIMS) Incident Command System (ICS) as its command structure for emergencies. The Director of EP&R is the coordinator for ICS implementation. ICS is an all-hazards incident management tool allowing the response of many different CNP departments and outside mutual assistance to be

coordinated. This structure can be expanded or contracted based upon the size of the incident, maintaining a manageable span of control and following a clear chain of command.

The EP&R department is responsible for ICS implementation during emergency response operations. EP&R will adhere to the principles of NIMS and ICS, including use of common terminology, integrated communications, and the use of pre-designated facilities such as the Distribution Department Operations Center (DDOC), Transmission Department Operations Center (TDOC) and the Emergency Operations Center (EOC). EP&R will also ensure that NIMS and ICS are integrated into all emergency training and exercises.

During emergency response operations, the Director of EP&R will coordinate with the responsible utility or department to establish an Incident Commander / Unified Command, as required.

3.3.1. Incident Command

When a single Incident Commander (IC) is used, the IC has full responsibility for incident management. This concept can be used for both simple and/or complex organizational structures for the emergency.

Most emergencies will begin with a single Incident Commander. The first responder from CEHE will become the IC and have command responsibilities until:

- A supervisor relieves them.
- The scale and complexity of the emergency changes where an IC change makes sense
- Personnel shift changes as part of the evolution of the emergency.

3.3.2. Unified Command

For emergencies that involve multiple CNP utilities, multiple jurisdictions, or multiple authorities, CEHE may establish or participate in a Unified Command structure as part of the ICS incident management organization. Unified Command enables utility operations or departments with different responsibilities and authorities to work together under a common set of incident objectives. All work that is carried out under a unified command structure will occur without the organizational responsibility, accountability, or authority being lost.

3.3.3. Crisis Command

If an emergency rises to the level of activating the Crisis Response Plan, Crisis Command will likely be used for incident management. Crisis Command is organized to oversee the management of large incidents or multiple incidents that are each being managed by an ICS organization. Crisis Command will be established at the CNP Emergency Operations Center (EOC) or another appropriate location and provide oversight for the consistent implementation of CNP policies, priorities, constraints, and guidance across incidents and efficient use of critical resources.

When the emergency rises to the level of the Crisis Response Plan, the Crisis Management Committee (CMC) working out of the Emergency Command Center (ECC), and the Crisis Command Staff working out of the CNP Emergency Operations Center (EOC). See the Crisis Response Plan (CRP) for more information.