

Tactics Worksheet

ICS 234-CNP

<p>1. Incident Name: May 16, 2024 Storm Event</p>	<p>2. Prepared By: Paul Mathew. Mobile Generation Tiger Team. @ 14:39 05/20/2024</p>	<p>3. Operational Period Date: 5/21/2024</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><b>1) Communicate to all internal &amp; external workforce importance of safe work practices.</b></p>	<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><b>2) Execute plans to restore approximately 95% customers' power as safely and quickly as possible. Document action plans for Transmission, Substation, and Distribution system restoration activities.</b></p> <ul style="list-style-type: none"> <li>- Provide ETR data by area/community by 10:00 AM and 3:00 PM.</li> <li>- Provide school district ETR data by 10:00 AM.</li> </ul>	<p>Continue to look for opportunities to deploy mobile gen at locations with longer ETR.</p>	
<p><b>3) Identify resource requirements including backup staffing and mutual assistance. Monitor and track all internal and external resources.</b></p>	<p>Coordinate with MUG, Distribution Ops and Sub Ops on any personnel needs.</p>	

<p><b>4) Support systems to meet external needs including ETR maps. Report customers restored since event peak outage. Develop event and post-event strategy for Outage Tracker.</b></p>	<p>Coordinate with DVAL and CVAL on deployment locations. Send out notifications with updates.</p>	
<p><b>5) Ensure availability and proper functionality of critical IT applications (e.g. IRIS, EMSWeb), infrastructure, and telecom to meet operational needs.</b></p>	<p>N/A</p>	
<p><b>6) Execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</b></p> <ul style="list-style-type: none"> <li>- Provide outbound ISD communication by 12:00 PM.</li> <li>- Provide external communications by 12:00 PM and 6:00 PM.</li> </ul>	<p>Keep track of start and end times when mobile gen is deployed. Communicate internal stakeholders with updates on mobile gen status.</p>	
<p><b>7) Assess and communicate outstanding fleet, equipment, and service needs. Assess opportunities for outreach to public entities for assistance.</b></p>	<p>Coordinate with Procurement, Fleet and Security for site specific needs.</p>	

<p><b>8) Identify, assess, and deploy existing mobile generation to support service restoration.</b></p>	<p>Execute action items listed above to prioritize and deploy mobile gen safely.</p>	
<p><b>9) Develop demobilization and post-restoration plans.</b></p> <ul style="list-style-type: none"> <li>- <b>Develop financial framework and identify resources for post-restoration.</b></li> </ul>	<p>Schedule demob and transport of units once utility power has been restored.</p>	

*\* **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"> <li>• Specific</li> <li>• Measureable</li> <li>• Assignable</li> <li>• Reasonable</li> <li>• Time-related</li> </ul>
6	Additional Resource Requirements	Summarize any additional resources that will be required in order to accomplish the tactics outlined.

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ICS 234-CNP

<p>1. Incident Name: May 16, 2024 Storm Event</p>	<p>2. Prepared By: Princess Williams-Logistics @ Time 1330 5/20/24</p>	<p>3. Operational Period Date: 5/21/2024</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><b>1) Communicate to all internal &amp; external workforce importance of safe work practices.</b></p>	<p>Managers and Supervisors are continuing to emphasize the importance of safe work practices and safety while they are traveling to and from locations.</p> <p>Continuing to communicate safe work practices. Enhanced fog and excessive condensation reducing visibility and creating slippery working and stepping surfaces.</p>	
<p><b>2) Execute plans to restore approximately 95% customers' power as safely and quickly as possible. Document action plans for Transmission, Substation, and Distribution system restoration activities.</b></p> <ul style="list-style-type: none"> <li>- Provide ETR data by area/community by 10:00 AM and 3:00 PM.</li> <li>- Provide school district ETR data by 10:00 AM.</li> </ul>	<p>Ensure material (or substitute material) is available to crews at service centers and MA Staging Sites.</p>	
<p><b>3) Identify resource requirements including backup staffing and mutual assistance. Monitor and track all internal and external resources.</b></p>	<p>Additional staffing has been activated to assist where needed. Additional vehicle resources acquired and stock levels being assessed.</p> <p>Continuing constant communication with primary and secondary vendors. KaTex cleaning up CNP Tower. BMS providing additional manpower. Should have an</p>	

	<p>estimated timeline to complete boarding up the windows after a full day of window/board installation.</p>	
<p><b>4) Support systems to meet external needs including ETR maps. Report customers restored since event peak outage. Develop event and post-event strategy for Outage Tracker.</b></p>		
<p><b>5) Ensure availability and proper functionality of critical IT applications (e.g. IRIS, EMSWeb), infrastructure, and telecom to meet operational needs.</b></p>	<p>Complete visit to all staging sites between D Tezino and R O'Connor to gather lessons learned and understand pain points.</p> <p>Continue to support existing staging sites.</p> <p>Resolve issues that come up for additional printer needs and connectivity issues.</p>	
<p><b>6) Execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</b></p> <ul style="list-style-type: none"> <li>- Provide outbound ISD communication by 12:00 PM.</li> <li>- Provide external communications by 12:00 PM and 6:00 PM.</li> </ul>		

<p><b>7) Assess and communicate outstanding fleet, equipment, and service needs. Assess opportunities for outreach to public entities for assistance.</b></p>	<p>Continue to work with the business and suppliers for rental equipment and materials.</p>	
<p><b>8) Identify, assess, and deploy existing mobile generation to support service restoration.</b></p>		
<p><b>9) Develop demobilization and post-restoration plans.</b></p> <ul style="list-style-type: none"> <li>- <b>Develop financial framework and identify resources for post-restoration.</b></li> </ul>	<p>Planning for demobilization of MA Staging Sites. 25 Trucks are scheduled with Ardmore and additional pole trucks with Knuckles are scheduled with contractors. Requested continued use of apprentices from operations for 3 days. We estimate that it will take 3 days to pick up material after the close of all staging sites.</p> <p>Work with IT to determine individuals to assist with the breakdown of staging sites when the time comes to learn more about the staging site process from an IT perspective.</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).

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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"> <li>• Specific</li> <li>• Measureable</li> <li>• Assignable</li> <li>• Reasonable</li> <li>• Time-related</li> </ul>
6	Additional Resource Requirements	Summarize any additional resources that will be required in order to accomplish the tactics outlined.



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<p>1. Incident Name: May 16, 2024 Storm Event</p>	<p>2. Prepared By: Daniel Laymon - IT @ 13:00 5/20/24</p>	<p>3. Operational Period Date: 5/21/2024</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><b>1) Communicate to all internal &amp; external workforce importance of safe work practices.</b></p>	<p>Utilize safety share at the beginning of IT ICS meetings to stress the importance of working safely.</p> <p>Leaders to emphasize the need for CNP Tower employees to continue working remotely this week.</p> <p>Coordinate with HR on any employee needs.</p>	
<p><b>2) Execute plans to restore approximately 95% customers' power as safely and quickly as possible. Document action plans for Transmission, Substation, and Distribution system restoration activities.</b></p> <ul style="list-style-type: none"> <li>- Provide ETR data by area/community by 10:00 AM and 3:00 PM.</li> <li>- Provide school district ETR data by 10:00 AM.</li> </ul>	<p>Continue to support existing staging sites by monitoring telecommunications networks.</p> <p>Deliver printer requirements to staging sites as needed (Printers, toner, paper, etc.)</p> <p>Set up additional communications at staging sites as command trailers added.</p> <p>Resolve issues that come up for additional printer needs and connectivity issues.</p>	
<p><b>3) Identify resource requirements including backup staffing and mutual assistance. Monitor and track all internal and external resources.</b></p>	<p>Grid Operations – No additional resources needed.</p> <p>Business User &amp; Operations – No additional resources needed.</p> <p>Supplier &amp; Vendor  Planning/Logistics/Safety – No additional resources needed.</p> <p>Identified ~50 IT resources that are available to assist if needed.</p>	

	<p>Transport &amp; Smart Grid – No additional resources needed.</p> <p>Data Center &amp; Infrastructure – No additional resources needed.</p> <p>Business and Customer Solutions – No additional resources needed.</p>	
<p><b>4) Support systems to meet external needs including ETR maps. Report customers restored since event peak outage. Develop event and post-event strategy for Outage Tracker.</b></p>	<p>Grid operations to continue providing near real-time reporting on customer outage count via IRIS.</p> <p>Grid Operations also to continue providing ad-hoc reporting on customer outage count to Incident Command.</p> <p>Support static outage data in ongoing 15-minute intervals.</p> <p>Monitor web traffic and loading on static page.</p> <p>Ongoing TSCC technical bridge discussing permanent solutions for outage tracker post-event.</p> <p>Understand the volume and legitimacy of requests from Akamai.</p> <p>Reviewing backend Database for improvement opportunities.  Reviewing and performing code optimization activities.  Continue to re-evaluate long-term architecture.  Engage Akamai vendor to explore additional resources they can provide. Evaluating value/risk of short- and long-term protections (DDOS).</p>	

	<p>External Web traffic engineers to review traffic logs (pre and post storm) for anomalies. Add additional virtual server capacity (6 currently + 7 additional = 13 total) being added to support additional load.</p>	
<p><b>5) Ensure availability and proper functionality of critical IT applications (e.g. IRIS, EMSWeb), infrastructure, and telecom to meet operational needs.</b></p>	<p>Automated termination idle/inactive sessions for critical IT applications (IRIS/EMS Web). Perform additional TOP site assessments for telecommunications. Complete approx. 41 remaining site assessments by EOD 5/22/24. Replace Dehydrator at Airline Telecom Shelter. Expected completion EOD 5/20/24. Monitor all critical IT applications 24/7.</p>	
<p><b>6) Execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</b></p> <ul style="list-style-type: none"> <li>- <b>Provide outbound ISD communication by 12:00 PM.</b></li> <li>- <b>Provide external communications by 12:00 PM and 6:00 PM.</b></li> </ul>	<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. Daily Internal IT communication via SendWordNow to check on physical location/availability.</p>	

<p><b>7) Assess and communicate outstanding fleet, equipment, and service needs. Assess opportunities for outreach to public entities for assistance.</b></p>	<p>Grid Operations – None.</p> <p>Business User &amp; Operations – None.</p> <p>Supplier &amp; Vendor Planning/Logistics/Safety – None.</p> <p>Transport &amp; Smart Grid – None.</p> <p>Data Center &amp; Infrastructure – None.</p> <p>Business and Customer Solutions – None.</p>	
<p><b>8) Identify, assess, and deploy existing mobile generation to support service restoration.</b></p>	<p>N/A - Support other business units as needed.</p>	
<p><b>9) Develop demobilization and post-restoration plans.</b></p> <ul style="list-style-type: none"> <li>- <b>Develop financial framework and identify resources for post-restoration.</b></li> </ul>	<p>Identify CNP owned equipment/hardware that needs to be removed prior to breakdown.</p> <p>Identify and assign IT resources available to assist with demobilization/breakdown of staging sites as needed.</p>	

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

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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 &amp; external workforce importance of safe work practices.</p>		
<p>2) Execute plans to restore approximately 95% customers' power as safely and quickly as possible. Document action plans for Transmission, Substation, and Distribution system restoration activities.</p> <ul style="list-style-type: none"> <li>- Provide ETR data by area/community by 10:00 AM and 3:00 PM.</li> <li>- Provide school district ETR data by 10:00 AM.</li> </ul>		
<p>3) Identify resource requirements including backup staffing and mutual assistance. Monitor and track all internal and external resources.</p>		

<p><b>4) Support systems to meet external needs including ETR maps. Report customers restored since event peak outage. Develop event and post-event strategy for Outage Tracker.</b></p>		
<p><b>5) Ensure availability and proper functionality of critical IT applications (e.g. IRIS, EMSWeb), infrastructure, and telecom to meet operational needs.</b></p>		
<p><b>6) Execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</b></p> <ul style="list-style-type: none"> <li>- <b>Provide outbound ISD communication by 12:00 PM.</b></li> <li>- <b>Provide external communications by 12:00 PM and 6:00 PM.</b></li> </ul>	<ul style="list-style-type: none"> <li>• Prioritize our channels and leverage social media, news media, email and web, while using additional resources when possible to capture and communicate our efforts, and manage expectations about restoration timing.</li> <li>• Emphasize safety messaging and current system status on our channels highlighted above.</li> <li>• Drive distribution and use of photo images and videos of damage, mobile generation in use, and of CNP crews conducting difficult restorations in areas with extensive damage; secure an interview in the field with CEO and leverage content across all channels.</li> <li>• Use customer email channel to deliver direct</li> </ul>	



	<p>messages on restoration efforts at least 1x per day.</p> <ul style="list-style-type: none"> <li>• Equip colleagues with core messages and talking points by 1 p.m. CT for proactive outreach to their stakeholders (e.g., regulators, elected officials); produce infographic comparing responses on this storm to Hurricane Ike.</li> <li>• Leverage additional messaging channels such as Nextdoor for targeted customer outreach based on ETRs provided by Operations; recognize organizations and partners that have supported CNP's response (e.g., METRO, NRG Energy, Tomball ISD) through social media.</li> <li>• Issue update news release(s); meet the media where they need us in the field to raise awareness of our restoration efforts with stakeholders; schedule live interviews in heavily damaged areas in connection with evening news cycles.</li> </ul>	
<p><b>7) Assess and communicate outstanding fleet, equipment, and service needs. Assess opportunities for outreach to public entities for assistance.</b></p>		

<b>8) Identify, assess, and deploy existing mobile generation to support service restoration.</b>		
<b>9) Develop demobilization and post-restoration plans.</b> <ul style="list-style-type: none"><li>- <b>Develop financial framework and identify resources for post-restoration.</b></li></ul>		

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

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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 &amp; external workforce importance of safe work practices.</p>	<p>N/A</p>	<p>N/A</p>
<p>2) Execute plans to restore approximately 95% customers' power as safely and quickly as possible. Document action plans for Transmission, Substation, and Distribution system restoration activities.</p> <ul style="list-style-type: none"> <li>- Provide ETR data by area/community by 10:00 AM and 3:00 PM.</li> <li>- Provide school district ETR data by 10:00 AM.</li> </ul>	<p>Continue to provide ISDs ETRs as requested and proactive communication as necessary to provide support for opening ISDs.</p>	<p>N/A</p>
<p>3) Identify resource requirements including backup staffing and mutual assistance. Monitor and track all internal and external resources.</p>	<p>N/A</p>	<p>N/A</p>

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<p><b>4) Support systems to meet external needs including ETR maps. Report customers restored since event peak outage. Develop event and post-event strategy for Outage Tracker.</b></p>	<p>N/A</p>	<p>N/A</p>
<p><b>5) Ensure availability and proper functionality of critical IT applications (e.g. IRIS, EMSWeb), infrastructure, and telecom to meet operational needs.</b></p>	<p>N/A</p>	<p>N/A</p>
<p><b>6) Execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</b></p> <ul style="list-style-type: none"> <li>- Provide outbound ISD communication by 12:00 PM.</li> <li>- Provide external communications by 12:00 PM and 6:00 PM.</li> </ul>	<p>Continue to provide external agency reports as needed, based on previous status report timelines.</p>	<p>N/A</p>
<p><b>7) Assess and communicate outstanding fleet, equipment, and service needs. Assess opportunities for outreach to public entities for assistance.</b></p>	<p>N/A</p>	<p>N/A</p>

<p><b>8) Identify, assess, and deploy existing mobile generation to support service restoration.</b></p>	<p>Continue to provide Mobile gen eligible sites through priority desk and Rina Harris. Continue embedded positions at EOCs supporting company's restoration efforts.</p>	<p>N/A</p>
<p><b>9) Develop demobilization and post-restoration plans.</b></p> <ul style="list-style-type: none"> <li>- <b>Develop financial framework and identify resources for post-restoration.</b></li> </ul>	<p>Start plan for identification of costs for regulatory filing. Also begin developing securitization with Finance team, legal and regulatory legal.</p>	<p>N/A</p>

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<p>1. Incident Name: May 16, 2024 Storm Event</p>	<p>2. Prepared By: Jake Meyer - Finance @ 12:50 5/20/24</p>	<p>3. Operational Period Date: 5/21/2024</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><b>1) Communicate to all internal &amp; external workforce importance of safe work practices.</b></p>	<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><b>2) Execute plans to restore approximately 95% customers' power as safely and quickly as possible. Document action plans for Transmission, Substation, and Distribution system restoration activities.</b></p> <ul style="list-style-type: none"> <li>- Provide ETR data by area/community by 10:00 AM and 3:00 PM.</li> <li>- Provide school district ETR data by 10:00 AM.</li> </ul>	<p>Preparing cost estimates based on resources that are on-system, and the results of the damage assessments. Logistics costs, and mobile gen will also be included in the wholistic estimate.</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><b>3) Identify resource requirements including backup staffing and mutual assistance. Monitor and track all internal and external resources.</b></p>	<p>Additional Finance resources have been activated into their EOP roles. We will monitor day-to-day activities to determine the need for additional resources to handle those activities.</p>	<p>None at this time.</p>



<p><b>4) Support systems to meet external needs including ETR maps. Report customers restored since event peak outage. Develop event and post-event strategy for Outage Tracker.</b></p>	<p>NA</p>	<p>None at this time.</p>
<p><b>5) Ensure availability and proper functionality of critical IT applications (e.g. IRIS, EMSWeb), infrastructure, and telecom to meet operational needs.</b></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. Incremental cost for operation or repair of these applications will be captured as they arise.</p>	<p>None at this time.</p>
<p><b>6) Execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</b></p> <ul style="list-style-type: none"> <li>- Provide outbound ISD communication by 12:00 PM.</li> <li>- Provide external communications by 12:00 PM and 6:00 PM.</li> </ul>	<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>None at this time.</p>
<p><b>7) Assess and communicate outstanding fleet, equipment, and service needs. Assess opportunities for outreach to public entities for assistance.</b></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 as needed.</p>	<p>None at this time.</p>

<p><b>8) Identify, assess, and deploy existing mobile generation to support service restoration.</b></p>	<p>Cost objects are in place to capture deployment and operational cost for mobile gen assets. Collecting estimated cost for use of these assets.</p>	<p>None at this time.</p>
<p><b>9) Develop demobilization and post-restoration plans.</b></p> <ul style="list-style-type: none"> <li>- <b>Develop financial framework and identify resources for post-restoration.</b></li> </ul>	<p>Initial Financial Framework for near term decision making to be delivered end of day Tuesday, May 21st. Action planning initiated for standing up cost validation team, and coordination with Regulatory on cost recovery plan.</p>	<p>None at this time.</p>

*\* **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"> <li>• Specific</li> <li>• Measureable</li> <li>• Assignable</li> <li>• Reasonable</li> <li>• Time-related</li> </ul>
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 @ 1140 05/20/2024</p>	<p>3. Operational Period Date: 5/21/2024</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><b>1) Communicate to all internal &amp; external workforce importance of safe work practices.</b></p>	<p>Continue to communicate to all HRBPs, LR, and Talent Acquisition 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><b>2) Execute plans to restore approximately 95% customers' power as safely and quickly as possible. Document action plans for Transmission, Substation, and Distribution system restoration activities.</b></p> <ul style="list-style-type: none"> <li>- Provide ETR data by area/community by 10:00 AM and 3:00 PM.</li> <li>- Provide school district ETR data by 10:00 AM.</li> </ul>		
<p><b>3) Identify resource requirements including backup staffing and mutual assistance. Monitor and track all internal and external resources.</b></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>15 HR employees are currently on assignment or activated. 2 remain on standby/business continuity and 1 is unavailable. All unassigned HRBPs are</p>	<p>None at this time.</p>

	<p>available for assignment as needed.</p> <p>Continue to monitor the safety of all Talent Acquisition Recruiters and Recruiting Coordinators to ensure they are safe and accounted for.</p> <p>7 team members will continue to support and serve in their active designated EOP assignments.</p> <p>4 remaining team members are readily available for assignment as needed.</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><b>4) Support systems to meet external needs including ETR maps. Report customers restored since event peak outage. Develop event and post-event strategy for Outage Tracker.</b></p>		
<p><b>5) Ensure availability and proper functionality of critical IT applications (e.g. IRIS, EMSWeb), infrastructure, and telecom to meet operational needs.</b></p>		

<p><b>6) Execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</b></p> <ul style="list-style-type: none"><li>- Provide outbound ISD communication by 12:00 PM.</li><li>- Provide external communications by 12:00 PM and 6:00 PM.</li></ul>		
<p><b>7) Assess and communicate outstanding fleet, equipment, and service needs. Assess opportunities for outreach to public entities for assistance.</b></p>		
<p><b>8) Identify, assess, and deploy existing mobile generation to support service restoration.</b></p>		

<p><b>9) Develop demobilization and post-restoration plans.</b></p> <ul style="list-style-type: none"><li>- <b>Develop financial framework and identify resources for post-restoration.</b></li></ul>		
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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"> <li>• Specific</li> <li>• Measureable</li> <li>• Assignable</li> <li>• Reasonable</li> <li>• Time-related</li> </ul>
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: Judy Rodriguez- AirOps @ 12:16 5/20/2024</p>	<p>3. Operational Period Date: 5/21/2024</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) <b>Communicate to all internal &amp; external workforce importance of safe work practices.</b></p>	<p>Will communicate with AirOps team to ensure they are safe. AirOPS team is currently working remotely.</p>	
<p>2) <b>Execute plans to restore approximately 95% customers' power as safely and quickly as possible. Document action plans for Transmission, Substation, and Distribution system restoration activities.</b></p> <ul style="list-style-type: none"> <li>- Provide ETR data by area/community by 10:00 AM and 3:00 PM.</li> <li>- Provide school district ETR data by 10:00 AM.</li> </ul>		
<p>3) <b>Identify resource requirements including backup staffing and mutual assistance. Monitor and track all internal and external resources.</b></p>	<p>Will communicate with drone contracting crews to determine what resources are available. Will continue to implement CNP-owned drone operations for corporate communications requests.</p>	

<p><b>4) Support systems to meet external needs including ETR maps. Report customers restored since event peak outage. Develop event and post-event strategy for Outage Tracker.</b></p>		
<p><b>5) Ensure availability and proper functionality of critical IT applications (e.g. IRIS, EMSWeb), infrastructure, and telecom to meet operational needs.</b></p>		
<p><b>6) Execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</b></p> <ul style="list-style-type: none"> <li>- Provide outbound ISD communication by 12:00 PM.</li> <li>- Provide external communications by 12:00 PM and 6:00 PM.</li> </ul>	<p>Will communicate with staging site managers about upcoming CNP-owned drone activity around the staging sites. Aerial Photography will be taken of staging sites. Edgar Guzman is company pilot 281-974-7086.</p>	
<p><b>7) Assess and communicate outstanding fleet, equipment, and service needs. Assess opportunities for outreach to public entities for assistance.</b></p>		

<p><b>8) Identify, assess, and deploy existing mobile generation to support service restoration.</b></p>		
<p><b>9) Develop demobilization and post-restoration plans.</b></p> <ul style="list-style-type: none"> <li>- <b>Develop financial framework and identify resources for post-restoration.</b></li> </ul>	<p>Will meet with AirOps Team remotely to discuss and document all drone flights, cost incurred, and lessons learn from EOP event.</p> <p>Close out anticipated, tomorrow afternoon, on 5/21/2024, unless additional requests occur.</p>	

*\* **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"> <li>• Specific</li> <li>• Measureable</li> <li>• Assignable</li> <li>• Reasonable</li> <li>• Time-related</li> </ul>
6	Additional Resource Requirements	Summarize any additional resources that will be required in order to accomplish the tactics outlined.



### INCIDENT OBJECTIVES (ICS 202-CNP)

<b>1. Incident Name:</b> May 16, 2024 Storm Event	<b>2. Operational Period:</b>	Date: 05/22/2024 Time From: 0500	Time To: 2200
<b>3. Objective(s):</b> 1) Communicate to all internal & external workforce importance of safe work practices. 2) Execute plans to substantially complete (< 20,000 customers from storm event) restoration activities as safely and quickly as possible. <ul style="list-style-type: none"> <li>• Document action plans for Transmission, Substation, and Distribution.</li> <li>• Provide ETR data by area/community by 10:00 AM and 3:00 PM.</li> <li>• Provide school district ETR data by 10:00 AM.</li> </ul> 3) Return Outage Tracker to normal operations by end of day, including ETRs. 4) 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"> <li>• Provide outbound ISD communication by 12:00 PM.</li> <li>• Provide external communications by 12:00 PM, 6:00 PM, and 9:00 PM.</li> <li>• Finalize PUCT/external communication materials.</li> <li>• Provide a minimum of 20 social media posts on various channels.</li> </ul> 5) Develop and execute demobilization and post-storm recovery plans. <ul style="list-style-type: none"> <li>• Develop financial framework and identify resources for post-storm recovery.</li> <li>• Monitor and track all internal and external resources.</li> </ul>			
<b>4. Operational Period Command Emphasis:</b>			
<b>5. Prepared by:</b> Name: Jason Hulbert Position/Title: Sit. Planning			
<b>6. Approved by Incident Commander:</b> 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	<b>Incident Name</b>	Enter the name assigned to the incident.
2	<b>Operational Period</b> <ul style="list-style-type: none"> <li>• Date</li> <li>• Time From and To</li> </ul>	Enter the date (month/day/year) and time (using the 24-hour clock) for the operational period to which the form applies.
3	<b>Objective(s)</b>	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	<b>Operational Period Command Emphasis</b>	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	<b>Prepared by</b> <ul style="list-style-type: none"> <li>• Name</li> <li>• Position/Title</li> </ul>	Enter the name and ICS position of the person preparing the form.
8	<b>Approved by Incident Commander</b> <ul style="list-style-type: none"> <li>• Name</li> </ul>	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	85	AEP Texas	
AMC Theater - Gulf Point 30	Line Skills	28	Bird	
AMC Theater - Gulf Point 30	Line Skills	202	LG&E/ KU	
AMC Theater - Gulf Point 30	Line Skills	116	Oklahoma Gas & Electric	
AMC Theater - Gulf Point 30	Vegetation	222	CSR Team	
Fort Bend County Fairgrounds	Line Skills	579	CSR Team	
Fort Bend County Fairgrounds	Vegetation	240	ABC	
Humble Civic Center	Line Skills	128	Bird	
Humble Civic Center	Line Skills	160	Oncor	
Humble Civic Center	Line Skills	58	CPS Energy	
Humble Civic Center	Vegetation	42	United	
Katy Mills Mall	Line Skills	512	CSR Team	
Katy Mills Mall	Line Skills	22	Austin Energy	
Lone Star College - Tomball	Line Skills	172	Heart Utilities	
Lone Star College - Tomball	Vegetation	41	CSR Team	
NRG Green	Line Skills	221	Bird	
NRG Green	Line Skills	18	Brothers and Brothers	
NRG Green	Vegetation	30	United	
NRG Yellow	Line Skills	420	Centerphase	
NRG Yellow	Line Skills	636	Mid-Con Energy Services Inc.	
NRG Yellow	Vegetation	67	CSR Team	
Reed Road	Line Skills	25	AEP SW Electric Power Company	
Reed Road	Line Skills	65	AEP Texas	
Reed Road	Line Skills	375	Centerphase	
Reed Road	Line Skills	195	Quanta	
Reed Road	Vegetation	115	CSR Team	
Reed Road	Vegetation	59	Davey	
Reed Road	Vegetation	50	ABC	

Sam Houston Race Park	Line Skills	383	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      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	<b>Incident Name</b>	Enter the name assigned to the incident.
2	<b>Operational Period</b> <ul style="list-style-type: none"> <li>• Date</li> <li>• Time From and To</li> </ul>	Enter the date (month/day/year) and time (using the 24-hour clock) for the operational period to which the form applies.
3	<b>Resources Enroute</b> <ul style="list-style-type: none"> <li>• Resource Type</li> <li>• Source</li> <li>• # of Persons</li> <li>• Estimated Date and Time of Arrival, Reporting Location</li> <li>• Special Equipment and Supplies, Remarks, Notes, Information</li> </ul>	For foreign resources traveling to the CenterPoint territory report, the following: <ul style="list-style-type: none"> <li>• Type of resource (Line skill, damage assessors, etc.)</li> <li>• Source (Contractor name, Utility name, etc.)</li> <li>• Number of resources</li> <li>• Estimated date and time of arrival and initial reporting location</li> <li>• Note any special equipment or supplies or other important notes</li> </ul>
4	<b>Resource on the System</b> <ul style="list-style-type: none"> <li>• Reporting Location</li> <li>• Resource Type</li> <li>• # of Persons</li> <li>• Source</li> <li>• Special Equipment and Supplies, Remarks, Notes, Information</li> </ul>	For foreign resources already working on CenterPoint's system, report the following: <ul style="list-style-type: none"> <li>• Reporting Location – Staging site or other location the resources are assigned to</li> <li>• Type of resource (Line skill, damage assessors, etc.)</li> <li>• Number of resources</li> <li>• Source (Contractor name, Utility name, etc.)</li> <li>• Note any special equipment or supplies or other important notes</li> </ul>
5	<b>Additional Notes</b>	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	<b>Prepared by</b> <ul style="list-style-type: none"> <li>• Name</li> <li>• Position/Title</li> </ul>	Enter the name and ICS position of the person preparing the form.



## ICS 204REL-CNP Resource Summary

**Purpose.** The Resource Summary (ICS 204REL) informs the Incident Management Team of expected resources releases.

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

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

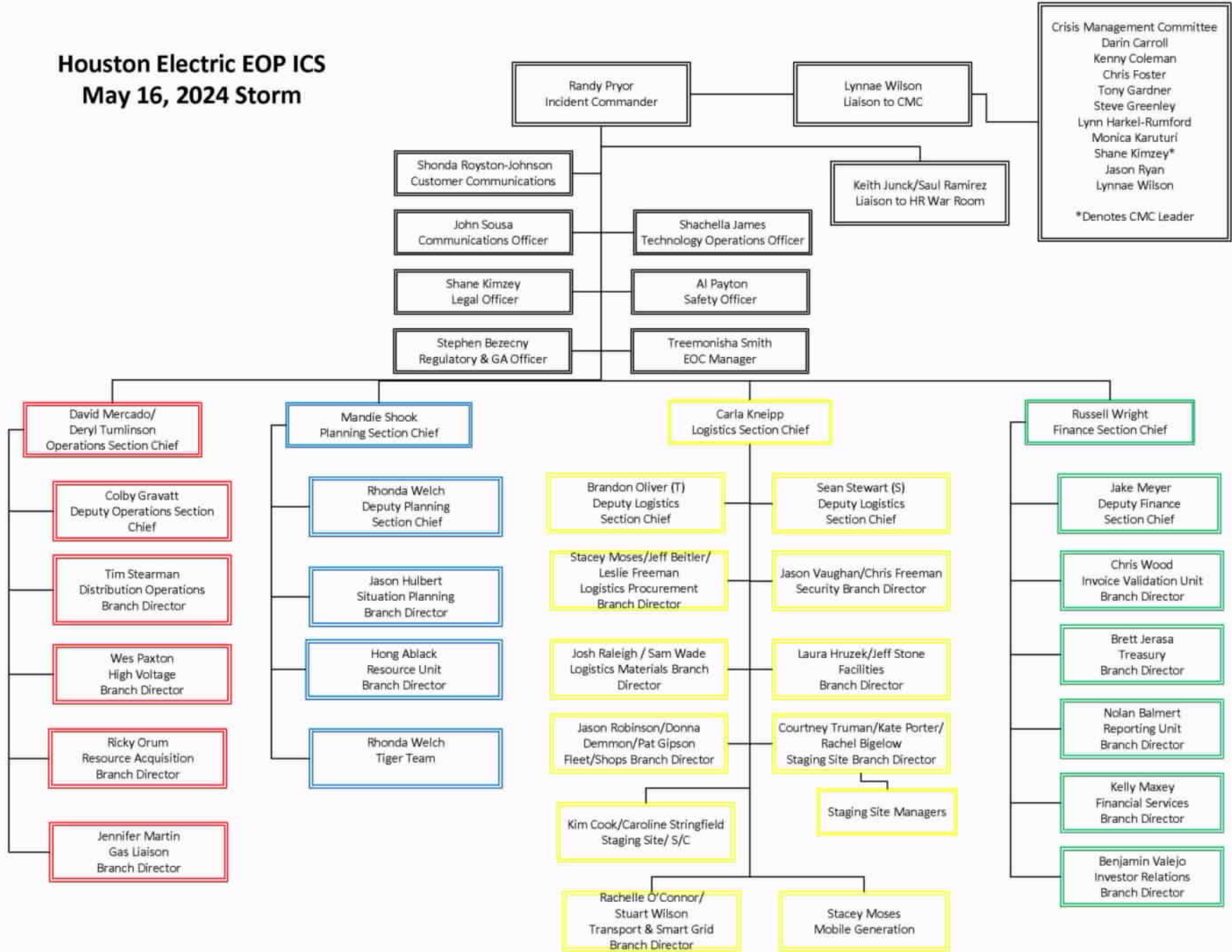
Block Number	Block Title	Instructions
1	<b>Incident Name</b>	Enter the name assigned to the incident.
2	<b>Operational Period</b> <ul style="list-style-type: none"> <li>• Date</li> <li>• Time From and To</li> </ul>	Enter the date (month/day/year) and time (using the 24-hour clock) for the operational period to which the form applies.
3	<b>Resources to be released</b> <ul style="list-style-type: none"> <li>• Resource Type</li> <li>• Source</li> <li>• # of Persons</li> <li>• Estimated Date and Time of release and Location</li> <li>• Special Equipment and Supplies, Remarks, Notes, Information</li> </ul>	For foreign resources working in the CenterPoint territory, report the following: <ul style="list-style-type: none"> <li>• Type of resource (Line skill, damage assessors, etc.)</li> <li>• Source (Contractor name, Utility name, etc.)</li> <li>• Number of resources</li> <li>• Estimated date and time of arrival and initial reporting location</li> <li>• Note any special equipment or supplies or other important notes</li> </ul>
4	<b>Additional Notes</b>	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.
5	<b>Prepared by</b> <ul style="list-style-type: none"> <li>• Name</li> <li>• Position/Title</li> </ul>	Enter the name and ICS position of the person preparing the form.

### MEDICAL PLAN (ICS 206-CNP)

<b>1. Incident Name:</b> May 16, 2024 Storm Event		<b>2. Operational Period:</b>		Date: 5-21-24 Time From: 0600                      Time To: 2100	
<b>3. Medical Aid Stations: N/A</b>					
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		
<b>5. Hospitals:</b>					
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
<b>6. Medical Emergency Procedures:</b>					
<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>					

<b>1. Incident Name:</b> May 16, 2024 Storm Event		<b>2. Operational Period:</b>	Date: 5-21-24	Time From: 0600	Time To: 2100
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]			
<b>7. Prepared by</b>		Name: Jon Nixon		ICS Title: Safety Administration Manager	
<b>8. Approved by (Safety Officer):</b>		Name: Al M. Payton			
<b>ICS 206-CNP</b>					

# Houston Electric EOP ICS May 16, 2024 Storm





## SAFETY PLAN (ICS 208-CNP)

<b>1. Incident Name:</b> May 16, 2024 Storm Event	<b>2. Operational Period:</b>	Date: 05/21/2024 - 05/21/2024 Time From: 06:00                      Time To: 21:00
<b>3. Safety Plan and Safety Messages:</b> <b>GENERAL</b> <ul style="list-style-type: none"> <li>Heat stress: breaks, use the truck to cool off, stay hydrated and avoid drinks that can dehydrate you (caffeine, alcohol)</li> <li>Roads are going to busier today, a lot of people are going to work business as usual. Use extra caution around intersections with signals out and be aware that debris is piled up near the street.</li> <li>As the event progresses, customers may become upset. Deescalate if possible and get out and call for assistance if needed.</li> <li>As the outages concentrate into smaller areas, good communication and situational awareness are key.</li> <li>We have two methods to work on our electric lines/equipment; deenergized and grounded or work as energized with rubber gloves/cover.</li> </ul> <b>SAFE WORK PRACTICES</b> <ul style="list-style-type: none"> <li>Take your time and assess the hazards and develop appropriate measures to address those hazards.</li> <li>Remember to remain aware of changing conditions. Work together to maintain situational awareness.</li> <li>Stay away or out of damaged buildings or structures.</li> <li>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)</li> <li>Call before you dig- call 811 for emergency locates- don't make a bad situation worse.</li> <li>Check job status each day. Don't assume the job is the same as it was when you left it.</li> <li>While windspeeds are elevated avoid high roads/bridges. If you must access these roads, drive slow and leave plenty of space around your vehicle.</li> </ul> <b>TRAFFIC</b> <ul style="list-style-type: none"> <li>Be aware of traffic hazards such as unlit or uncontrolled intersections, distracted drivers, vehicle collisions, etc. Monitor Transtar for updates.</li> <li>Mark out work area protection zones clearly with traffic cones, signs and flaggers if necessary. Wear traffic vests.</li> <li>On Tollways, be aware that large trucks will not fit through the regular lanes, use EZ Tag lanes.</li> <li>Report all vehicle collisions. Obtain collision information and report immediately to your crew leader, FCC or coordinator.</li> <li>If you have vehicle trouble and need assistance, you may call [REDACTED] to reach Fleet Services.</li> </ul> <b>PPE</b> <ul style="list-style-type: none"> <li>Wear all appropriate PPE including, long-sleeve FR apparel.</li> </ul> <b>ELECTRICAL WORK/ GROUNDING</b> <ul style="list-style-type: none"> <li>Test, tag and ground all de-energized conductors before working as dead. <b>Work between grounds.</b> 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.</li> <li>Grounding for tree crews is a "must" – Work with the tree crews to ground as necessary.</li> <li>Remove high side jumpers after opening disconnects, especially when working on the same structure as the disconnect switch.</li> <li>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.</li> <li>Verify that circuits found de-energized were not taken out of service to support rolling "brown outs".</li> </ul>		



1. Incident Name May 16, 2024 Storm Event		2. Operational Period (Date/Time) May 22, 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"> <li>Evaluation Centers</li> <li>Evaluation Center Direct Reports</li> <li>Situation Planning</li> <li>Others as identified</li> </ul>	Varies
0800 – 0900	EOC Brief	Provide the EOC Management Team with an update on restoration activities.	<ul style="list-style-type: none"> <li>Command &amp; General Staff</li> <li>Branch Directors</li> <li>Situation Planning</li> <li>Others as identified</li> </ul>	Conference Call
1000 - 1100	EOC Objectives Meeting	Incident Commander presents Objectives for the next operational period.	<ul style="list-style-type: none"> <li>Command &amp; General Staff</li> <li>Branch Directors</li> <li>Situation Planning</li> <li>Others as identified</li> </ul>	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"> <li>Command &amp; General Staff</li> <li>Branch Directors</li> <li>Situation Planning</li> <li>Others as identified</li> </ul>	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 @ 12:00 on 21 May 2024</p>	<p>3. Operational Period Date: 5/22/2024</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><b>1) Communicate to all internal &amp; external workforce importance of safe work practices.</b></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, and physical security.</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"> <li>• Safety Specialists are participating in Operations meetings and visiting active work locations.</li> <li>• Knowledge Vine continues to conduct safety observations on contractor crews in the field.</li> </ul> <p>Safety EOP Team is meeting twice daily (9 am and 7:30 pm) to discuss incidents, actions and challenges.</p> <p>Group messaging is being used for urgent notifications and messaging.</p> <p>Maintain communications with environmental staff on spills or conditions that could impact employee or public safety. Communicate pertinent information through Distribution Control.</p>	
<p><b>2) Execute plans to substantially complete (&lt; 20,000 customers from storm event) restoration</b></p>	<p>Monitor for and report out any industrial incidents, air quality and/or dangerous road conditions that could impact safe operations.</p>	

<p><b>activities as safely and quickly as possible.</b></p> <ul style="list-style-type: none"><li>• <b>Document action plans for Transmission, Substation, and Distribution.</b></li><li>• <b>Provide ETR data by area/community by 10:00 AM and 3:00 PM.</b></li><li>• <b>Provide school district ETR data by 10:00 AM.</b></li></ul>		
<p><b>3) Return Outage Tracker to normal operations by end of day, including ETRs.</b></p>	<p>No action</p>	

<p><b>4) Execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</b></p> <ul style="list-style-type: none"> <li>• <b>Provide outbound ISD communication by 12:00 PM.</b></li> <li>• <b>Provide external communications by 12:00 PM, 6:00 PM, and 9:00 PM.</b></li> <li>• <b>Finalize PUCT/external communication materials.</b></li> <li>• <b>Provide a minimum of 20 social media posts on various channels.</b></li> </ul>	<p>Support internal and external communications by providing timely review of messaging, videos, and photos.</p> <p>Safety representatives will take photos while visiting worksites to support communication strategy.</p>	
<p><b>5) Develop and execute demobilization and post-storm recovery plans.</b></p> <ul style="list-style-type: none"> <li>• <b>Develop financial framework and identify resources for post-storm recovery.</b></li> <li>• <b>Monitor and track all internal and external resources.</b></li> </ul>	<p>Initiate planning to return some resources back to normal job duties.</p> <p>Identify and gather expenses accumulated up to this point of the event.</p> <p>Support closure of staging sites by providing safety observations and general support.</p>	

*\* **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"> <li>• Specific</li> <li>• Measureable</li> <li>• Assignable</li> <li>• Reasonable</li> <li>• Time-related</li> </ul>
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 @ 12:00 5/21/24</p>	<p>3. Operational Period Date: 5/22/2024</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><b>1) Communicate to all internal &amp; external workforce importance of safe work practices.</b></p>	<ul style="list-style-type: none"> <li>• Continue to communicate and reinforce safety on daily conference calls.</li> <li>• Continue to hold safety tailboards before going out to work for the day.</li> <li>• Be aware of busier roads as schools are opening and people are back at work.</li> <li>• Remind personnel to stay hydrated, drink plenty of fluids and take breaks as needed.</li> <li>• Be aware of bees, hornets or other insects while working.</li> </ul>	
<p><b>2) Execute plans to substantially complete (&lt; 20,000 customers from storm event) restoration activities as safely and quickly as possible.</b></p> <ul style="list-style-type: none"> <li>• Document action plans for Transmission, Substation, and Distribution.</li> <li>• Provide ETR data by area/community by 10:00 AM and 3:00 PM.</li> <li>• Provide school district ETR data by 10:00 AM.</li> </ul>	<ul style="list-style-type: none"> <li>• 137 available crews: 35 major underground crews 22 primary metering crews 16 Customer Service Orders (CSO) crews 16 streetlight crews 48 first responder crews</li> <li>• The 137 crews mentioned above will focus on new incoming trouble and CSO work.</li> <li>• Major underground crews will be utilized for all underground related orders.</li> <li>• 39 internal big crews will work on storm related and newly received referred work. 39 (2-man) substation operations crews will partner with the 39 internal big crews. These crews will work on 117 referrals.</li> <li>• 65 native contractor resources available. Issuing native contractors 5 circuit packets and 150 referred orders.</li> </ul>	

	<ul style="list-style-type: none"><li>• 275 2-crew MA teams will work on the remaining 1,100 referrals.</li><li>• Any referral orders related to school outages will be included and prioritized in the referral orders mentioned above.</li></ul>	
<b>3) Return Outage Tracker to normal operations by end of day, including ETRs.</b>	N/A	

<p><b>4) Execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</b></p> <ul style="list-style-type: none"> <li>• Provide outbound ISD communication by 12:00 PM.</li> <li>• Provide external communications by 12:00 PM, 6:00 PM, and 9:00 PM.</li> <li>• Finalize PUCT/external communication materials.</li> <li>• Provide a minimum of 20 social media posts on various channels.</li> </ul>	<p>N/A</p>	
<p><b>5) Develop and execute demobilization and post-storm recovery plans.</b></p> <ul style="list-style-type: none"> <li>• Develop financial framework and identify resources for post-storm recovery.</li> <li>• Monitor and track all internal and external resources.</li> </ul>	<ul style="list-style-type: none"> <li>• Notifying vendors of potential release by the end of day.</li> </ul> <p>Staging Site of After-Storm residual work:</p> <ul style="list-style-type: none"> <li>• Evaluating needed locations, trucks, and time for post-storm recovery plans.</li> </ul>	

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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).

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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"> <li>• Specific</li> <li>• Measureable</li> <li>• Assignable</li> <li>• Reasonable</li> <li>• Time-related</li> </ul>
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: Dante Jackson Transmission @ 14:00 May 21, 2024</p>	<p>3. Operational Period Date: 5/22/2024</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><b>1) Communicate to all internal &amp; external workforce importance of safe work practices.</b></p>	<p>In accordance with CNP safety culture Safety Objectives will be discussed during all restoration crews, patrol crews, TVAL as well as all tailboard meetings.</p> <ul style="list-style-type: none"> <li>* Patrolling and Restoration should watch for information on TV and Radio about road closures and high water.</li> <li>* Always ground wire before working with it.</li> <li>* Everyone will be 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.</li> <li>* Everyone will be reminded to be aware of the hazards of Houston weather and to stay hydrated.</li> <li>* Everyone should wear all appropriate PPE including long-sleeve FR apparel.</li> </ul>	<p>N/A</p>
<p><b>2) Execute plans to substantially complete (&lt; 20,000 customers from storm event) restoration activities as safely and quickly as possible.</b></p> <ul style="list-style-type: none"> <li>• <b>Document action plans for Transmission, Substation, and Distribution.</b></li> </ul>	<p>There are currently 7 Transmission Line outages. We will target the below facilities.</p> <p><b>Full Circuit Outages (Line not Energized):</b></p> <ul style="list-style-type: none"> <li>• 345kV Line 71 ADK-WO ETR 6/1/24 crews will continue to remove damaged material from site with a target to cross 290 on 5/25. Will</li> </ul>	<p>N/A</p>

<ul style="list-style-type: none"> <li>• <b>Provide ETR data by area/community by 10:00 AM and 3:00 PM.</b></li>   <li>• <b>Provide school district ETR data by 10:00 AM.</b></li> </ul>	<p>continue to work under temporary work order setting temporary steel poles.</p> <ul style="list-style-type: none"> <li>• 345kV Line 71 ZEN-THW Estimated date of restoration 6/11/2024. Crews will work under Temporary Work order for construction setting temporary structures.</li> <li>• 345kV Line 98 ZEN-THW Estimated date of restoration 6/11/2024. Crews will work under Temporary work order for construction. Crews will continue removing debris and setting temporary structures.</li> </ul> <p><b>Partial Circuit Outages (Line partially energized from at least one Source no Substations De- Energized):</b></p> <ul style="list-style-type: none"> <li>• 138kV Line 09 KL-ZEN Estimated restoration date 6/11/2024. Crews will work under Temporary Work Order for construction, combined with work on ZEN-THW 71 and 98 (same corridor).</li> <li>• 138kV Line 76 ZEN-ADK Estimated Restoration date 6/11/24. Crews will work under Temporary Work order for construction, combined with work on ZEN-THW 71 and 98 (same corridor).</li> <li>• 138kV Line 21 ADK-WO Multiple structures down, crews will continue moving steel</li> </ul>	
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Tactics Worksheet

ICS 234-CNP

	<p>to site for repairs. Crews will continue setting poles.</p> <ul style="list-style-type: none"><li>• 138 kV Line 09 ADK-WO Multiple structures down. Crews will continue setting poles.</li></ul>	
<p><b>3) Return Outage Tracker to normal operations by end of day, including ETRs.</b></p>	<p>N/A</p>	<p>N/A</p>

<p><b>4) Execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</b></p> <ul style="list-style-type: none"> <li>• <b>Provide outbound ISD communication by 12:00 PM.</b></li> <li>• <b>Provide external communications by 12:00 PM, 6:00 PM, and 9:00 PM.</b></li> <li>• <b>Finalize PUCT/external communication materials.</b></li> <li>• <b>Provide a minimum of 20 social media posts on various channels.</b></li> </ul>	<p>Transmission Operations will utilize its standard communications cadence during the operational period. This includes daily operations at the beginning of the day and tailboard meetings as needed throughout the day.</p>	<p>N/A</p>
<p><b>5) Develop and execute demobilization and post-storm recovery plans.</b></p> <ul style="list-style-type: none"> <li>• <b>Develop financial framework and identify resources for post-storm recovery.</b></li> <li>• <b>Monitor and track all internal and external resources.</b></li> </ul>	<p>Will continue to communicate estimated temporary and permanent repair costs with the Finance liaison and begin discussions for post-EOP continued repairs.</p>	<p>N/A</p>

*\* **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"> <li>• Specific</li> <li>• Measurable</li> <li>• Assignable</li> <li>• Reasonable</li> <li>• Time-related</li> </ul>
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: Brad Harris - Substation @ 13:45 05/21/2024</p>	<p>3. Operational Period Date: 5/22/2024</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><b>1) Communicate to all internal &amp; external workforce importance of safe work practices.</b></p>	<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. Be on the lookout for rogue crews performing work on CEHE equipment.</p>	
<p><b>2) Execute plans to substantially complete (&lt; 20,000 customers from storm event) restoration activities as safely and quickly as possible.</b></p> <ul style="list-style-type: none"> <li>• <b>Document action plans for Transmission, Substation, and Distribution.</b></li> <li>• <b>Provide ETR data by area/community by 10:00 AM and 3:00 PM.</b></li> <li>• <b>Provide school district ETR data by 10:00 AM.</b></li> </ul>	<p>All CEHE Substations are in service.</p> <p><b>Ongoing substation equipment restorations:</b></p> <ul style="list-style-type: none"> <li>• SSO continues to replace White Oak 12kV breaker 13F0 by EOD 5/22/2024. The feeder is being fed from the bus tie.</li> </ul> <p><b>Restoration support:</b> SSO is sending approximately 75 crew members to Distribution for integration into Distribution crews beginning 5/21/2024 and continuing through the operational period.</p>	

<p><b>3) Return Outage Tracker to normal operations by end of day, including ETRs.</b></p>	<p>N/A</p>	
<p><b>4) Execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</b></p> <ul style="list-style-type: none"> <li>• <b>Provide outbound ISD communication by 12:00 PM.</b></li> <li>• <b>Provide external communications by 12:00 PM, 6:00 PM, and 9:00 PM.</b></li> <li>• <b>Finalize PUCT/external communication materials.</b></li> <li>• <b>Provide a minimum of 20 social media posts on various channels.</b></li> </ul>	<p>Substation Operations (SSO) will utilize its standard communications cadence during the operational period. This includes daily operations review meetings at the beginning of the day and tailboard meetings as needed throughout the day. The SSO duty Supervisor and duty Manager will be assigned call-out duty during non-business hours.</p>	
<p><b>5) Develop and execute demobilization and post-storm recovery plans.</b></p> <ul style="list-style-type: none"> <li>• <b>Develop financial framework and identify</b></li> </ul>	<p>Substation Operations will operate with normal schedules and staffing post restoration, not requiring demobilization or post restoration plans.</p>	

<p><b>resources for post-storm recovery.</b></p> <ul style="list-style-type: none"><li>• <b>Monitor and track all internal and external resources.</b></li></ul>		
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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).

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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"> <li>• Specific</li> <li>• Measureable</li> <li>• Assignable</li> <li>• Reasonable</li> <li>• Time-related</li> </ul>
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: Liafis Ogboye – Major Underground @1330 05/21/24</p>	<p>3. Operational Period Date: 5/22/2024</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 &amp; external workforce importance of safe work practices.</p>	<p>Tailboards and reminders to all personnel while out in the field. Continue to provide updates on any changes in field conditions.</p>	
<p>2) Execute plans to substantially complete (&lt; 20,000 customers from storm event) restoration activities as safely and quickly as possible.</p> <ul style="list-style-type: none"> <li>• Document action plans for Transmission, Substation, and Distribution.</li> <li>• Provide ETR data by area/community by 10:00 AM and 3:00 PM.</li> <li>• Provide school district ETR data by 10:00 AM.</li> </ul>	<p>MUG will continue to support distribution operations.</p> <p>Support Mobile Gen Tiger Team with deployment of mobile generation as needed.</p>	
<p>3) Return Outage Tracker to normal operations by end of day, including ETRs.</p>	<p>MUG will continue to support distribution operations.</p>	

<p><b>4) Execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</b></p> <ul style="list-style-type: none"> <li>• <b>Provide outbound ISD communication by 12:00 PM.</b></li> <li>• <b>Provide external communications by 12:00 PM, 6:00 PM, and 9:00 PM.</b></li> <li>• <b>Finalize PUCT/external communication materials.</b></li> <li>• <b>Provide a minimum of 20 social media posts on various channels.</b></li> </ul>		
<p><b>5) Develop and execute demobilization and post-storm recovery plans.</b></p> <ul style="list-style-type: none"> <li>• <b>Develop financial framework and identify resources for post-storm recovery.</b></li> <li>• <b>Monitor and track all internal and external resources.</b></li> </ul>	<p>Allocate resources to perform 3-phase switching on URD loops post-restoration. Manage the return and re-allocation and scrapping of materials used on restoration activities (URD and mobile generation)</p> <p>Allocate resources for complete inspection on affected vaults post-customer repairs.</p>	

*\* **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"> <li>• Specific</li> <li>• Measureable</li> <li>• Assignable</li> <li>• Reasonable</li> <li>• Time-related</li> </ul>
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: Kevin Tanzi / RTO @ 1030 05/22/2024</p>	<p>3. Operational Period Date: 5/22/2024</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 &amp; external workforce importance of safe work practices.</p>	<p>All workforce is internal, and communications are complete.</p>	<p>None</p>
<p>2) Execute plans to substantially complete (&lt; 20,000 customers from storm event) restoration activities as safely and quickly as possible.</p> <ul style="list-style-type: none"> <li>• Document action plans for Transmission, Substation, and Distribution.</li> <li>• Provide ETR data by area/community by 10:00 AM and 3:00 PM.</li> <li>• Provide school district ETR data by 10:00 AM.</li> </ul>	<p>RTO has no direct impact on the restoration of the current customers without power, only indirect. RTO is prepared to perform directives by DC to energize Distribution circuits.</p>	<p>None</p>

<p><b>3) Return Outage Tracker to normal operations by end of day, including ETRs.</b></p>	<p>N/A</p>	
<p><b>4) Execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</b></p> <ul style="list-style-type: none"> <li>• Provide outbound ISD communication by 12:00 PM.</li> <li>• Provide external communications by 12:00 PM, 6:00 PM, and 9:00 PM.</li> <li>• Finalize PUCT/external communication materials.</li> <li>• Provide a minimum of 20 social media posts on various channels.</li> </ul>	<p>N/A</p>	
<p><b>5) Develop and execute demobilization and post-storm recovery plans.</b></p> <ul style="list-style-type: none"> <li>• Develop financial framework and identify</li> </ul>	<p>RTO has demobilized and moved to normal staffing and operations.</p>	<p>None required</p>

<p><b>resources for post-storm recovery.</b></p> <ul style="list-style-type: none"><li>• <b>Monitor and track all internal and external resources.</b></li></ul>		
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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).

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5	Tactics	Enter the strategies that will be used to meet the objective(s). Tactics should be "SMART": <ul style="list-style-type: none"> <li>• Specific</li> <li>• Measureable</li> <li>• Assignable</li> <li>• Reasonable</li> <li>• Time-related</li> </ul>
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: Paul Mathew, Mobile Gen Tiger Team, 1440 5/21/2024</p>	<p>3. Operational Period Date: 5/22/2024</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 &amp; external workforce importance of safe work practices.</p>	<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) Execute plans to substantially complete (&lt; 20,000 customers from storm event) restoration activities as safely and quickly as possible.</p> <ul style="list-style-type: none"> <li>• Document action plans for Transmission, Substation, and Distribution.</li> <li>• Provide ETR data by area/community by 10:00 AM and 3:00 PM.</li> <li>• Provide school district ETR data by 10:00 AM.</li> </ul>	<p>Continue to look for opportunities to deploy mobile gen at customer sites.</p>	

<p><b>3) Return Outage Tracker to normal operations by end of day, including ETRs.</b></p>	<p>N/A</p>	
<p><b>4) Execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</b></p> <ul style="list-style-type: none"> <li>• <b>Provide outbound ISD communication by 12:00 PM.</b></li> <li>• <b>Provide external communications by 12:00 PM, 6:00 PM, and 9:00 PM.</b></li> <li>• <b>Finalize PUCT/external communication materials.</b></li> <li>• <b>Provide a minimum of 20 social media posts on various channels.</b></li> </ul>	<p>Keep track of start and end times when mobile gen is deployed. Communicate to internal stakeholders with updates on mobile gen status. Coordinate with Procurement, Fleet and Security for site specific needs</p>	
<p><b>5) Develop and execute demobilization and post-storm recovery plans.</b></p> <ul style="list-style-type: none"> <li>• <b>Develop financial framework and identify</b></li> </ul>	<p>Schedule demob and transport of units once utility power has been restored.</p> <p>Provide run logs to AMI and Environmental.</p>	

<p><b>resources for post-storm recovery.</b></p> <ul style="list-style-type: none"><li>• <b>Monitor and track all internal and external resources.</b></li></ul>		
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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).

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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: Princess Williams - Logistics @ 1335 5/21/24</p>	<p>3. Operational Period Date: 5/22/2024</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><b>1) Communicate to all internal &amp; external workforce importance of safe work practices.</b></p>	<p>Managers and Supervisors are continuing to emphasize the importance of safe work practices and safety while they are traveling to from locations. Continuing to communicate and bring awareness to hydration, heightened tensions between public and staff and looking out for one another.</p>	
<p><b>2) Execute plans to substantially complete (&lt; 20,000 customers from storm event) restoration activities as safely and quickly as possible.</b></p> <ul style="list-style-type: none"> <li>• <b>Document action plans for Transmission, Substation, and Distribution.</b></li> <li>• <b>Provide ETR data by area/community by 10:00 AM and 3:00 PM.</b></li> <li>• <b>Provide school district ETR data by 10:00 AM.</b></li> </ul>	<p>Ensure material (or substitute material) is available to crews at service centers and MA Staging Sites.</p>	

<p><b>3) Return Outage Tracker to normal operations by end of day, including ETRs.</b></p>	<p>N/A</p>	
<p><b>4) Execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</b></p> <ul style="list-style-type: none"> <li>• <b>Provide outbound ISD communication by 12:00 PM.</b></li> <li>• <b>Provide external communications by 12:00 PM, 6:00 PM, and 9:00 PM.</b></li> <li>• <b>Finalize PUCT/external communication materials.</b></li> <li>• <b>Provide a minimum of 20 social media posts on various channels.</b></li> </ul>	<p>Provide requested material information to leadership.</p>	
<p><b>5) Develop and execute demobilization and post-storm recovery plans.</b></p> <ul style="list-style-type: none"> <li>• <b>Develop financial framework and identify</b></li> </ul>	<p>Plans in development and review by team and leadership. Telecom plan for demobilization is to develop a plan by site and additional staffing.</p>	

<p><b>resources for post-storm recovery.</b></p> <ul style="list-style-type: none"> <li>• <b>Monitor and track all internal and external resources.</b></li> </ul>	<p>Facilities:          CNP Tower – still developing schedule and gathering costs.</p> <p>FSR is organizing demobilization plans for rental and poll fleet. Plans will also include fuel scaling and rightsizing during the demobilization initiative. Planning for demobilization of MA Staging Sites. 25 Trucks are scheduled with Ardmore and additional pole trucks with Knuckles are scheduled with contractors. Requested continued use of apprentices from operations for 3 days. We estimate that it will take 3 days to pick up material after the close of all staging sites.</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).

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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: Daniel Laymon - IT @ 11:30 5/21/24</p>	<p>3. Operational Period Date: 5/22/2024</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 &amp; external workforce importance of safe work practices.</p>	<p>Utilize safety share at the beginning of IT ICS meetings to stress the importance of working safely.</p> <p>Leaders to emphasize the need for CNP Tower employees to continue working remotely this week.</p> <p>Coordinate with HR on any employee needs.</p> <p>Leaders to communicate to teams about demobilization safety.</p>	
<p>2) Execute plans to substantially complete (&lt; 20,000 customers from storm event) restoration activities as safely and quickly as possible.</p> <ul style="list-style-type: none"> <li>• Document action plans for Transmission, Substation, and Distribution.</li> <li>• Provide ETR data by area/community by 10:00 AM and 3:00 PM.</li> <li>• Provide school district ETR data by 10:00 AM.</li> </ul>	<p>Continue to support existing staging sites by monitoring telecommunications networks.</p> <p>Deliver printer requirements to staging sites as needed (Printers, toner, paper, etc.)</p> <p>Resolve issues that come up for additional printer needs and connectivity issues.</p>	

<p><b>3) Return Outage Tracker to normal operations by end of day, including ETRs.</b></p>	<p>Support static outage data in ongoing 15-minute intervals. Monitor web traffic and loading on static page and interactive ETR map.</p> <p>Continue to support updates to interactive ETR map.</p> <p>Perform load testing on Outage Tracker with new virtual server capacity (19 current compared to 4 at beginning of event).</p> <p>Ongoing TSCC technical bridge discussing temporary and permanent solutions for outage tracker post-event.</p> <p>Continue to re-evaluate long-term architecture (potential cloud solutions).</p> <p>Continue to coordinate with other business units around availability and notification of ETR data for outage tracker.</p>	
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<p><b>4) Execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</b></p> <ul style="list-style-type: none"> <li>• <b>Provide outbound ISD communication by 12:00 PM.</b></li> <li>• <b>Provide external communications by 12:00 PM, 6:00 PM, and 9:00 PM.</b></li> <li>• <b>Finalize PUCT/external communication materials.</b></li> <li>• <b>Provide a minimum of 20 social media posts on various channels.</b></li> </ul>	<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> <p>Daily Internal IT communication via SendWordNow to check on physical location/availability.</p>	
<p><b>5) Develop and execute demobilization and post-storm recovery plans.</b></p> <ul style="list-style-type: none"> <li>• <b>Develop financial framework and identify resources for post-storm recovery.</b></li> <li>• <b>Monitor and track all internal and external resources.</b></li> </ul>	<p>Identify CNP owned equipment/hardware that needs to be removed prior to demobilization.</p> <p>Identify where equipment will be returned to post-demobilization.</p> <p>Identify and assign IT resources available to assist with demobilization/breakdown of staging sites as needed.</p> <p>Notification to external vendors about equipment pickup.</p> <p>AMS is transitioning from mass outage VEE processing to mass actual interval read recovery</p>	

	processing per our EOP plan. This effort will be coupled with an AMS communications restoration plan.	
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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.

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**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).

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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: Corporate Communications @ 1450 05/21/2024</p>	<p>3. Operational Period Date: 5/22/2024</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 &amp; external workforce importance of safe work practices.</p>		
<p>2) Execute plans to substantially complete (&lt; 20,000 customers from storm event) restoration activities as safely and quickly as possible.</p> <ul style="list-style-type: none"> <li>• Document action plans for Transmission, Substation, and Distribution.</li> <li>• Provide ETR data by area/community by 10:00 AM and 3:00 PM.</li> <li>• Provide school district ETR data by 10:00 AM.</li> </ul>		

<p><b>3) Return Outage Tracker to normal operations by end of day, including ETRs.</b></p>		
<p><b>4) Execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</b></p> <ul style="list-style-type: none"> <li>• <b>Provide outbound ISD communication by 12:00 PM.</b></li> <li>• <b>Provide external communications by 12:00 PM, 6:00 PM, and 9:00 PM.</b></li> <li>• <b>Finalize PUCT/external communication materials.</b></li> <li>• <b>Provide a minimum of 20,000 social media posts on various channels.</b></li> </ul>	<ul style="list-style-type: none"> <li>• Prioritize our channels and leverage social media, news media, email and web, while using additional resources when possible to capture and communicate our efforts, and manage expectations about restoration timing.</li> <li>• Emphasize safety messaging and current system status on our channels highlighted above.</li> <li>• Drive distribution and use of photo images and videos of damage, mobile generation in use, and of CNP crews conducting difficult restorations in areas with extensive damage; secure at least one interview in the field with CEO and leverage content across all channels.</li> <li>• Use customer email channel to deliver direct messages on restoration efforts at least 1x per day.</li> <li>• Equip colleagues with core messages and talking points by noon for proactive outreach to their stakeholders (e.g.,</li> </ul>	

	<p>regulators, elected officials).</p> <ul style="list-style-type: none"> <li>• Leverage additional messaging channels such as Nextdoor for targeted customer outreach; recognize organizations and partners that have supported CNP’s response (e.g., METRO, NRG); produce a minimum of 20 social media posts on various CNP channels</li> <li>• Issue three (3) update news releases; meet the media where they need us in the field to raise awareness of our restoration efforts with stakeholders; schedule live interviews in heavily damaged areas in connection with evening news cycles; attend all news conferences and briefings</li> </ul>	
<p><b>5) Develop and execute demobilization and post-storm recovery plans.</b></p> <ul style="list-style-type: none"> <li>• <b>Develop financial framework and identify resources for post-storm recovery.</b></li> <li>• <b>Monitor and track all internal and external resources.</b></li> </ul>		

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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: Krystin – Regulatory/Gov Affairs @ 1130 5/21/2024</p>	<p>3. Operational Period Date: 5/22/2024</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 &amp; external workforce importance of safe work practices.</p>	<p>N/A</p>	<p>N/A</p>
<p>2) Execute plans to substantially complete (&lt; 20,000 customers from storm event) restoration activities as safely and quickly as possible.</p> <ul style="list-style-type: none"> <li>• Document action plans for Transmission, Substation, and Distribution.</li> <li>• Provide ETR data by area/community by 10:00 AM and 3:00 PM.</li> <li>• Provide school district ETR data by 10:00 AM.</li> </ul>	<p>Continue to assist providing ISDs ETRs as requested and proactive communication as necessary to provide support for opening ISDs. Continue to provide mobile gen eligible sites through priority desk and Rina Harris.</p>	<p>N/A</p>

<p><b>3) Return Outage Tracker to normal operations by end of day, including ETRs.</b></p>	<p>Continue working with GIS team to address issues related to ETRs showing up for those that don't have power, and other related issues and fielding elected official inquiries about the publicly available information.</p>	<p>N/A</p>
<p><b>4) Execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</b></p> <ul style="list-style-type: none"> <li>• <b>Provide outbound ISD communication by 12:00 PM.</b></li> <li>• <b>Provide external communications by 12:00 PM, 6:00 PM, and 9:00 PM.</b></li> <li>• <b>Finalize PUCT/external communication materials.</b></li> <li>• <b>Provide a minimum of 20 social media posts on various channels.</b></li> </ul>	<p>Continue to provide external agency reports as needed, based on previous status report timelines. Prepare presentations and talking points for PUCT open meeting on 5/23.</p> <p>PUC – twice daily reports (morning, evening)</p> <p>If restoration is not deemed complete by EOD Wednesday, then another DOE update is required (every 72 hours until complete, then a final).</p>	<p>N/A</p>
<p><b>5) Develop and execute demobilization and post-storm recovery plans.</b></p> <ul style="list-style-type: none"> <li>• <b>Develop financial framework and identify</b></li> </ul>	<p>Continue plan for identification of costs for regulatory filing. Also begin developing securitization with Finance team, Legal, and Regulatory Legal.</p>	<p>N/A</p>

<p><b>resources for post-storm recovery.</b></p> <ul style="list-style-type: none"><li>• <b>Monitor and track all internal and external resources.</b></li></ul>		
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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"> <li>• Specific</li> <li>• Measureable</li> <li>• Assignable</li> <li>• Reasonable</li> <li>• Time-related</li> </ul>
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: Jake Meyer - Finance @ 13:50 5/21/24</p>	<p>3. Operational Period Date: 5/22/2024</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 &amp; external workforce importance of safe work practices.</p>	<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) Execute plans to substantially complete (&lt; 20,000 customers from storm event) restoration activities as safely and quickly as possible.</p> <ul style="list-style-type: none"> <li>• Document action plans for Transmission, Substation, and Distribution.</li> <li>• Provide ETR data by area/community by 10:00 AM and 3:00 PM.</li> <li>• Provide school district ETR data by 10:00 AM.</li> </ul>	<p>Refining cost estimates based on resources that are on-system, and the results of the damage assessments. Logistics costs, and mobile gen will also be included in the wholistic estimate.</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><b>3) Return Outage Tracker to normal operations by end of day, including ETRs.</b></p>	<p>Gathering incremental cost associated with restoration of the outage tracker.</p>	<p>None at this time.</p>
<p><b>4) Execute internal and external communication plans. (Public Affairs, Regulatory, Government Affairs, Rating Agencies, Investor Relations, Employees, Contractors, and Customers).</b></p> <ul style="list-style-type: none"> <li>• <b>Provide outbound ISD communication by 12:00 PM.</b></li> <li>• <b>Provide external communications by 12:00 PM, 6:00 PM, and 9:00 PM.</b></li> <li>• <b>Finalize PUCT/external communication materials.</b></li> <li>• <b>Provide a minimum of 20 social media posts on various channels.</b></li> </ul>	<p>Investor relations and Treasury 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>None at this time.</p>
<p><b>5) Develop and execute demobilization and post-storm recovery plans.</b></p> <ul style="list-style-type: none"> <li>• <b>Develop financial framework and identify</b></li> </ul>	<p>Initial Financial Framework for near term decision making to be reviewed and considered in the context of post-storm recovery.</p>	<p>None at this time.</p>

<p><b>resources for post-storm recovery.</b></p> <ul style="list-style-type: none"><li>• <b>Monitor and track all internal and external resources.</b></li></ul>	<p>Gathering additional operational information around the need for post-storm recovery activity.</p> <p>Continue actions for standing up cost validation team, and coordination with Regulatory on cost recovery plan.</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.*