

WORK ANALYSIS MATRIX FORM INSTRUCTIONS (ICS FORM 234-CNP)

Purpose. The Work Analysis Matrix is designed to communicate the tactics to achieve the operational objectives and the resource requirements needed to fulfill those tactics.

Preparation. The Work Analysis Matrix is completed by the Situation Planners assisting the Operations groups and Evaluation Centers.

Distribution. The ICS 234 is stored on the Electric Emergency Operations SharePoint site under the "ICS Forms" tab. A folder specific to an event will be created by Situation Planning and all related ICS forms will be stored there. In addition, each copy should be stored as part of the daily Incident Action Plan (IAP).

<u>Item #</u>	<u>Item Title</u>	<u>Instructions</u>
1	Incident Name	Enter the name of the incident.
2	Prepared By	Enter the name and position of the person preparing the form.
3	Operational Period Date	Enter the operational period date for which the form applies.
4	Incident Objective	Enter the relevant Operational Objective(s) from the ICS 202.
5	Tactics	Enter the strategies that will be used to meet the objective(s). Tactics should be "SMART": <ul style="list-style-type: none"> • Specific • Measureable • Assignable • Reasonable • Time-related
6	Additional Resource Requirements	Summarize any additional resources that will be required in order to accomplish the tactics outlined.

Tactics Worksheet

ICS 234-CNP

<p>1. Incident Name: May 16, 2024 Storm Event</p>	<p>2. Prepared By: Elizabeth Aleman- Distribution</p>	<p>3. Operational Period Date: May 19, 2024</p>
<p>4. <u>Incident Objective</u> <i>(from 202)</i></p>	<p>5. <u>Tactics</u></p>	<p>6. <u>Additional Resource Requirements*</u></p>
<p>1) Communicate to all internal & external workforce importance of safe work practices.</p> <ul style="list-style-type: none"> - Be aware of downed facilities, trees, and other debris. Monitor current weather conditions and be prepared for inclement weather. 	<ul style="list-style-type: none"> - Continue Tailboards and safe work practices. - Mutual assistance crews are having on site safety briefings. - Follow all switching order protocols and use caution for non-standard switching. - Many crews and cars in the area; be cautious driving. 	
<p>2) With cut-and-clear and damage assessment substantially complete, continue to execute on plans to restore customers' power as safely and quickly as possible. Review and document operational status of all Transmission, Substation, and Distribution systems.</p> <ul style="list-style-type: none"> - Provide customer focused ETR by area/community.* (Due by 5/18/24 at 5:00pm.) - Assess and develop strategy for school restoration and outreach. 	<ul style="list-style-type: none"> - TIGER team stood up to assess ETR based on damage assesment by service area. -Circuit level outages impacting schools are being assessed for ETR. The remainder of the events impacting schools (fuse, transformer, L level) are being assigned to substation operations crews for ETR assesment. 	

<p>3) Continue to identify possible resource requirements including backup staffing and mutual assistance. Monitor and track activation and accessibility of all internal and external resources.</p>	<p>- No additional staffing resources needed at this time.</p> <p>-Mutual assistance has all arrived; 4,200 personnel.</p>	
<p>4) Continue to demonstrate process efficiency across organizations.</p>	<p>N/A</p>	

<p>5) Ensure systems are meeting internal and external needs. Continue to track and report customers restored since event peak outage.</p>	<ul style="list-style-type: none">- 922k customers out at peak of the storm.- Restored customers since peak of the storm: 445K customers.- Current customers out: 477K	
<p>6) Continue to execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</p>	<p>N/A</p>	

<p>7) Assess and communicate outstanding fleet, equipment, and service needs. Assess opportunities for outreach to public entities for assistance.</p>	<ul style="list-style-type: none"> - No additional needs at this time. -Continue evaluating until damage assesment is complete by end of day. 	
<p>8) Continue to monitor critical IT applications, infrastructure, and telecom to ensure they are properly functioning.</p>	<ul style="list-style-type: none"> - Critical IT applications will continue to be monitored 24/7. - Monitoring any high-risk changes to critical systems. -Continue to support existing staging sites while active and any additional staging sites identified. - Continue to support new infrastructure at new NRG staging sites. - Continue monitoring FirstNet and Bandwidth at staging site locations. 	

<p>9) Continue to assess needs and execute deployment of mobile generation to support service restoration.</p>	<ul style="list-style-type: none">- Rina Harris and Chad Stine are continuing to provide critical customer sites.- Continuing to work with damage assesment on which circuit sections can be picked up on mobile generation.- Additional 9 mobile generation units on hand: (4) 2.5 MW and (5) 5 MW.	
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6	Additional Resource Requirements	Summarize any additional resources that will be required in order to accomplish the tactics outlined.

Tactics Worksheet

ICS 234-CNP

<p>1. Incident Name: May 16, 2024 Storm Event</p>	<p>2. Prepared By: Gordon Joncic - Transmission</p>	<p>3. Operational Period Date: May 19, 2024</p>
<p>4. <u>Incident Objective</u> <i>(from 202)</i></p>	<p>5. <u>Tactics</u></p>	<p>6. <u>Additional Resource Requirements*</u></p>
<p>1) Communicate to all internal & external workforce importance of safe work practices.</p> <ul style="list-style-type: none"> - Be aware of downed facilities, trees, and other debris. Monitor current weather conditions and be prepared for inclement weather. 	<p>In accordance with CNP safety culture Safety Objectives will be discussed during all restoration crews, patrol crews, TVAL as well as all tailboards' meetings.</p> <ul style="list-style-type: none"> * Patrolling and Restoration should watch for information on TV and Radio about road closures and high water. * Always ground wire before working with it. * Everyone is reminded to be alert for unusual system conditions inside CNP facilities and be cautious and watch for snakes, ants and other varmint in the water and the saturated ground as well as poisonous plants. * Everyone is reminded to be aware of the hazards of Houston weather and to stay hydrated. * Everyone should wear all appropriate PPE including long-sleeve FR apparel. * Everyone should be safe and report they are safe and do a 360 walk-around. * Safety message will be communicated during morning tailboards and conference calls. 	
<p>2) With cut-and-clear and damage assessment substantially complete, continue to execute on plans to restore customers' power as safely and quickly as possible. Review and document operational status of all Transmission,</p>	<p>Continue to work on restoration of the remaining 7 transmission lines and coordinate restoration with RTO.</p>	

<p>Substation, and Distribution systems.</p> <ul style="list-style-type: none"> - Provide customer focused ETR by area/community.* (Due by 5/18/24 at 5:00pm.) - Assess and develop strategy for school restoration and outreach. 	<p>Crews will coordinate with RTO and Distribution Control to provide ETR.</p> <p>For strategy with school power restoration field crews will coordinate with RTO and Distribution Control.</p>	
<p>3) Continue to identify possible resource requirements including backup staffing and mutual assistance. Monitor and track activation and accessibility of all internal and external resources.</p>	<p>Transmission Operations anticipates having adequate internal and contract crew resources during the operational period. Continue to monitor and communicate any additional needs.</p>	

<p>4) Continue to demonstrate process efficiency across organizations.</p>	<p>Crews will communicate, coordinate and collaborate with RTO and Distribution Control.</p>	
<p>5) Ensure systems are meeting internal and external needs. Continue to track and report customers restored since event peak outage.</p>	<p>Transmission line restoration progress is available in RTO log and will continue to be monitored and reported.</p>	

6) Continue to execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).	N/A	
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7) Assess and communicate outstanding fleet, equipment, and service needs. Assess opportunities for outreach to public entities for assistance.	CNP personnel will continue to monitor and assess any additional needs.	
8) Continue to monitor critical IT applications, infrastructure, and telecom to ensure they are properly functioning.	N/A	

9) Continue to assess needs and execute deployment of mobile generation to support service restoration.	N/A	
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Tactics Worksheet

ICS 234-CNP

<p>1. Incident Name: May 16, 2024 Storm Event</p>	<p>2. Prepared By: Brad Harris - Substation</p>	<p>3. Operational Period Date: May 19, 2024</p>
<p>4. <u>Incident Objective</u> <i>(from 202)</i></p>	<p>5. <u>Tactics</u></p>	<p>6. <u>Additional Resource Requirements*</u></p>
<p>1) Communicate to all internal & external workforce importance of safe work practices.</p> <ul style="list-style-type: none"> - Be aware of downed facilities, trees, and other debris. Monitor current weather conditions and be prepared for inclement weather. 	<p>During department calls and tailboards everyone is asked to adhere to CEHE safety training and follow safe work practices. Everyone is asked to exercise extreme caution due to non-standard switching configurations in substation and field environments. Everyone should be aware of downed facilities, trees and other debris. Monitor weather and be prepared for inclement weather. Drive defensively against distracted drivers and high-risk drivers.</p>	
<p>2) With cut-and-clear and damage assessment substantially complete, continue to execute on plans to restore customers' power as safely and quickly as possible. Review and document operational status of all Transmission, Substation, and Distribution systems.</p> <ul style="list-style-type: none"> - Provide customer focused ETR by area/community.* (Due by 5/18/24 at 5:00pm.) - Assess and develop strategy for school restoration and outreach. 	<p>Substation Operations will continue to perform station switching as needed during restoration and respond to any equipment issues identified during the restoration process as circuits are picked up at the substation.</p> <p>Substation transformer availability: Auto TRFs: 345kV: In service 46, out of service 0 138kV: In service 12, out of service 0 Power TRFs 12kV In service 409, out of service 1 35kV In service 191, out of service 2 ETRs 12kV Mary's Creek TR2 – 5/18/2024 35kV (estimate is by EOB) San Felipe TR7 – 5/18/2024 Addicks TR2 – 5/18/2024</p>	

<p>3) Continue to identify possible resource requirements including backup staffing and mutual assistance. Monitor and track activation and accessibility of all internal and external resources.</p>	<p>Substation Operations anticipates having adequate crew resources during the operational period.</p>	
<p>4) Continue to demonstrate process efficiency across organizations.</p>	<p>Continue to support mobile generation, Transmission and Distribution. Continue to utilize established communication paths to identify most effective use of Substation Operations resources.</p>	

<p>5) Ensure systems are meeting internal and external needs. Continue to track and report customers restored since event peak outage.</p>	<p>Substation Operations will utilize the TVAL to collaborate across HVO teams and across organizations.</p>	
<p>6) Continue to execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</p>	<p>Substation Operations Eval will document a communications agenda and ensure consistent messaging on the Branch calls.</p>	

<p>7) Assess and communicate outstanding fleet, equipment, and service needs. Assess opportunities for outreach to public entities for assistance.</p>	<p>Substation Operations does not anticipate additional fleet, equipment or service needs during the operational period.</p>	
<p>8) Continue to monitor critical IT applications, infrastructure, and telecom to ensure they are properly functioning.</p>	<p>N/A</p>	

<p>9) Continue to assess needs and execute deployment of mobile generation to support service restoration.</p>	<p>Substation Operations will continue to work with the Tiger Team to provide support and resources for mobile generation needs.</p>	
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Tactics Worksheet

ICS 234-CNP

<p>1. Incident Name: May 16, 2024 Storm Event</p>	<p>2. Prepared By: Major Underground - Liafis Ogboye</p>	<p>3. Operational Period Date: May 19, 2024</p>
<p>4. <u>Incident Objective</u> <i>(from 202)</i></p>	<p>5. <u>Tactics</u></p>	<p>6. <u>Additional Resource Requirements*</u></p>
<p>1) Communicate to all internal & external workforce importance of safe work practices.</p> <ul style="list-style-type: none"> - Be aware of downed facilities, trees, and other debris. Monitor current weather conditions and be prepared for inclement weather. 	<p>Tailboards and reminders to all personnel while out in the field.</p> <p>Continue to provide updates on any changes in field conditions.</p> <p>emphasize safety practices to MUG crew spokespersons around work sites and when dealing with members of the community.</p>	
<p>2) With cut-and-clear and damage assessment substantially complete, continue to execute on plans to restore customers' power as safely and quickly as possible. Review and document operational status of all Transmission, Substation, and Distribution systems.</p> <ul style="list-style-type: none"> - Provide customer focused ETR by area/community.* (Due by 5/18/24 at 5:00pm.) - Assess and develop strategy for school restoration and outreach. 	<p>Mason Rd circuit energized.</p> <p>No dedicated UG circuits out.</p> <p>28 - 3ph orders currently open in various areas. ETR: 5/19/24.</p> <p>15 - 3ph orders dispatched. ETR: 5/18/24</p> <p>Some MUG 3ph ETR will depend on distribution restoration.</p> <p>FRK-47 – ETR: 5/18/24.</p> <p>MP-07 – ETR: 5/18/24.</p> <p>Continue to assess and evaluate restoration for schools.</p>	

<p>3) Continue to identify possible resource requirements including backup staffing and mutual assistance. Monitor and track activation and accessibility of all internal and external resources.</p>	<p>No additional staffing resources needed at this time.</p>	
<p>4) Continue to demonstrate process efficiency across organizations.</p>	<p>Verify workable outage orders via available technological means to avoid unnecessary crew deployment to site.</p>	

<p>5) Ensure systems are meeting internal and external needs. Continue to track and report customers restored since event peak outage.</p>	<p>Continue to monitor outage tracking and reporting tools.</p> <p>Confirm job orders via mobile data.</p>	
<p>6) Continue to execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</p>	<p>Continue to follow proper communication channels and protocols</p>	

<p>7) Assess and communicate outstanding fleet, equipment, and service needs. Assess opportunities for outreach to public entities for assistance.</p>	<p>None required at this time</p>	
<p>8) Continue to monitor critical IT applications, infrastructure, and telecom to ensure they are properly functioning.</p>	<p>No IT or communications issue reported at this time.</p> <p>Monitoring and confirming available outage tracking application data matches field conditions.</p>	

<p>9) Continue to assess needs and execute deployment of mobile generation to support service restoration.</p>	<p>Continue to support the installation of CNP generators for MUG customers.</p> <p>5 – Mobile generators connected</p> <p>1 _ Mobile generator currently being prepared for connection.</p>	
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Tactics Worksheet

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<p>4. <u>Incident Objective</u> <i>(from 202)</i></p>	<p>5. <u>Tactics</u></p>	<p>6. <u>Additional Resource Requirements*</u></p>
<p>1) Communicate to all internal & external workforce importance of safe work practices.</p> <ul style="list-style-type: none"> - Be aware of downed facilities, trees, and other debris. Monitor current weather conditions and be prepared for inclement weather. 	<p>Review expected work plans at SSO and Transmission sites for any safety concerns.</p>	
<p>2) With cut-and-clear and damage assessment substantially complete, continue to execute on plans to restore customers' power as safely and quickly as possible. Review and document operational status of all Transmission, Substation, and Distribution systems.</p> <ul style="list-style-type: none"> - Provide customer focused ETR by area/community.* (Due by 5/18/24 at 5:00pm.) - Assess and develop strategy for school restoration and outreach. 	<p>RTO will energize feeders as directed by Distribution.</p>	

<p>3) Continue to identify possible resource requirements including backup staffing and mutual assistance. Monitor and track activation and accessibility of all internal and external resources.</p>	<p>RTO will continue to monitor staffing needs to support switching operations.</p>	
<p>4) Continue to demonstrate process efficiency across organizations.</p>	<p>RTO will support DC, SSO, and Transmission restoration efforts.</p>	

<p>5) Ensure systems are meeting internal and external needs. Continue to track and report customers restored since event peak outage.</p>	<p>RTO will log all actions taken and their part in the restoration effort.</p>	
<p>6) Continue to execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</p>	<p>RTO will disseminate all relevant information to management to support the message to the public.</p>	

<p>7) Assess and communicate outstanding fleet, equipment, and service needs. Assess opportunities for outreach to public entities for assistance.</p>	<p>RTO will continue to review any outstanding equipment needs.</p>	
<p>8) Continue to monitor critical IT applications, infrastructure, and telecom to ensure they are properly functioning.</p>	<p>RTO will continue to monitor core EMS systems that support restoration efforts, and report issues to the appropriate parties.</p>	

<p>9) Continue to assess needs and execute deployment of mobile generation to support service restoration.</p>	<p>RTO will support mobile gen efforts as dictated by appropriate parties.</p>	
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<p>1) Communicate to all internal & external workforce importance of safe work practices.</p> <ul style="list-style-type: none"> - Be aware of downed facilities, trees, and other debris. Monitor current weather conditions and be prepared for inclement weather. 	<p>Will communicate with AirOps team to ensure they are safe. Air OPS team is currently working remotely.</p>	
<p>2) With cut-and-clear and damage assessment substantially complete, continue to execute on plans to restore customers' power as safely and quickly as possible. Review and document operational status of all Transmission, Substation, and Distribution systems.</p> <ul style="list-style-type: none"> - Provide customer focused ETR by area/community.* - Assess and develop strategy for school restoration and outreach. 	<p>AirOps will continue provide readiness for air operation requests approved by DVAL.</p>	

<p>3) Continue to identify possible resource requirements including backup staffing and mutual assistance. Monitor and track activation and accessibility of all internal and external resources.</p>	<p>Will communicate with drone contracting crews to determine what resources are available.</p> <p>- Currently, we have 7 crews that can be deployed within 24 HRS of activating the request.</p>	
<p>4) Continue to demonstrate process efficiency across organizations.</p>		

<p>5) Ensure systems are meeting internal and external needs. Continue to track and report customers restored since event peak outage.</p>		
<p>6) Continue to execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</p>	<p>Will Develop talking points for privately owned drones flying around Centerpoint facilities, and restoration crews.</p>	

<p>7) Assess and communicate outstanding fleet, equipment, and service needs. Assess opportunities for outreach to public entities for assistance.</p>		
<p>8) Continue to monitor critical IT applications, infrastructure, and telecom to ensure they are properly functioning.</p>	<p>Will continue to communicate with drone contractors. Contractors are pending CenterPoint's request to activate drone deployment. Currently not deployed.</p>	

<p>9) Continue to assess needs and execute deployment of mobile generation to support service restoration.</p>		
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<p>2) With cut-and-clear and damage assessment substantially complete, continue to execute on plans to restore customers' power as safely and quickly as possible. Review and document operational status of all Transmission, Substation, and Distribution systems.</p> <ul style="list-style-type: none"> - Provide customer focused ETR by area/community.* (Due by 5/18/24 at 5:00pm.) - Assess and develop strategy for school restoration and outreach. 		

<p>3) Continue to identify possible resource requirements including backup staffing and mutual assistance. Monitor and track activation and accessibility of all internal and external resources.</p>		
<p>4) Continue to demonstrate process efficiency across organizations.</p>		

<p>5) Ensure systems are meeting internal and external needs. Continue to track and report customers restored since event peak outage.</p>		
<p>6) Continue to execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</p>	<ul style="list-style-type: none"> • Prioritize our channels and leverage social media, news media, email and web, while using additional when possible to capture and communicate our efforts, and manage expectations about restoration timing. • Emphasize safety messaging and current system status on our channels highlighted above. • Drive distribution and use of photo images and videos of damage, mobile generation in use, and of CNP crews conducting restorations in the field. • Use customer email channel to deliver direct messages on restoration efforts at least 1x per day. • Equip colleagues with core messages and talking points for proactive 	

	<p>outreach to their stakeholders (e.g., regulators, elected officials).</p> <ul style="list-style-type: none">• Leverage additional messaging channels such as Nextdoor for targeted customer outreach based on ETRs provided by Operations.• Issue a minimum of two update news releases; meet the media where they need us in the field to raise awareness of our restoration efforts with stakeholders.	
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<p>7) Assess and communicate outstanding fleet, equipment, and service needs. Assess opportunities for outreach to public entities for assistance.</p>		
<p>8) Continue to monitor critical IT applications, infrastructure, and telecom to ensure they are properly functioning.</p>		

<p>9) Continue to assess needs and execute deployment of mobile generation to support service restoration.</p>		
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* **Note:** *If additional resources are required, be sure to complete the 213-RR. Those forms are submitted to the Resource Acquisition Team and a copy is stored on the Electric Emergency Operations SharePoint site under the "ICS forms" tab.*

WORK ANALYSIS MATRIX FORM INSTRUCTIONS (ICS FORM 234-CNP)

Purpose. The Work Analysis Matrix is designed to communicate the tactics to achieve the operational objectives and the resource requirements needed to fulfill those tactics.

Preparation. The Work Analysis Matrix is completed by the Situation Planners assisting the Operations groups and Evaluation Centers.

Distribution. The ICS 234 is stored on the Electric Emergency Operations SharePoint site under the "ICS Forms" tab. A folder specific to an event will be created by Situation Planning and all related ICS forms will be stored there. In addition, each copy should be stored as part of the daily Incident Action Plan (IAP).

<u>Item #</u>	<u>Item Title</u>	<u>Instructions</u>
1	Incident Name	Enter the name of the incident.
2	Prepared By	Enter the name and position of the person preparing the form.
3	Operational Period Date	Enter the operational period date for which the form applies.
4	Incident Objective	Enter the relevant Operational Objective(s) from the ICS 202.
5	Tactics	Enter the strategies that will be used to meet the objective(s). Tactics should be "SMART": <ul style="list-style-type: none"> • Specific • Measureable • Assignable • Reasonable • Time-related
6	Additional Resource Requirements	Summarize any additional resources that will be required in order to accomplish the tactics outlined.

Tactics Worksheet

ICS 234-CNP

<p>1. Incident Name: May 16, 2024 Storm Event</p>	<p>2. Prepared By: EAP</p>	<p>3. Operational Period Date: May 19, 2024</p>
<p>4. <u>Incident Objective</u> <i>(from 202)</i></p>	<p>5. <u>Tactics</u></p>	<p>6. <u>Additional Resource Requirements*</u></p>
<p>1) Communicate to all internal & external workforce importance of safe work practices.</p> <ul style="list-style-type: none"> - Be aware of downed facilities, trees, and other debris. Monitor current weather conditions and be prepared for inclement weather. 	<p>Continue to communicate to all HRBPs and LR out on EOP assignments the importance of safety and surroundings. Advise employees if activated and sent to the field to monitor weather and to dress accordingly.</p>	<p>None at this time.</p>
<p>2) With cut-and-clear and damage assessment substantially complete, continue to execute on plans to restore customers' power as safely and quickly as possible. Review and document operational status of all Transmission, Substation, and Distribution systems.</p> <ul style="list-style-type: none"> - Provide customer focused ETR by area/community.* (Due by 5/18/24 at 5:00pm.) - Assess and develop strategy for school restoration and outreach. 		

<p>3) Continue to identify possible resource requirements including backup staffing and mutual assistance. Monitor and track activation and accessibility of all internal and external resources.</p>	<p>Continue to monitor all HRBPs and Labor for safety and availability. Continue communication with anyone that is not currently activated and establish awareness of their roles and readiness for activation.</p> <p>Continue to monitor the safety of all Talent Acquisition Recruiters and Recruiting Coordinators to ensure they are safe and accounted for. Four of the team members will continue to support and serve in their active designated EOP assignments. 2 additional team members are currently on standby with possible EOP activation at any time.</p> <p>Continue communication with all other team members that are not currently activated and establish awareness of their EOP roles and readiness for activation.</p>	<p>None at this time.</p>
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<p>4) Continue to demonstrate process efficiency across organizations.</p>	<p>Continue communication with the one TA team member who sustained damage to vehicle window.</p> <p>Continue communication with another TA team member who sustained damage to their home garage and fence.</p>	<p>None reported at this time</p>
<p>5) Ensure systems are meeting internal and external needs. Continue to track and report customers restored since event peak outage.</p>		

<p>6) Continue to execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</p>	<p>Continued communication with HR Leadership and the Trees and Tarps team to determine continued activity or other assistance which may be needed. Communicate status of HR hotline activation via Corp Comm.</p> <p>Hiring managers of those candidates scheduled to start 1st day of work on Monday, May 20th have been communicated with and adjustments have been made accordingly. Communication with both the hiring manager and the incoming candidate will continue as needed</p>	<p>None at this time.</p>
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<p>7) Assess and communicate outstanding fleet, equipment, and service needs. Assess opportunities for outreach to public entities for assistance.</p>		
<p>8) Continue to monitor critical IT applications, infrastructure, and telecom to ensure they are properly functioning.</p>		

<p>9) Continue to assess needs and execute deployment of mobile generation to support service restoration.</p>		
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* **Note:** *If additional resources are required, be sure to complete the 213-RR. Those forms are submitted to the Resource Acquisition Team and a copy is stored on the Electric Emergency Operations SharePoint site under the "ICS forms" tab.*

WORK ANALYSIS MATRIX FORM INSTRUCTIONS (ICS FORM 234-CNP)

Purpose. The Work Analysis Matrix is designed to communicate the tactics to achieve the operational objectives and the resource requirements needed to fulfill those tactics.

Preparation. The Work Analysis Matrix is completed by the Situation Planners assisting the Operations groups and Evaluation Centers.

Distribution. The ICS 234 is stored on the Electric Emergency Operations SharePoint site under the "ICS Forms" tab. A folder specific to an event will be created by Situation Planning and all related ICS forms will be stored there. In addition, each copy should be stored as part of the daily Incident Action Plan (IAP).

<u>Item #</u>	<u>Item Title</u>	<u>Instructions</u>
1	Incident Name	Enter the name of the incident.
2	Prepared By	Enter the name and position of the person preparing the form.
3	Operational Period Date	Enter the operational period date for which the form applies.
4	Incident Objective	Enter the relevant Operational Objective(s) from the ICS 202.
5	Tactics	Enter the strategies that will be used to meet the objective(s). Tactics should be "SMART": <ul style="list-style-type: none"> • Specific • Measureable • Assignable • Reasonable • Time-related
6	Additional Resource Requirements	Summarize any additional resources that will be required in order to accomplish the tactics outlined.

Tactics Worksheet

ICS 234-CNP

<p>1. Incident Name: May 16, 2024 Storm Event</p>	<p>2. Prepared By: Finance</p>	<p>3. Operational Period Date: May 19, 2024</p>
<p>4. <u>Incident Objective</u> <i>(from 202)</i></p>	<p>5. <u>Tactics</u></p>	<p>6. <u>Additional Resource Requirements*</u></p>
<p>1) Communicate to all internal & external workforce importance of safe work practices.</p> <ul style="list-style-type: none"> - Be aware of downed facilities, trees, and other debris. Monitor current weather conditions and be prepared for inclement weather. 	<p>Safety continues to be communicated during meetings and EOP leadership calls.</p> <p>Finance leaders have reached out to their teams to determine if they have all equipment and access needed to WFH while the Tower is in repair.</p>	<p>None at this time.</p>
<p>2) With cut-and-clear and damage assessment substantially complete, continue to execute on plans to restore customers' power as safely and quickly as possible. Review and document operational status of all Transmission, Substation, and Distribution systems.</p> <ul style="list-style-type: none"> - Provide customer focused ETR by area/community.* (Due by 5/18/24 at 5:00pm.) - Assess and develop strategy for school restoration and outreach. 	<p>As the number of mutual assistance crews, equipment, staging sites, and support services are being solidified; Finance Reporting Liaisons are working with ICS business unit leadership to estimate total storm costs. As damage assessment is being completed, estimates will continue to be tweaked based on estimated duration of restoration activity.</p> <p>A storm event cost reporting structure is in place to isolate and report costs as they are incurred.</p>	<p>None at this time.</p>

<p>3) Continue to identify possible resource requirements including backup staffing and mutual assistance. Monitor and track activation and accessibility of all internal and external resources.</p>	<p>Finance leadership will continue to monitor EOP deployments.</p>	<p>None at this time.</p>
<p>4) Continue to demonstrate process efficiency across organizations.</p>	<p>Finance Leadership is currently working with EOP ICS leadership and Payroll to document the process for storm time entry and obtain required approvals. Completing the documentation in advance will allow for timely communication when approved.</p>	<p>None at this time.</p>

<p>5) Ensure systems are meeting internal and external needs. Continue to track and report customers restored since event peak outage.</p>	<p>Finance will continue to obtain frequent updates on any changes to the EOP plan. Reporting Unit Functional Liaisons will remain engaged in daily EOP ICS/Update calls.</p>	<p>None at this time.</p>
<p>6) Continue to execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</p>	<p>Investor relations will continue to engage with rating agencies to provide updates as information is available. This will require coordination from Financial Reporting Unit and regulatory.</p>	

<p>7) Assess and communicate outstanding fleet, equipment, and service needs. Assess opportunities for outreach to public entities for assistance.</p>	<p>As needs are identified and additional triggers pulled, Finance Liaisons will remain engaged in daily EOP ICS/Update calls and will update cost estimates and needed.</p>	<p>None at this time.</p>
<p>8) Continue to monitor critical IT applications, infrastructure, and telecom to ensure they are properly functioning.</p>	<p>As needs are identified, Finance will need to remain informed of and update cost estimates. Reporting Unit Functional Liaisons will remain engaged in daily EOP ICS/Update calls.</p>	<p>None at this time.</p>

<p>9) Continue to assess needs and execute deployment of mobile generation to support service restoration.</p>	<p>As needs are identified, Finance will need to remain informed of and update cost estimates. Reporting Unit Functional Liaisons will remain engaged in daily EOP ICS/Update calls.</p>	<p>None at this time.</p>
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* **Note:** *If additional resources are required, be sure to complete the 213-RR. Those forms are submitted to the Resource Acquisition Team and a copy is stored on the Electric Emergency Operations SharePoint site under the "ICS forms" tab.*

WORK ANALYSIS MATRIX FORM INSTRUCTIONS (ICS FORM 234-CNP)

Purpose. The Work Analysis Matrix is designed to communicate the tactics to achieve the operational objectives and the resource requirements needed to fulfill those tactics.

Preparation. The Work Analysis Matrix is completed by the Situation Planners assisting the Operations groups and Evaluation Centers.

Distribution. The ICS 234 is stored on the Electric Emergency Operations SharePoint site under the "ICS Forms" tab. A folder specific to an event will be created by Situation Planning and all related ICS forms will be stored there. In addition, each copy should be stored as part of the daily Incident Action Plan (IAP).

<u>Item #</u>	<u>Item Title</u>	<u>Instructions</u>
1	Incident Name	Enter the name of the incident.
2	Prepared By	Enter the name and position of the person preparing the form.
3	Operational Period Date	Enter the operational period date for which the form applies.
4	Incident Objective	Enter the relevant Operational Objective(s) from the ICS 202.
5	Tactics	Enter the strategies that will be used to meet the objective(s). Tactics should be "SMART": <ul style="list-style-type: none"> • Specific • Measureable • Assignable • Reasonable • Time-related
6	Additional Resource Requirements	Summarize any additional resources that will be required in order to accomplish the tactics outlined.

Tactics Worksheet

ICS 234-CNP

<p>1. Incident Name: May 16, 2024 Storm Event</p>	<p>2. Prepared By: Daniel Laymon - IT</p>	<p>3. Operational Period Date: May 19, 2024</p>
<p>4. <u>Incident Objective</u> <i>(from 202)</i></p>	<p>5. <u>Tactics</u></p>	<p>6. <u>Additional Resource Requirements*</u></p>
<p>1) Communicate to all internal & external workforce importance of safe work practices.</p> <ul style="list-style-type: none"> - Be aware of downed facilities, trees, and other debris. Monitor current weather conditions and be prepared for inclement weather. 	<p>Continue to check employee safety and availability status daily. Coordinate with HR on employee needs.</p> <p>Continue to reach out directly to employees we've yet to receive responses from.</p>	
<p>2) With cut-and-clear and damage assessment substantially complete, continue to execute on plans to restore customers' power as safely and quickly as possible. Review and document operational status of all Transmission, Substation, and Distribution systems.</p> <ul style="list-style-type: none"> - Provide customer focused ETR by area/community.* (Due by 5/18/24 at 5:00pm.) - Assess and develop strategy for school restoration and outreach. 	<p>Continue to support existing staging sites.</p> <p>Establish and monitor cadence for printer supplies needed due to staging site requirements.</p> <p>Continue setting up telecommunications at any newly identified staging sites.</p>	

<p>3) Continue to identify possible resource requirements including backup staffing and mutual assistance. Monitor and track activation and accessibility of all internal and external resources.</p>	<p>Grid Operations – No additional resources required.</p> <p>Business User & Operations – May need an additional 2 resources to cover NRG staging site if overnight support is needed.</p> <p>Supplier & Vendor Planning/Logistics/Safety - No additional resources required.</p> <p>Transport & Smart Grid – No additional resources required.</p> <p>Data Center & Infrastructure – No additional resources required.</p> <p>Business and Customer Solutions - No additional resources required.</p>	
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<p>4) Continue to demonstrate process efficiency across organizations.</p>	<p>Identify hotel needs and meet with lodging team to determine availability. Continue to coordinate with facilities on excess computer inventory and employee needs/pickup location.</p>	
<p>5) Ensure systems are meeting internal and external needs. Continue to track and report customers restored since event peak outage.</p>	<p>Grid operations to continue providing near real-time reporting via IRIS. Grid Operations also to continue providing ad-hoc reporting to Incident Command. Collaborate with Customer Experience & Corp Comm to assist with static reporting on customer outages.</p>	

<p>6) Continue to execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</p>	<p>Continue to engage managed vendors and contingent companies for potential additional IT support needed.</p> <p>Monitor existing vendor engagements for potential rescheduling due to EOP.</p>	
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<p>7) Assess and communicate outstanding fleet, equipment, and service needs. Assess opportunities for outreach to public entities for assistance.</p>	<p>Grid Operations – None</p> <p>Business User & Operations – Procuring printer and printer supplies for staging sites.</p> <p>Supplier & Vendor Planning/Logistics/Safety – None</p> <p>Transport & Smart Grid – Potential need for network cables to support NRG staging sites and GPS command center.</p> <p>Data Center & Infrastructure – None</p> <p>Business and Customer Solutions - None</p>	
<p>8) Continue to monitor critical IT applications, infrastructure, and telecom to ensure they are properly functioning.</p>	<p>Critical IT applications will continue to be monitored 24/7.</p> <p>Monitor any high-risk changes to critical systems.</p> <p>Support existing staging sites while active and any additional staging sites identified.</p> <p>Support new infrastructure at new NRG staging sites. Continue monitoring FirstNet and Bandwidth at staging site locations.</p>	

<p>9) Continue to assess needs and execute deployment of mobile generation to support service restoration.</p>	<p>Support other business units as needed.</p>	
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* **Note:** *If additional resources are required, be sure to complete the 213-RR. Those forms are submitted to the Resource Acquisition Team and a copy is stored on the Electric Emergency Operations SharePoint site under the "ICS forms" tab.*

WORK ANALYSIS MATRIX FORM INSTRUCTIONS (ICS FORM 234-CNP)

Purpose. The Work Analysis Matrix is designed to communicate the tactics to achieve the operational objectives and the resource requirements needed to fulfill those tactics.

Preparation. The Work Analysis Matrix is completed by the Situation Planners assisting the Operations groups and Evaluation Centers.

Distribution. The ICS 234 is stored on the Electric Emergency Operations SharePoint site under the "ICS Forms" tab. A folder specific to an event will be created by Situation Planning and all related ICS forms will be stored there. In addition, each copy should be stored as part of the daily Incident Action Plan (IAP).

<u>Item #</u>	<u>Item Title</u>	<u>Instructions</u>
1	Incident Name	Enter the name of the incident.
2	Prepared By	Enter the name and position of the person preparing the form.
3	Operational Period Date	Enter the operational period date for which the form applies.
4	Incident Objective	Enter the relevant Operational Objective(s) from the ICS 202.
5	Tactics	Enter the strategies that will be used to meet the objective(s). Tactics should be "SMART": <ul style="list-style-type: none"> • Specific • Measureable • Assignable • Reasonable • Time-related
6	Additional Resource Requirements	Summarize any additional resources that will be required in order to accomplish the tactics outlined.

Tactics Worksheet

ICS 234-CNP

<p>1. Incident Name: May 16, 2024 Storm Event</p>	<p>2. Prepared By: Princess Williams - Logistics</p>	<p>3. Operational Period Date: May 19, 2024</p>
<p>4. <u>Incident Objective</u> <i>(from 202)</i></p>	<p>5. <u>Tactics</u></p>	<p>6. <u>Additional Resource Requirements*</u></p>
<p>1) Communicate to all internal & external workforce importance of safe work practices.</p> <ul style="list-style-type: none"> - Be aware of downed facilities, trees, and other debris. Monitor current weather conditions and be prepared for inclement weather. 	<p>Continuing to communicate safe work practices. Enhanced fog and excessive condensation reducing visibility and creating slippery working and stepping surfaces.</p>	
<p>2) With cut-and-clear and damage assessment substantially complete, continue to execute on plans to restore customers' power as safely and quickly as possible. Review and document operational status of all Transmission, Substation, and Distribution systems.</p> <ul style="list-style-type: none"> - Provide customer focused ETR by area/community.* (Due by 5/18/24 at 5:00pm.) - Assess and develop strategy for school restoration and outreach. 	<p>N/A</p>	

<p>3) Continue to identify possible resource requirements including backup staffing and mutual assistance. Monitor and track activation and accessibility of all internal and external resources.</p>	<p>Additional vehicle resources acquired and stock levels being assessed. Current vendor is making more vehicles available by Monday; continuing constant communication with primary and secondary vendors. Facilities – vendors have additional staff available as needed. Lodging – sourcing additional buses; extending hotel blocks through Friday.</p>	
<p>4) Continue to demonstrate process efficiency across organizations.</p>	<p>Work with the correct group to get the job completed successfully. Fleet focusing repair efforts on high priority assets for transmission. Shops working to repair daily use tools for transmission. Radio on call to support networking needs at staging sites.</p>	<p>None needed</p>

<p>5) Ensure systems are meeting internal and external needs. Continue to track and report customers restored since event peak outage.</p>	<p>Fleet Capital is prioritizing rental vehicle acquisitions and working to fulfill internal vehicle requests.</p>	
<p>6) Continue to execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</p>	<p>N/A</p>	

<p>7) Assess and communicate outstanding fleet, equipment, and service needs. Assess opportunities for outreach to public entities for assistance.</p>	<p>Fleet status and needs are being communicated regularly to upper management. Risks and needed resources being tracked and actioned when needed.</p> <p>Contacting Metro regarding use of busses.</p>	
<p>8) Continue to monitor critical IT applications, infrastructure, and telecom to ensure they are properly functioning.</p>	<p>Support staging sites that are established for communication needs. Support additional staging sites if needed. Actively monitor network and network sites for connectivity.</p> <p>Critical alarms, messages and outages being monitored by Radio department.</p>	

<p>9) Continue to assess needs and execute deployment of mobile generation to support service restoration.</p>	<p>Fleet is supporting Mobile Gen fueling and repairs with use of external vendors, reserve fuel that can be mobilized. Roving mechanics available to support repairs when needed.</p>	
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WORK ANALYSIS MATRIX FORM INSTRUCTIONS (ICS FORM 234-CNP)

Purpose. The Work Analysis Matrix is designed to communicate the tactics to achieve the operational objectives and the resource requirements needed to fulfill those tactics.

Preparation. The Work Analysis Matrix is completed by the Situation Planners assisting the Operations groups and Evaluation Centers.

Distribution. The ICS 234 is stored on the Electric Emergency Operations SharePoint site under the "ICS Forms" tab. A folder specific to an event will be created by Situation Planning and all related ICS forms will be stored there. In addition, each copy should be stored as part of the daily Incident Action Plan (IAP).

<u>Item #</u>	<u>Item Title</u>	<u>Instructions</u>
1	Incident Name	Enter the name of the incident.
2	Prepared By	Enter the name and position of the person preparing the form.
3	Operational Period Date	Enter the operational period date for which the form applies.
4	Incident Objective	Enter the relevant Operational Objective(s) from the ICS 202.
5	Tactics	Enter the strategies that will be used to meet the objective(s). Tactics should be "SMART": <ul style="list-style-type: none"> • Specific • Measureable • Assignable • Reasonable • Time-related
6	Additional Resource Requirements	Summarize any additional resources that will be required in order to accomplish the tactics outlined.

Tactics Worksheet

ICS 234-CNP

<p>1. Incident Name: May 16, 2024 Storm Event</p>	<p>2. Prepared By: Tami Miller - Regulatory</p>	<p>3. Operational Period Date: May 19, 2024</p>
<p>4. <u>Incident Objective</u> <i>(from 202)</i></p>	<p>5. <u>Tactics</u></p>	<p>6. <u>Additional Resource Requirements*</u></p>
<p>1) Communicate to all internal & external workforce importance of safe work practices.</p> <ul style="list-style-type: none"> - Be aware of downed facilities, trees, and other debris. Monitor current weather conditions and be prepared for inclement weather. 	<p>N/A</p>	<p>N/A</p>
<p>2) With cut-and-clear and damage assessment substantially complete, continue to execute on plans to restore customers' power as safely and quickly as possible. Review and document operational status of all Transmission, Substation, and Distribution systems.</p> <ul style="list-style-type: none"> - Provide customer focused ETR by area/community.* (Due by 5/18/24 at 5:00pm.) - Assess and develop strategy for school restoration and outreach. 	<p>N/A</p>	<p>N/A</p>

<p>3) Continue to identify possible resource requirements including backup staffing and mutual assistance. Monitor and track activation and accessibility of all internal and external resources.</p>	<p>Regulatory / Govt Affairs: Provide internal staffing resources to Houston EOC, Harris County (Transtar) EOC, TDEM DDEOC16 and Texas SOC utilizing shift coverage. Staff pre-identified.</p>	<p>N/A</p>
<p>4) Continue to demonstrate process efficiency across organizations.</p>	<p>Regulatory / Govt Affairs: Continue to refine processes to enhance outbound communications with elected officials (add a third report out for 2pm)</p>	<p>N/A</p>

<p>5) Ensure systems are meeting internal and external needs. Continue to track and report customers restored since event peak outage.</p>	<p>N/A</p>	<p>N/A</p>
<p>6) Continue to execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</p>	<p>Regulatory/Govt Affairs: External: Provide updates to the following EOCs:</p> <ul style="list-style-type: none"> • State of Texas SOC • City of Houston • Harris County • TDEM Hou DDEOC16 <p>Internal:</p> <ul style="list-style-type: none"> • Receive daily status update report from liaisons • Provide 2x daily EOC status update report to ICS leadership team <p>Submit required outage reports to PUC, DOE, and other SOC officials. PUC: Submit reports per PUC instruction in morning & afternoon (<i>First report submitted 16May2024_18:17</i>) DOE: Submit follow up report to DOE (72-hours from initial)</p>	<p>N/A</p>

Tactics Worksheet

ICS 234-CNP

	<p><i>(First report submitted 16May2024_20:02)</i> SOC: Provide 2pm update on SOC call</p>	
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7) Assess and communicate outstanding fleet, equipment, and service needs. Assess opportunities for outreach to public entities for assistance.	N/A	N/A
8) Continue to monitor critical IT applications, infrastructure, and telecom to ensure they are properly functioning.	N/A	N/A

9) Continue to assess needs and execute deployment of mobile generation to support service restoration.	N/A	N/A
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* **Note:** If additional resources are required, be sure to complete the 213-RR. Those forms are submitted to the Resource Acquisition Team and a copy is stored on the Electric Emergency Operations SharePoint site under the "ICS forms" tab.

WORK ANALYSIS MATRIX FORM INSTRUCTIONS (ICS FORM 234-CNP)

Purpose. The Work Analysis Matrix is designed to communicate the tactics to achieve the operational objectives and the resource requirements needed to fulfill those tactics.

Preparation. The Work Analysis Matrix is completed by the Situation Planners assisting the Operations groups and Evaluation Centers.

Distribution. The ICS 234 is stored on the Electric Emergency Operations SharePoint site under the "ICS Forms" tab. A folder specific to an event will be created by Situation Planning and all related ICS forms will be stored there. In addition, each copy should be stored as part of the daily Incident Action Plan (IAP).

<u>Item #</u>	<u>Item Title</u>	<u>Instructions</u>
1	Incident Name	Enter the name of the incident.
2	Prepared By	Enter the name and position of the person preparing the form.
3	Operational Period Date	Enter the operational period date for which the form applies.
4	Incident Objective	Enter the relevant Operational Objective(s) from the ICS 202.
5	Tactics	Enter the strategies that will be used to meet the objective(s). Tactics should be "SMART": <ul style="list-style-type: none"> • Specific • Measureable • Assignable • Reasonable • Time-related
6	Additional Resource Requirements	Summarize any additional resources that will be required in order to accomplish the tactics outlined.

Tactics Worksheet

ICS 234-CNP

<p>1. Incident Name: May 16, 2024 Storm Event</p>	<p>2. Prepared By: Mobile Generation</p>	<p>3. Operational Period Date: May 19, 2024</p>
<p>4. <u>Incident Objective</u> <i>(from 202)</i></p>	<p>5. <u>Tactics</u></p>	<p>6. <u>Additional Resource Requirements*</u></p>
<p>1) Communicate to all internal & external workforce importance of safe work practices.</p> <ul style="list-style-type: none"> - Be aware of downed facilities, trees, and other debris. Monitor current weather conditions and be prepared for inclement weather. 	<p>Take time to prepare and review all connections before mobile generation is deployed. Ensure general safety by utilizing fences, tapes or cones to secure area near mobile gen units.</p>	
<p>2) With cut-and-clear and damage assessment substantially complete, continue to execute on plans to restore customers' power as safely and quickly as possible. Review and document operational status of all Transmission, Substation, and Distribution systems.</p> <ul style="list-style-type: none"> - Provide customer focused ETR by area/community.* (Due by 5/18/24 at 5:00pm.) - Assess and develop strategy for school restoration and outreach. 	<p>Look to utilize larger 5MW units for longer term identified outages. Follow established procedure to energize Mobile Gens.</p>	

<p>3) Continue to identify possible resource requirements including backup staffing and mutual assistance. Monitor and track activation and accessibility of all internal and external resources.</p>	<p>Look for additional support to review sites for mobile gen. Coordinate with damage assessment to determine sites for review</p>	
<p>4) Continue to demonstrate process efficiency across organizations.</p>	<p>Maintain continuous communication with groups supporting Mobile Gen. Look to prioritize resources to established mobile gen sites.</p>	

<p>5) Ensure systems are meeting internal and external needs. Continue to track and report customers restored since event peak outage.</p>	<p>Keep track of start and end times when mobile gen is deployed. Communicate data to AMI group</p>	
<p>6) Continue to execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</p>	<p>Coordinate with Regulatory and Corporate Communication to provide targeted external communication on mobile gen deployments.</p>	

<p>7) Assess and communicate outstanding fleet, equipment, and service needs. Assess opportunities for outreach to public entities for assistance.</p>	<p>Keep track of fueling, transportation, auxiliary equipment, etc. needed for mobile gen and coordinate accordingly.</p>	
<p>8) Continue to monitor critical IT applications, infrastructure, and telecom to ensure they are properly functioning.</p>	<p>N/A</p>	

<p>9) Continue to assess needs and execute deployment of mobile generation to support service restoration.</p>	<p>Execute action items listed above to prioritize and deploy mobile gen safely</p>	
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* **Note:** *If additional resources are required, be sure to complete the 213-RR. Those forms are submitted to the Resource Acquisition Team and a copy is stored on the Electric Emergency Operations SharePoint site under the "ICS forms" tab.*

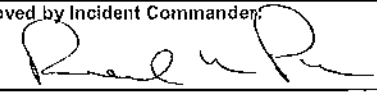
WORK ANALYSIS MATRIX FORM INSTRUCTIONS (ICS FORM 234-CNP)

Purpose. The Work Analysis Matrix is designed to communicate the tactics to achieve the operational objectives and the resource requirements needed to fulfill those tactics.

Preparation. The Work Analysis Matrix is completed by the Situation Planners assisting the Operations groups and Evaluation Centers.

Distribution. The ICS 234 is stored on the Electric Emergency Operations SharePoint site under the "ICS Forms" tab. A folder specific to an event will be created by Situation Planning and all related ICS forms will be stored there. In addition, each copy should be stored as part of the daily Incident Action Plan (IAP).

<u>Item #</u>	<u>Item Title</u>	<u>Instructions</u>
1	Incident Name	Enter the name of the incident.
2	Prepared By	Enter the name and position of the person preparing the form.
3	Operational Period Date	Enter the operational period date for which the form applies.
4	Incident Objective	Enter the relevant Operational Objective(s) from the ICS 202.
5	Tactics	Enter the strategies that will be used to meet the objective(s). Tactics should be "SMART": <ul style="list-style-type: none"> • Specific • Measureable • Assignable • Reasonable • Time-related
6	Additional Resource Requirements	Summarize any additional resources that will be required in order to accomplish the tactics outlined.

1. Incident Name May 16, 2024 Storm Event	2. Operational Period to be covered by IAP (Date/Time) From: 05/20/2024 0500 To: 05/20/24 2200	CNP-IAP COVER SHEET
3. Approved by Incident Commander: NAME <u> </u> 		
<p style="text-align: center;">INCIDENT ACTION PLAN</p> <p style="text-align: center;">The items checked below are included in this Incident Action Plan:</p> <p><input checked="" type="checkbox"/> ICS 202-CNP (Incident Objectives)</p> <hr/> <p><input checked="" type="checkbox"/> ICS 204-CNP (Resource Summary)</p> <hr/> <p><input checked="" type="checkbox"/> ICS 206-CNP (Medical Plan)</p> <hr/> <p><input checked="" type="checkbox"/> ICS 207-CNP (Organization Chart)</p> <hr/> <p><input checked="" type="checkbox"/> ICS 208-CNP (Safety Plan)</p> <hr/> <p><input checked="" type="checkbox"/> ICS 230-CNP (Daily Meeting Schedule)</p> <hr/> <p><input checked="" type="checkbox"/> ICS 234-CNP (Work Analysis Matrix)</p> <hr/> <p><u>Other Attachments</u></p> <p><input type="checkbox"/> _____</p> <p><input type="checkbox"/> _____</p> <p><input type="checkbox"/> _____</p> <p><input type="checkbox"/> _____</p> <p><input type="checkbox"/> _____</p> <p><input type="checkbox"/> _____</p> <p><input type="checkbox"/> _____</p> <p><input type="checkbox"/> _____</p>		
4. Prepared by: Situation Planning	Date/Time 05/19/24	

INCIDENT OBJECTIVES (ICS 202-CNP)

1. Incident Name: May 16, 2024 Storm Event	2. Operational Period:	Date: 05/20/2024 Time From: 0500	Time To: 2200
3. Objective(s): 1) Communicate to all internal & external workforce importance of safe work practices 2) Execute plans to restore 90% customers' power as safely and quickly as possible. Document action plans for Transmission, Substation, and Distribution system restoration activities. <ul style="list-style-type: none"> • Provide school district ETR by 10:00 AM. • Provide customer focused ETR by area/community by 3:00 PM. 3) Identify possible resource requirements including backup staffing and mutual assistance. Monitor and track activation of all internal and external resources. 4) Ensure systems meet external needs including outage tracker and ETR dashboard. Track and report customers restored since event peak outage. 5) Ensure availability and proper functionality of critical IT applications (e.g. IRIS, EMSWeb), infrastructure, and telecom to meet operational needs. 6) Determine and document communication cadence. Execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers). <ul style="list-style-type: none"> • Provide outbound ISD communication by 12:00 PM. • Provide press release with ETR map by 6:00 PM. 7) Assess and communicate outstanding fleet, equipment, and service needs. Assess opportunities for outreach to public entities for assistance. 8) Assess needs and execute deployment of mobile generation to support service restoration.			
4. Operational Period Command Emphasis: 			
5. Prepared by: Name: Jason Hulbert Position/Title: Sit. Planning			

1. Incident Name: May 16, 2024 Storm Event	2. Operational Period:	Date: 05/20/2024 Time From: 0500	Time To: 2200
6. Approved by Incident Commander:	Name:		
ICS 202-CNP			

ICS 202-CNP Incident Objectives

Purpose. The Incident Objectives (ICS 202) describes the basic incident strategy, incident objectives and command emphasis/priorities for use during the next operational period.

Preparation. The ICS 202 is completed by the Planning Section. The first draft is completed after the Objectives Meeting and a final draft is following each Command and General Staff meeting conducted to prepare the Incident Action Plan (IAP).

Distribution. The ICS-201 is stored on the Electric Emergency Operations SharePoint site under the "ICS Forms" tab. A folder specific to an event will be created by Situation Planning and all related ICS forms will be stored there. In addition, it should be stored as part of the daily Incident Action Plan (IAP).

Notes:

- The ICS 202 is part of the IAP.
- If additional pages are needed, use a blank ICS 202 and repaginate as needed.

Block Number	Block Title	Instructions
1	Incident Name	Enter the name assigned to the incident.
2	Operational Period <ul style="list-style-type: none"> • Date • Time From and To 	Enter the date (month/day/year) and time (using the 24-hour clock) for the operational period to which the form applies.
3	Objective(s)	Enter clear, concise statements of the objectives for managing the response. Ideally, these objectives will be listed in priority order. These objectives are for the incident response for this operational period as well as for the duration of the incident. Include alternative and/or specific tactical objectives as applicable. Objectives should follow the SMART model or a similar approach: <u>S</u> pecific – Is the wording precise and unambiguous? <u>M</u> easurable – How will achievements be measured? <u>A</u> ction-oriented – Is an action verb used to describe expected accomplishments? <u>R</u> ealistic – Is the outcome achievable with given available resources? <u>T</u> ime-sensitive – What is the timeframe?
4	Operational Period Command Emphasis	Enter command emphasis for the operational period, which may include tactical priorities for the operational period. It may be a sequence of events or order of events to address. This is not a narrative on the objectives, but a discussion about where to place emphasis if there are needs to prioritize based on the Incident Commander's direction. Examples: Highest priority is completing damage assessments, Greenspoint Staging Site must be ready to receive foreign crews by 1300 hrs, etc.
7	Prepared by <ul style="list-style-type: none"> • Name • Position/Title 	Enter the name and ICS position of the person preparing the form.
8	Approved by Incident Commander <ul style="list-style-type: none"> • Name 	Enter the name of the Incident Commander approving the objectives.

4. Resources On the System		# of Persons	Source	Special Equipment and Supplies, Remarks, Notes, Information
Reporting Location	Resource Type			
AMC Theater - Gulf Point 30	Line Skills	73	AEP Texas	
AMC Theater - Gulf Point 30	Line Skills	45	Bird	
AMC Theater - Gulf Point 30	Line Skills	224	LG&E/ KU	
AMC Theater - Gulf Point 30	Line Skills	92	Oklahoma Gas & Electric	
AMC Theater - Gulf Point 30	Vegetation	223	CSR Team	
Fort Bend County Fairgrounds	Line Skills	579	CSR Team	
Fort Bend County Fairgrounds	Vegetation	240	ABC	
Humble Civic Center	Line Skills	124	Bird	
Humble Civic Center	Line Skills	160	Oncor	
Humble Civic Center	Line Skills	58	CPS Energy	
Humble Civic Center	Vegetation	42	United	
Humble Civic Center	Vegetation	50	Trees	
Katy Mills Mall	Line Skills	502	CSR Team	
Katy Mills Mall	Line Skills	16	Austin Energy	
Lone Star College - Tomball	Line Skills	165	Heart Utilities	
Lone Star College - Tomball	Vegetation	38	CSR Team	
NRG Green	Line Skills	260	Bird	
NRG Green	Line Skills	16	Brothers and Brothers	
NRG Yellow	Line Skills	425	Centerphase	
NRG Yellow	Line Skills	724	Mid-Con Energy Services Inc.	
NRG Yellow	Vegetation	66	CSR Team	
Reed Road	Line Skills	21	AEP SW Electric Power Company	
Reed Road	Line Skills	56	AEP Texas	
Reed Road	Line Skills	342	Centerphase	
Reed Road	Line Skills	185	Quanta	
Reed Road	Vegetation	115	CSR Team	
Reed Road	Vegetation	58	Davey	
Reed Road	Vegetation	50	ABC	

Sam Houston Race Park	Line Skills	361	Bird	
Sam Houston Race Park	Line Skills	11	Texas New Mexico	
Sam Houston Race Park	Vegetation	97	The Arbor Expert	

5. Additional Notes:

6. Prepared by: Name: Ross Davis @ 1420
05/19/2024 Position/Title: Resource Acquisition Reporting

ICS 204-CNP

ICS 204-CNP Resource Summary

Purpose. The Resource Summary (ICS 204) informs the Incident Management Team of current and expected resources.

Preparation. The ICS 204 is normally prepared by the Resources Unit, with input from the Resources Acquisition Unit and the Operations Section Chief.

Distribution. The ICS 204 is stored on the Electric Emergency Operations SharePoint site under the "ICS Forms" tab. A folder specific to an event will be created by Situation Planning and all related ICS forms will be stored there. In addition, it should be stored as part of the daily Incident Action Plan (IAP).

Notes:

- The ICS 204 summarizes resources and is part of the IAP.
- Multiple pages/copies can be used if needed.
- If additional pages are needed, use a blank ICS 204 and repaginate as needed.

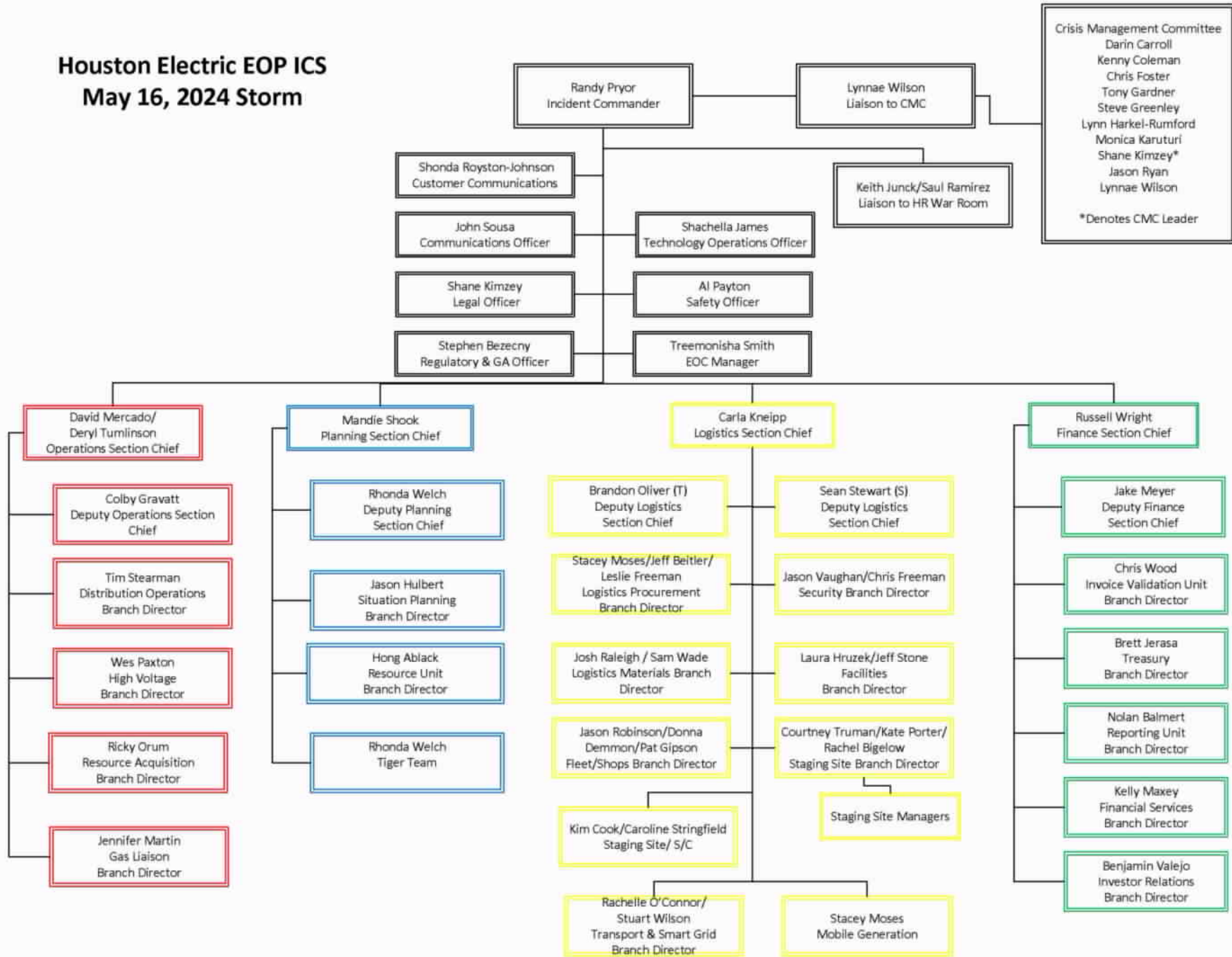
Block Number	Block Title	Instructions
1	Incident Name	Enter the name assigned to the incident.
2	Operational Period <ul style="list-style-type: none"> • Date • Time From and To 	Enter the date (month/day/year) and time (using the 24-hour clock) for the operational period to which the form applies.
3	Resources Enroute <ul style="list-style-type: none"> • Resource Type • Source • # of Persons • Estimated Date and Time of Arrival, Reporting Location • Special Equipment and Supplies, Remarks, Notes, Information 	For foreign resources traveling to the CenterPoint territory report, the following: <ul style="list-style-type: none"> • Type of resource (Line skill, damage assessors, etc.) • Source (Contractor name, Utility name, etc.) • Number of resources • Estimated date and time of arrival and initial reporting location • Note any special equipment or supplies or other important notes
4	Resource on the System <ul style="list-style-type: none"> • Reporting Location • Resource Type • # of Persons • Source • Special Equipment and Supplies, Remarks, Notes, Information 	For foreign resources already working on CenterPoint's system, report the following: <ul style="list-style-type: none"> • Reporting Location – Staging site or other location the resources are assigned to • Type of resource (Line skill, damage assessors, etc.) • Number of resources • Source (Contractor name, Utility name, etc.) • Note any special equipment or supplies or other important notes
5	Additional Notes	This space can be used to record anticipated resource moves (for example: line skills currently in Baytown will be moved to South Houston by the end of the day) or other important notes.
6	Prepared by <ul style="list-style-type: none"> • Name • Position/Title 	Enter the name and ICS position of the person preparing the form.

MEDICAL PLAN (ICS 206-CNP)

1. Incident Name: May 16 Storm Event		2. Operational Period:		Date: 5-19-24 Time From: 0600 Time To: 2100	
3. Medical Aid Stations: N/A					
Name	Location	Contact Number(s)	Paramedics on Site?		
Nick Velasquez – AMS	Yellow Lot, Reed Road, Sam Houston	832-995-6208	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
			<input type="checkbox"/> Yes <input type="checkbox"/> No		
			<input type="checkbox"/> Yes <input type="checkbox"/> No		
			<input type="checkbox"/> Yes <input type="checkbox"/> No		
			<input type="checkbox"/> Yes <input type="checkbox"/> No		
			<input type="checkbox"/> Yes <input type="checkbox"/> No		
			<input type="checkbox"/> Yes <input type="checkbox"/> No		
			<input type="checkbox"/> Yes <input type="checkbox"/> No		
			<input type="checkbox"/> Yes <input type="checkbox"/> No		
5. Hospitals:					
Hospital Name	Address	Contact Number(s)	Trauma Center	Burn Center	Helipad
Memorial Hermann Memorial City	921 Gessner Road Houston, Texas 77024	713-242-3000	<input checked="" type="checkbox"/> Yes Level:4	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Memorial Hermann Medical Center	6411 Fannin St Houston, Texas 77030	713-704-4000	<input checked="" type="checkbox"/> Yes Level:1	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
UTMB Galveston	301 University Blvd Galveston, TX 77555	409-722-1011	<input checked="" type="checkbox"/> Yes Level:1	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Memorial Hermann Cypress	27800 Northwest Freeway, Cypress, TX 77433	346-231-4000	<input checked="" type="checkbox"/> Yes Level 2	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Memorial Hermann Humble	9813 Memorial Blvd, Humble, TX 77338	(281) 913-3550	<input type="checkbox"/> Yes Level: ____	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Memorial Hermann The Woodlands Hospital	9250 Pinecroft Dr, The Woodlands, TX 77380	(713) 897-2300	<input checked="" type="checkbox"/> Yes Level: 2	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6. Medical Emergency Procedures:					
<p>Report any incidents per normal operating procedures. Contact RTO for Life Flight services. Notify your local safety specialist if any assistance is needed. They are available by cell phone.</p>					

1. Incident Name: May 16 Storm Event		2. Operational Period:	Date: 5-19-24 Time From: 0600 Time To: 2100
Kevin Sheffield	Safety Coordinator	[REDACTED]	
Ryan Friesz	Safety Coordinator	[REDACTED]	
Skyler Thomson	Safety Coordinator	[REDACTED]	
Tyler Bielski	Safety Coordinator	[REDACTED]	
Ryan Rutherford	Safety Coordinator	[REDACTED]	
Wayland Smith	Public Safety	[REDACTED]	
Dustin Krantz	Public Safety	[REDACTED]	
Brett Richardson	Public Safety	[REDACTED]	
7. Prepared by		Name: Jon Nixon	ICS Title: Safety Administration Manager
8. Approved by (Safety Officer):		Name: Al M. Payton	
ICS 206-CNP			

Houston Electric EOP ICS May 16, 2024 Storm



SAFETY PLAN (ICS 208-CNP)

1. Incident Name: May 16 Storm Event	2. Operational Period:	Date: 05/19/2024 - 05/19/2024 Time From: 06:00 Time To: 21:00
3. Safety Plan and Safety Messages: GENERAL <ul style="list-style-type: none"> This is likely to be a long duration event; this is not a race! Cutting corners is not worth your life! Interaction with public- Let your crew spokesperson deal with the public- avoid the distractions of the customers. The temperature will continue to increase this weekend. Stay hydrated. Take breaks in the shade or inside vehicles with A/C. Don't forget our READY model, use it as a tool to check that you are READY to START work. SAFE WORK PRACTICES <ul style="list-style-type: none"> Take your time and assess the hazards and develop appropriate measures to address those hazards. Remember to remain aware of changing conditions. Work together to maintain situational awareness. Stay away or out of damaged buildings or structures. Address damage or debris hazards at your location that may impact you. (Damaged awnings, broken glass, broken signs, area lighting, downed utility lines, broken poles and broken tree limbs) Call before you dig- call 811 for emergency locates- don't make a bad situation worse. Check job status each day. Don't assume the job is the same as it was when you left it. While windspeeds are elevated avoid high roads/bridges. If you must access these roads, drive slow and leave plenty of space around your vehicle. TRAFFIC <ul style="list-style-type: none"> Be aware of traffic hazards such as unlit or uncontrolled intersections, distracted drivers, vehicle collisions, etc. Monitor Transtar for updates. Mark out work area protection zones clearly with traffic cones, signs and flaggers if necessary. Wear traffic vests. On Tollways, be aware that large trucks will not fit through the regular lanes, use EZ Tag lanes. Report all vehicle collisions. Obtain collision information and report immediately to your crew leader, FCC or coordinator. If you have vehicle trouble and need assistance, you may call [REDACTED] to reach Fleet Services. PPE <ul style="list-style-type: none"> Wear all appropriate PPE including, long-sleeve FR apparel. ELECTRICAL WORK/ GROUNDING <ul style="list-style-type: none"> Test, tag and ground all de-energized conductors before working as dead. Work between grounds. Never assume anything is dead. There will be many generators and other energy sources and back feed is always a hazard. Use orange or red flagging at ground locations for visual aid. Grounding for tree crews is a "must" – Work with the tree crews to ground as necessary. Remove high side jumpers after opening disconnects, especially when working on the same structure as the disconnect switch. Report any rogue line workers to Corporate Security. Get as much information as possible (pictures of people, vehicles and license plate numbers). Call 911 if confrontational. Verify that circuits found de-energized were not taken out of service to support rolling "brown outs". 		

1. Incident Name: May 16 Storm Event	2. Operational Period:	Date: 05/19/2024 - 05/19/2024	
		Time From: 06:00	Time To: 21:00
<p>ENVIRONMENTAL HAZARDS</p> <ul style="list-style-type: none"> Leaking equipment- immediately report to your crew leader, FCC or coordinator with detailed addresses and spill size. See Environmental spill form. <p>OUTDOOR SAFETY</p> <ul style="list-style-type: none"> Be aware of insect and snake hazards, as well as poisonous plants. Stay hydrated. Drink plenty of fluids but don't overdo sports drinks. Maintain balance of electrolytes. Avoid drinking too much coffee/energy drinks in hot conditions as caffeine is a diuretic which means it can easily cause dehydration. <p>FIRST AID/ INJURIES</p> <ul style="list-style-type: none"> Report all injuries. Obtain relevant information and report immediately to your crew leader, FCC or coordinator. Refer to the Medical Plan for available emergency room locations. Contact Medical Case Management for assistance when necessary. Seek treatment while it is a minor issue to prevent it from becoming a major issue. 			
4. Prepared by: Name: Al M. Payton ICS Title: Safety Officer			
ICS 208-CNP			

1. Incident Name May 16, 2024 Storm Event		2. Operational Period (Date/Time) May 20, 2024 From: 0500 To: 2200		DAILY MEETING SCHEDULE ICS 230-CNP
3. Meeting Schedule (Commonly held meetings are included)				
<u>Time</u>	<u>Meeting</u>	<u>Purpose</u>	<u>Attendees</u>	<u>Location / Conference Call Information</u>
0600 – 0700	Individual Evaluation Center and Branch Meetings	Provide the Branch Directors with the latest information on the event.	<ul style="list-style-type: none"> • Evaluation Centers • Evaluation Center Direct Reports • Situation Planning • Others as identified 	Varies
0800 – 0900	EOC Brief	Provide the EOC Management Team with an update on restoration activities.	<ul style="list-style-type: none"> • Command & General Staff • Branch Directors • Situation Planning • Others as identified 	Conference Call
1000 - 1100	EOC Objectives Meeting	Incident Commander presents Objectives for the next operational period.	<ul style="list-style-type: none"> • Command & General Staff • Branch Directors • Situation Planning • Others as identified 	Conference Call
1700 - 1800	Operations Briefing	Provide an update to leadership on restoration activities and present the objectives for the next operating period.	<ul style="list-style-type: none"> • Command & General Staff • Branch Directors • Situation Planning • Others as identified 	Conference Call
4. Prepared by: (Situation Planning)				
DAILY MEETING SCHEDULE			ICS 230-CNP	

DAILY MEETING SCHEDULE (ICS 230-CNP)

Purpose. The Daily Meeting Schedule records information about the daily scheduled meeting activities.

Preparation. This form is prepared by Situation Planning and coordinated through the Incident Commander for each operational period or as needed. Commonly-held meetings are already included in the form. Additional meetings, as needed, can be entered onto the form in the spaces provided. Time and location for each meeting must be entered. If any of these standard meetings are not scheduled, they should be crossed out on the form.

Distribution. The ICS 230 is stored on the Electric Emergency Operations SharePoint site under the "ICS Forms" tab. A folder specific to an event will be created by Situation Planning and all related ICS forms will be stored there. In addition, it should be stored as part of the daily Incident Action Plan (IAP).

<u>Item #</u>	<u>Item Title</u>	<u>Instructions</u>
1.	Incident Name	Enter the name assigned to the incident.
2.	Operational Period	Enter the date and time interval for which the form applies.
3.	Meeting Schedule	For each scheduled meeting, enter the date/time, meeting name, purpose, attendees, and location. Note: Commonly-held meetings are included in the form. Additional meetings, as needed, can be entered onto the form in the spaces provided. Time and location for each meeting must be entered. If any of the standard meetings are not scheduled, they should be deleted from the form (normally Situation Planning).
4.	Prepared By	Enter name and title of the person preparing the form, normally Situation Planning.

Tactics Worksheet

ICS 234-CNP

<p>1. Incident Name: May 16, 2024 Storm Event</p>	<p>2. Prepared By: Al Payton – Safety @ 1123 5/19/2024</p>	<p>3. Operational Period Date: 5/20/2024</p>
<p>4. <u>Incident Objective</u> <i>(from 202)</i></p>	<p>5. <u>Tactics</u></p>	<p>6. <u>Additional Resource Requirements*</u></p>
<p>1) Communicate to all internal & external workforce importance of safe work practices.</p>	<p>Starting the operational period with safety messaging at DVAL and CVAL on heat stress prevention, proper switching and tagging and energized/de-energized work expectations.</p> <p>Safety Specialist will continue working in the field to support the operational areas, provide coaching, and assistance as needed.</p> <ul style="list-style-type: none"> • With safety orientation complete, Safety Specialists are participating in Operations meetings and visiting active work locations. • Other members of Safety team who conducted safety orientation have moved to support general staging site needs and to support Safety Specialists in the field. • Knowledge Vine continues to conduct safety observations on contractor crews in the field. <p>Safety EOP Team is meeting twice daily (9 am and 7:30 pm) to discuss incidents, actions and challenges.</p>	<p>No additional resources are necessary at this time.</p>