2024
Emergency Operations Plan
Gas Operations

Redacted

CenterPoint Energy Entex
RRC Operator No. 141059

CenterPoint Energy Intra P/L, LLC
RRC Operator No. 141067

Revisions

Rev. No.	Rev. Date	Initials
001	05/23/07	SSC
002	08/31/07	SSC
003	05/28/08	SSC
004	06/2008	SSC
005	09/03/08	SSC
006	05/11/09	SSC
007	05/18/10	SSC
008	09/30/10	SSC
009	05/02/11	SSC
010	05/01/12	SSC
011	9/05/12	SLH
012	05/02/13	TB
013	06/01/14	TB
014	07/15/14	TB
015	06/02/15	NL
016	09/29/15	NL
017	03/30/16	NL
018	03/31/17	NL
019	03/30/18	NL
020	04/30/19	DC
021	4/30/20	SF
022	10/02/23	TB
023	07/31/2024	JR

Table of Contents

Introduction

Executive Summary

The CenterPoint Energy Texas Gas Emergency Operation Plan (EOP) provides guidance for response and restoration of natural gas service in the Texas Gas Operations territory following major damage or disruption of service due to a natural disaster or emergency. It is not meant to address issues pertaining to the connection, suspension, or disconnection of natural gas service in the ordinary course of business.

The primary goal of the EOP is to restore gas service to all customers impacted as quickly and safely as possible. Because no plan can cover every contingency possible, flexibility and adaptability must be available while preserving the basic concepts of the EOP.

Events that may cause disruption to the natural gas operations territory are varied and unpredictable in severity and scope. The emergency may be restricted to a localized region, the result of a natural disaster or the loss of an upstream gas supply. One region may be impacted or it could be a multi-region emergency. Aligned with federal and state emergency management standards, this plan establishes the gas operations all-hazards incident management organization and provides for the activation of four different emergency levels ranging from Level 4 (normal operations) to Level 1 (system-wide emergency).

Approvals

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

This Plan was approved and implemented on July 31, 2024.

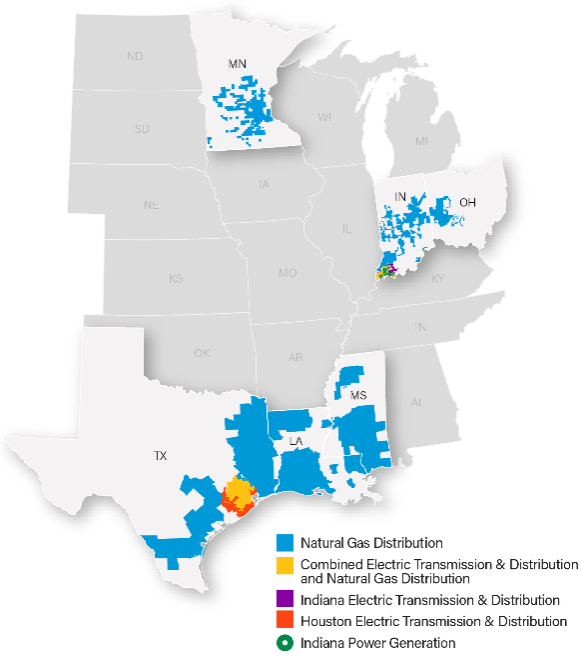
This supersedes and rescinds all previous versions of this document.

System Overview

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

Gas Operations
CenterPoint Energy delivers natural gas to more than 4 million homes and businesses in six states: Indiana, Louisiana, Minnesota Mississippi, Ohio, and Texas (including greater Houston area). Texas Gas Operations is divided into districts.

Electric Transmission and Distribution and Power Generation
CenterPoint Energy maintains the wires, poles and electric infrastructure serving more than 2.8 million metered customers in the greater Houston area and in southwestern Indiana.
CenterPoint Energy also owns and operates nearly 1,300 megawatts of electric generation capacity in Indiana.



Record of Distribution

This plan is available to CenterPoint Energy employees through electronic distribution. It is also available on the internal CNP Emergency Preparedness & Response webpage. The following positions that have an identified role in the gas emergency response receive a communication and distribution of the plan when updated.

CNP Leadership
President and CEO
Executive Vice President and Chief Financial Officer
Executive Vice President, Regulatory Services
Executive Vice President and Chief Human Resource Officer
Executive Vice President and General Counsel
Senior Vice President and Chief Customer Officer
Senior Vice President and Chief Information Officer
Senior Vice President, Deputy General Counsel
Natural Gas Business Leadership
SVP Natural Gas Business
Vice President Texas Gas
Vice President, Gas Supply and System Operations
Vice President, Gas Strategy and Operational Standards
Vice President, Gas Engineering and System Integrity
Vice President, Safety and Technical Training
Director of Operations, Texas
Director of Operations, Texas
Director of Operations, Texas
Director of Operations, Texas
Director of Operations, Texas
Director of Operations, Texas
Emergency Preparedness and Response (EP&R)
Vice President, Field Services
Director, Emergency Preparedness and Response
Communications
Vice President, Corporate Communications, Marketing, and Security
Logistics/Supply Chain
Senior Vice President, Supply Chain

EOP Update Procedures

The EP&R department is responsible for the maintenance and revision of this plan.
This plan will be reviewed annually and updated and revised as appropriate to incorporate lessons learned from actual emergency situations and exercises or when changes in resources, capabilities, or governance structure occur.
Interim revisions may be made when one of the following occurs:

- A change in CenterPoint Energy site or facility configuration that materially alters the information contained in the plan or materially affects implementation of the Emergency Operations Plan,
- A material change in response resources,
- An incident occurs that requires a review,
- Internal assessments, third party reviews, or experience in drills or actual responses identify significant changes that should be made in the plan,
- New laws, regulations, or internal policies are implemented that affect the contents or the implementation of the plan, and
- Other changes as needed before the next annual update.

Plan changes, updates, and revisions are the responsibility of the EP&R department. Suggestions for revisions can be submitted to EP&R through email at emergency@centerpointenergy.com. EP&R will be responsible for distributing any plan changes.

The table below outlines the TX Gas EOP implementation responsibilities. The individuals who received a copy of this plan are listed in the Record of Distribution by job title.

Plan Implementation Responsibilities

Plan Responsibility	Responsible Party
Maintenance and Revision	Emergency Preparedness and Response (EP&R) Director
Implementation	Gas Operations Incident Commander
Activation	Gas Operations Incident Commander or EP&R Director

Training and Exercises
EP&R oversees emergency management-related training and exercises for CenterPoint Energy, including an annual hurricane-specific exercise for gas operations including the execution of the EOP. EP&R trainings are provided in e-learning and classroom settings, while exercises range from discussion-based tabletops and workshops to full-scale. Additionally, the following emergency preparedness courses are offered through CNP University for gas employees:

- **GTECH 113 Emergency Response Training** – This module identifies the levels of emergency and what they represent. It describes the elements of an incident command system, determines the first responder actions when responding to an emergency, and includes a sample thought process (the SAFER protocol) that can be followed for safe and effective emergency response. (Duration: 01:15)
- **SAF 017 Emergency Action Planning and Fire Safety** – The best time to plan for an emergency is before it happens. This course highlights the importance of planning ahead for emergencies, with a particular focus on fires. Participants will learn how to distinguish between different types of fires, how fire suppression and fire extinguishers work, how to make the right decision about when to fight a fire and when to evacuate, and how to plan evacuation routes and follow evacuation procedures. (Duration: 0:21)

Activation of the Plan

Initiating an Emergency Activation

CNP Gas Operations management will initiate an emergency activation based on different factors. The company has designated emergency levels established for a structured scalable response. The emergency levels align with local, state, and federal levels for common terminology. Due to the nature of our operations and exposures, some events may not precisely fit into a specific level. Therefore, maintaining flexibility and adaptability are important while still preserving the basic concepts of the plan.

The Gas EOP is a framework for a coordinated response to incidents, emergencies, and Crises (referred to as emergencies throughout this document). This plan provides an incident management system for all emergencies that Gas Operations may encounter. This EOP operates in conjunction with the Operations and Maintenance (O&M) Manual which provides the tactical procedures to support and/or complete the objectives and actions developed during the incident management process outlines in the EOP.

When initiating an emergency activation during a pandemic, reference the Pandemic Preparedness section (E6) of this document. In such cases, it may be necessary for employees to perform emergency activities while maintaining social distancing or working from home.

CenterPoint Energy has adopted the National Incident Management System (NIMS) ICS as its command structure for emergencies. The Director of EP&R is the coordinator for ICS implementation. ICS is an all-hazards incident management tool allowing the response of many different CenterPoint Energy departments and outside mutual assistance to be coordinated. This structure can be expanded or contracted based upon the nature or scope of the incident, maintaining a manageable span of control and following a clear chain of command.

The EP&R department is responsible for ICS implementation during emergency response operations. EP&R will adhere to the principles of NIMS and ICS, including use of common terminology, integrated communications, and the use of pre-designated facilities such as the TX Gas Department Operations Center (DOC) and the Emergency Operations Center (EOC). EP&R will also integrate NIMS and ICS in all emergency training and exercises. During emergency response operations, the Director of EP&R will coordinate with the responsible utility or department to establish an Incident Commander/Unified Command, as required.

Emergency Activation Levels

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

This plan's concepts and operations will be implemented in accordance with emergency needs, available resources, and the activation levels. Components of this plan are activated whenever emergency conditions exist which cause normal operations to not be capable of being performed and immediate action is required to:

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

For detailed activation and notification of each emergency level, see *Appendix: Emergency Levels*.

Emergency Operations Center (EOC)

The CenterPoint Energy EOC is activated when multi-department support is needed for the emergency. In some cases, the EOC may also reduce the burden on incident command during a single department response by managing some operational aspects such as staging sites, etc. The EOC executes the following actions:

- Collects, shares, and disseminates information.
- Supports resource needs and requests.
- Coordinates plans and determines current and future requirements.
- Supports public communications.
- Liaisons with external partners.
- Supports the policy and legal needs of decision makers.

EOC Activation
The Director of EP&R or designee, the on-duty Incident Commander, or TX Gas Leadership may activate the EOC. Upon activation, Command and General staff will report to the EOC. If the primary location is unsafe or otherwise inaccessible, the staff will assemble at an alternate location.

Access to the EOC will be limited to assigned duty employees, interface personnel (Corporate Communications, Human Resources, Regulatory Relations, Customer Service, IT and Corporate Travel) and Company Officers.

In the event of a pandemic, it may be necessary to modify the EOP to adhere to social distancing guidelines or instruct EOP participants to work remotely during an event. The Planning Section Chief will work with the Incident Commander to modify the staffing locations and strategies to adhere to guidelines set by local or national government if necessary and disperse these changes to the rest of the ICS.

EOC Director

- Activate the EOC when necessary.
- Notify the EOC staff of the emergency and the EOC activation.
- Notify the Crisis Management Committee (CMC) of the EOC activation.
- Conduct briefings and debriefings.
- Approve and oversee the Incident Action Plans (IAPs).

Functional Roles and Responsibilities
When the EOC is activated to support a TX Gas emergency, CenterPoint Energy relies on Emergency Support Functions (ESFs) to support the core capabilities of response and recovery operations. Not all ESFs are activated during an emergency, and not all of them are activated at the same time. ESFs may or may not be activated or deactivated depending upon the nature of the emergency as well as the response and recovery needs.

Each ESF should have a primary, secondary, and tertiary representative responsible for the functions of that ESF. The department designated as responsible for the ESF will update the representative contacts on a regular basis in conjunction with the EP&R Department's requirements and within the appropriate management systems.

Updates / Reports

After an EOC has been activated, a cadence and structure for briefings, objective setting, and Crisis Management Committee (CMC) updates will begin. See *Appendix: Briefing Agendas*, pg. 121 for a sample and structure of the meetings.

The EOC will be staffed with support personnel that have the following basic roles and responsibilities:

Position	Primary Department/Staff	Emergency Roles and Responsibilities
EOC Director	EP&R	Responsible for managing and overseeing the EOC.
Incident Commander/ Unified Command	Vice President Texas Gas	Responsible for the overall management of the incident and guides the incident to resolution as safely and quickly-as possible.
Public Information Officer	Corporate Communications	Advises the Incident Commander on information dissemination and media relations, obtains information from and provides information to the Plans Section, and obtains information from and provides information to the community and media. Coordinates between the Command/Response Coordination and the Joint Information Center (JIC).
CMC Leader	SVP, Deputy General Council, and Chief Ethics and Compliance Officer	Assists the Incident Commander by serving as a point of contact for agency representatives who are helping to support the operation and provides briefings to and answers questions from supporting agencies.
Safety Officer	VP Safety and Technical Training	Advises the Incident Commander on issues regarding incident safety and works with the Operations Section to support the safety of field personnel.
Regulatory and Government Affairs Liaison Officer	VP Regulatory Services, Natural Gas	Responsible for providing guidance and discussing regulatory issues impacting the response and coordinates communications with regulatory agencies, public officials, and others.
Legal Officer	VP Associate General Counsel	Responsible for providing guidance on legal issues impacting or arising from the response.
Operations Section Chief	Director Regional Operations	Responsible for managing all tactical operations for the emergency.
Planning Section Chief	EP&R	Responsible for overseeing incident-related data gathering and analysis regarding incident operations and assigned resources, facilitates incident action planning Meetings, and prepares the IAP for each operational period.
Logistics Section Chief	SVP Supply Chain	Oversees the provision of support needs for the incident, such as ordering pre-identified supplied, parts, and equipment and providing facilities, transportation, supplies, equipment maintenance and fuel, communications and food and medical services for incident personnel, negotiating leases, maintaining vendor contracts.
Finance Section Chief	VP Financial Planning and Analysis	Oversees staff responsible for recording personnel time and tracking and analyzing incident costs and considering cost recovery.

Local Incident Command Post (ICP)

The regional Operations Director will be responsible for establishing local ICP. During a major incident there may be multiple local ICPs activated. The purpose of the local ICP is to serve as the base of operations for local personnel to restore damaged facilities.

When a single Incident Commander (IC) is used, the IC has full responsibility for incident management. This concept can be used for both simple and/or complex organizational structures for the emergency. Most emergencies will begin with a single Incident Commander. The first responder from TX Gas will become the IC and have command responsibilities until:

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

Close and Follow-up Procedures

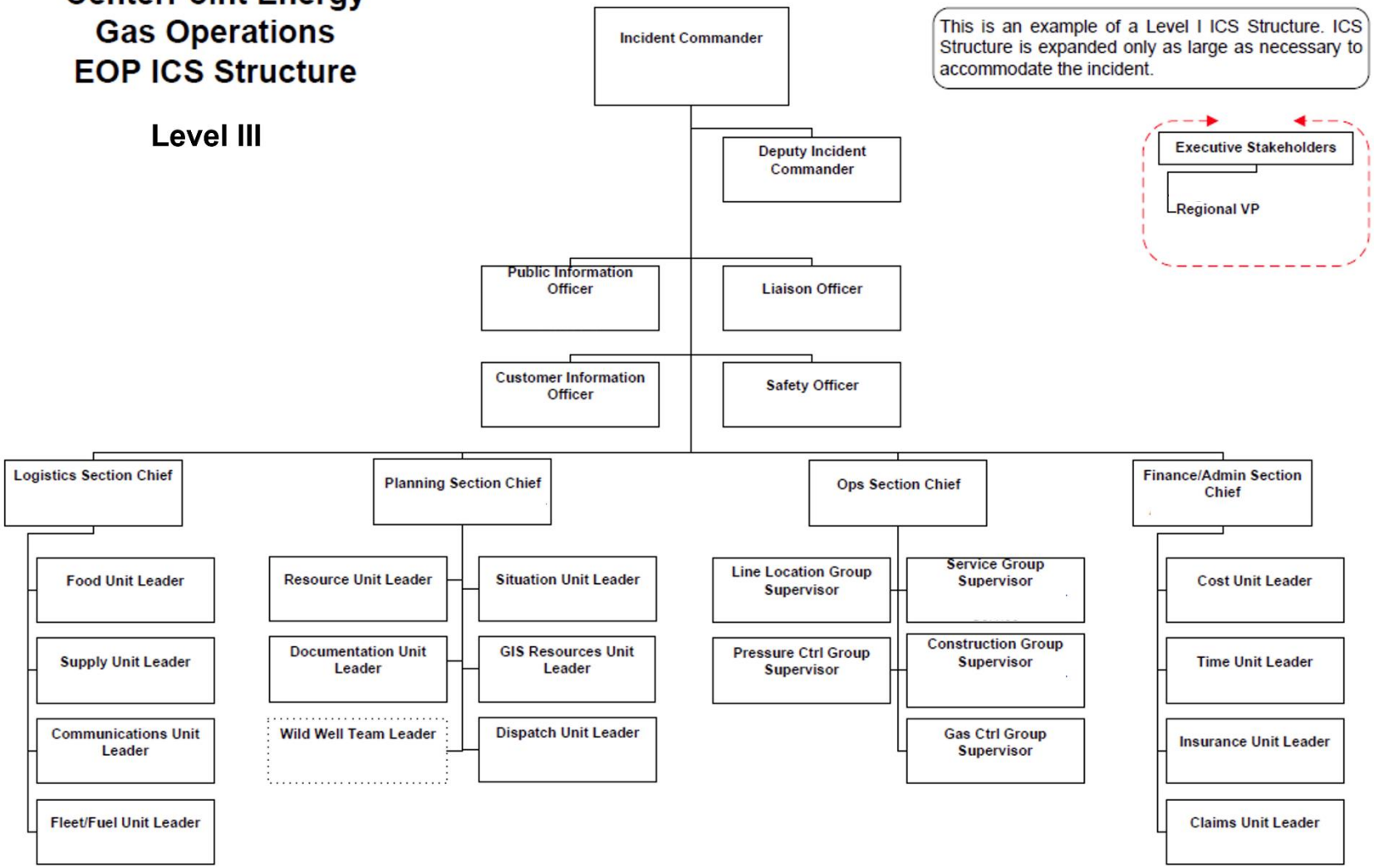
The Incident Commander will be responsible for the decision to demobilize the ICP and EOC as well as developing and communicating any follow-up assignments to the appropriate departments.

Incident Command System (ICS) Organization Structures

The following pages represent the Gas Operation ICS organization structures.

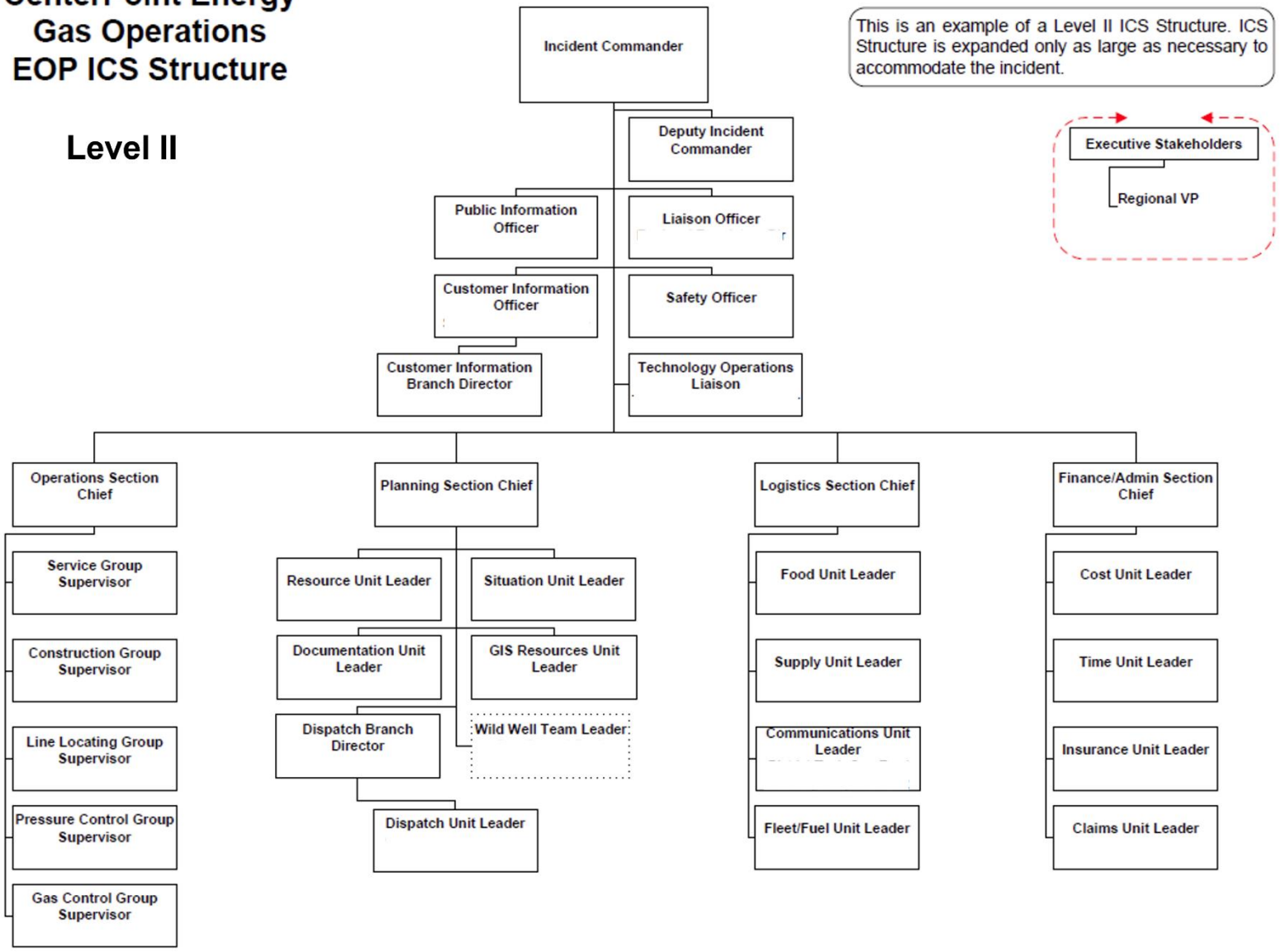
CenterPoint Energy
Gas Operations
EOP ICS Structure

Level III



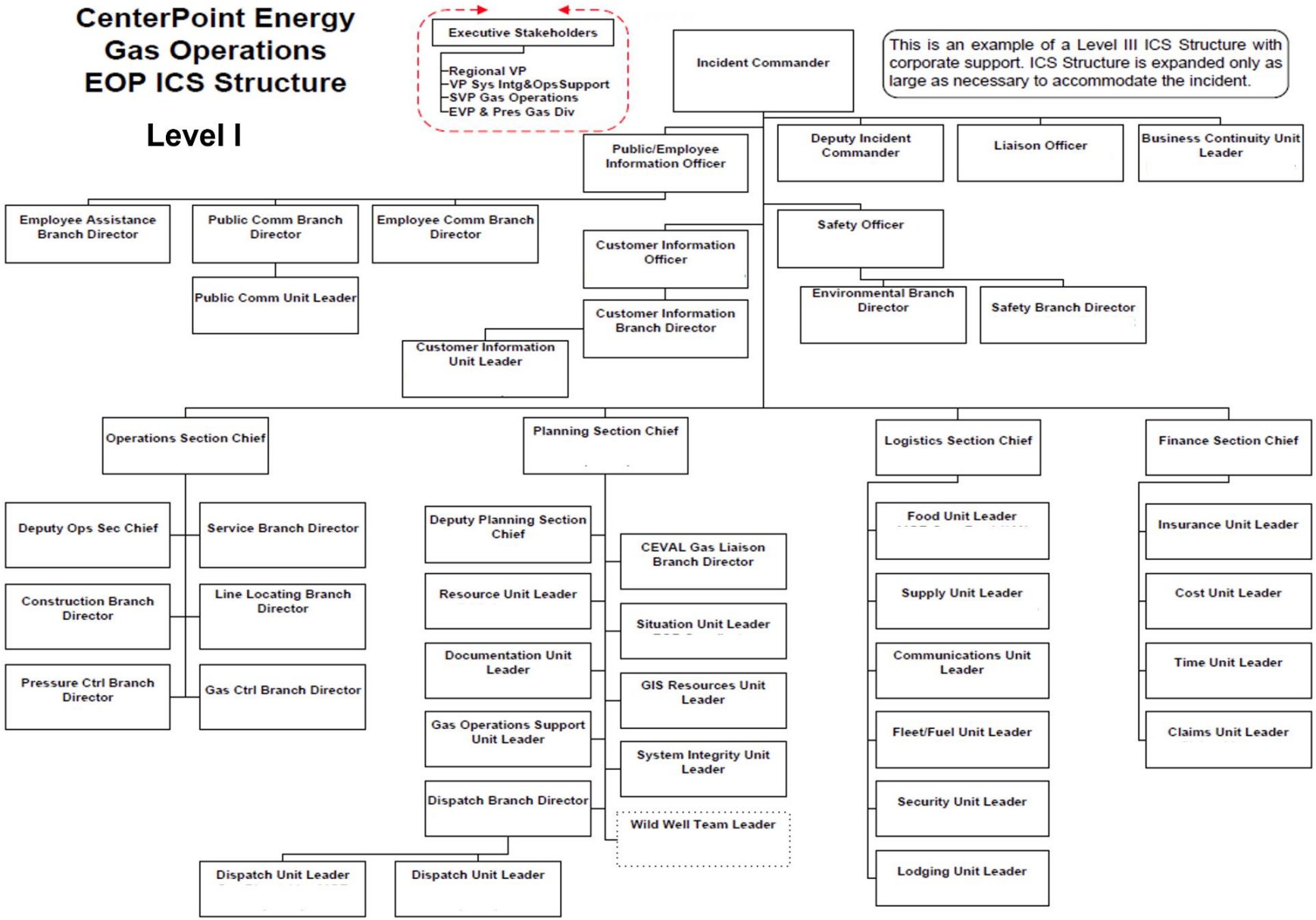
CenterPoint Energy Gas Operations EOP ICS Structure

Level II



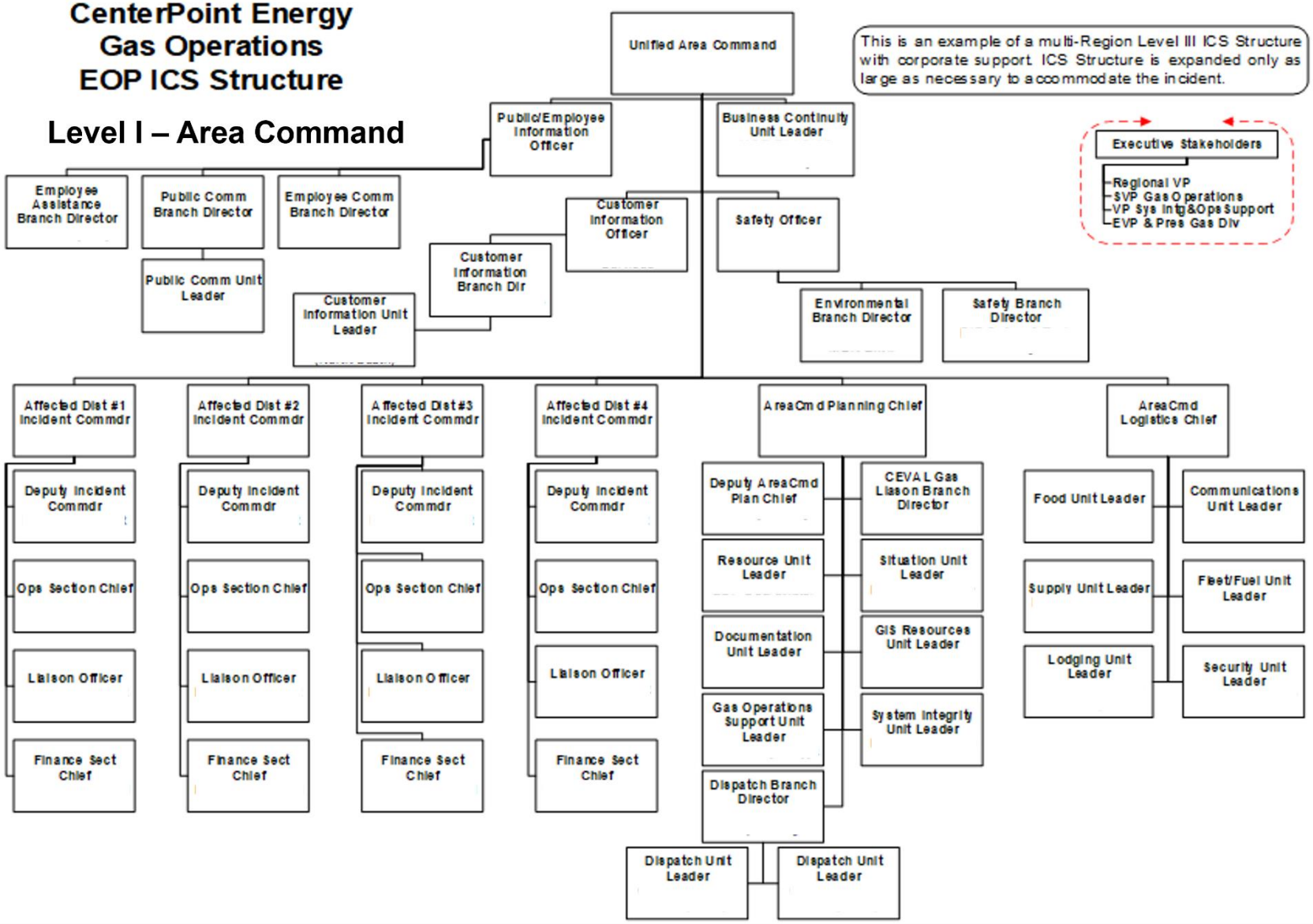
CenterPoint Energy Gas Operations EOP ICS Structure

Level I



CenterPoint Energy Gas Operations EOP ICS Structure

Level I – Area Command



ICS Roles and Responsibilities

Incident Command System (ICS) Title	**Incident Commander (IC)** *{For a multiple Region Emergency Activations, see NOTE below.}*
CNP Position likely to fulfill role	
Emergency Level III	Qualified CNP First Responder, Operations Leader, Operations Supervisor, Operations Manager, Operations Director
Emergency Level II	Operations Manager, Operations Director
Emergency Level I	Vice President Texas Gas
Position Description	The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site. *{**NOTE:** When Emergency Level I is activated for multiple Regions impacted, the Incident Commander role will transition to a Unified Area Command. The 'Incident Commander' of each Region will make decisions in unison for the collective incident response. The responsibilities of the Unified Area Command are the same as the Incident Commander. Each affected District will deploy an ICS structure whose Incident Commander will report to the Unified Area Command* *The Planning and Logistics Sections will remain under the direct control of the Unified Area Command rather than with the Incident Commander of each affected District.}*
Responsibilities	The Incident Commander performs all major ICS Command and General Staff responsibilities unless these functions are activated. • Provides the overall leadership for incident response. • Oversees safe execution of the incident response. • Takes policy direction from the Executive Stakeholder(s). • Delegates authority to others to manage the ICS organization. • Provides information to internal and external stakeholders. • Establishes and maintains liaison with other agencies participating in the incident. • Establishes incident objectives. • Directs the development of the Incident Action Plan.

Incident Command System (ICS) Title	**Deputy Incident Commander (IC)**
CNP Position likely to fulfill role	
Emergency Level III	Qualified CNP First Responder, Operations Leader, Operations Supervisor, Operations Manager
Emergency Level II	Operations Manager, Operations Director
Emergency Level I	Operations Director
Position Description	The three primary reasons to designate a Deputy Incident Commander are to: • Perform specific tasks as requested by the Incident Commander. • Perform the incident command function in a relief capacity (e.g., to take over for the next operational period). In this case, the Deputy will assume the primary role. • Represent an Assisting District/Region that may share jurisdiction or have jurisdiction in the future. The Deputy must be qualified and capable of assuming the Incident Commander role. Consult the position description of the Incident Commander.
Responsibilities	The Deputy Incident Commander has the same role and responsibilities as the Incident Commander, or that of the task the IC has assigned.

Incident Command System (ICS) Title	**Public Information Officer (PIO)**
CNP Position likely to fulfill role	
Emergency Level III	Qualified CNP First Responder, Operations Leader, Operations Supervisor, Operations Manager, Manager Public Relations
Emergency Level II	Operations Manager, Operations Director, Manager Public Relations
Emergency Level I	Vice President Corporate Communications
Position Description	A member of the Command Staff responsible for interfacing with the public and media or with other agencies with incident-related information requirements.
Responsibilities	The PIO is responsible for interfacing with the public and media and/or with other agencies and providing ~~with~~ incident-related information requirements, such as the incident's cause, size, and current situation; resources committed; and other matters of general interest for both internal and external consumption if available. The PIO may also perform a key public information-monitoring role. Only one incident PIO should be designated. Assistants may be assigned from other agencies or departments involved. The Incident Commander must approve the release of all incident-related information, after review and approval by relevant internal stakeholders.

Incident Command System (ICS) Title	**Customer Information Officer**
CNP Position likely to fulfill role	
Emergency Level III	Director Call Center
Emergency Level II	VP, Customer Experience
Emergency Level I	VP, Customer Experience
Position Description	A member of the Command Staff responsible for interfacing with our customers to provide incident-related updates.
Responsibilities	The Customer Information Officer has the following responsibilities: • Interfaces directly with customers to gather information and provide incident-related updates. • Establish and manage all aspects of the telephone call center operations • Notify Information Systems about when to implement the “Storm Access” Security Profile to allow limited access to anyone called upon to answer customer calls • If required, request additional resources to handle call volumes • If needed, activate a third-party High Volume Call Answering System (HVCA) that can handle the maximum number of calls received • Enter information from customers into the Customer Information System

Incident Command System (ICS) Title	**Regulatory and Government Affairs Liaison Officer (LNO)**
CNP Position likely to fulfill role	
Emergency Level III	Regional Operations Specialist, Operations Manager,
Emergency Level II	VP, Regulatory Services
Emergency Level I	VP, Regulatory Services
Position Description	A member of the Command Staff responsible for coordinating with representatives from cooperating and assisting agencies. The Liaison Officer may have Assistants.
Responsibilities	The LNO is the point of contact for representatives of other governmental agencies, nongovernmental organizations, and/or private entities. In either a single or Unified Command structure, representatives from assisting or cooperating agencies and organizations coordinate through the LNO. Agency and/or organizational representatives assigned to an incident must have the authority to speak for their parent agencies and/or organizations on all matters, following appropriate consultations with their agency leadership. Assistants and personnel from other agencies or organizations (public or private) involved in incident management activities may be assigned to the LNO to facilitate coordination.

Incident Command System (ICS) Title	**Safety Officer (SO)**
CNP Position likely to fulfill role	
Emergency Level III	Regional Safety Representative, Safety Manager
Emergency Level II	VP, Safety
Emergency Level I	VP, Safety
Position Description	A member of the Command Staff responsible for monitoring and assessing safety hazards or unsafe situations, and for developing measures for keeping personnel safety. The Safety Officer may have Assistants.
Responsibilities	The SO monitors incident response operations and advises the Incident Commander on all matters relating to operational safety, including the health and safety of the company's emergency responder personnel. The ultimate responsibility for the safe conduct of incident management operations rests with the Incident Commander or Unified Command and supervisors at all levels of incident management. The SO is, in turn, responsible to the Incident Commander for the set of systems and procedures necessary to support ongoing assessment of hazardous environments, coordination of multiagency safety efforts, and implementation of measures to promote emergency responder safety, as well as the general safety of incident operations. The SO has emergency authority to stop and/or prevent unsafe-activities during incident operations. In a Unified Command structure, a single SO should be designated, in spite of the fact that multiple jurisdictions and/or functional agencies may be involved. The SO must also coordinate safety management functions and issues across jurisdictions, across functional agencies, and with private-sector and nongovernmental organizations.

Incident Command System (ICS) Title	**Operations Section Chief**
CNP Position likely to fulfill role	
Emergency Level III	Qualified CNP First Responder, Operations Leader, Operations Supervisor, Operations Manager
Emergency Level II	Operations Manager, Operations Director
Emergency Level I	Operations Director
Position Description	Responsible for all tactical operations at the incident.
Responsibilities	The Operations Section Chief is responsible for managing all tactical operations to respond to an incident. The Incident Action Plan provides the necessary guidance. The number of tactical resources involved generally dictates whether the Operations Section needs to be expanded and is influenced by span of control considerations. Major responsibilities of the Operations Section Chief are to: • Manage tactical operations. • Assist in the development of the operations portion of the Incident Action Plan. • Supervise the execution of the operations portion of the Incident Action Plan. • Maintain close contact with subordinate positions. • Oversee the safe execution of safe tactical operations. • Request additional resources to support tactical operations. • Approve release of resources from active assignments (not release from the incident). • Make or approve expedient changes to the operations portion of the Incident Action Plan. • Maintain close communication with the Incident Commander.

Incident Command System (ICS) Title	**Deputy Operations Section Chief**
CNP Position likely to fulfill role	
Emergency Level III	Qualified CNP First Responder, Operations Leader, Operations Supervisor, Operations Manager
Emergency Level II	Qualified CNP First Responder, Operations Leader, Operations Supervisor, Operations Manager
Emergency Level I	Operations Manager, Operations Director
Position Description	Section Chiefs can expand their Sections to meet the needs of the situation. Each of the Section Chiefs may have a Deputy, or more than one, if necessary. The Deputy: • May assume responsibility for a specific portion of the primary position, work as relief, or be assigned other tasks. • Should be capable of assuming the Section Chief role if needed. Consult the position description of the Operations Section Chief.
Responsibilities	The Deputy Chief has the same role and responsibilities as the Section Chief, or that of the task the Section Chief has assigned.

Incident Command System (ICS) Title	**Planning Section Chief** (Area Command Planning Chief, *when activated for multiple regions*)
CNP Position likely to fulfill role	
Emergency Level I	Operations Leader, Operations Supervisor, Engineer Tech, Engineer, Supervising Engineer, Operations Manager
Emergency Level II	Manager, Emergency Preparedness & Response
Emergency Level I	Manager, Emergency Preparedness & Response
Position Description	The Planning Section Chief is responsible for providing planning services for the incident. Under the direction of the Planning Section Chief, the Planning Section collects situation and resources status information, evaluates it, and processes the information for use in developing action plans. Dissemination of information can be in the form of the Incident Action Plan, in formal briefings, or through map and status board displays.
Responsibilities	Major responsibilities of the Planning Section Chief are to: • Collect and manage all incident-relevant operational data. • Provide input to the Incident Commander and Operations Section Chief for use in preparing the Incident Action Plan. • Supervise preparation of the Incident Action Plan. • Conduct and facilitate planning meetings. • Reassign personnel already on site to ICS organizational positions as needed and appropriate. • Establish information requirements and reporting schedules for Planning Section units. • Determine the need for specialized resources to support the incident. • Assemble and disassemble task forces and strike teams not assigned to Operations. • Establish specialized data collection systems as necessary (e.g., weather). • Assemble information on alternative strategies and contingency plans. • Provide periodic predictions on incident potential. • Report any significant changes in incident status. • Compile and display incident status information. • Oversee preparation of the Demobilization Plan. • Incorporate Traffic, Medical, Communications Plans, and other supporting material into the Incident Action Plan.
*{**NOTE:** When Emergency Level I is activated for multiple Regions impacted, the ICS Structure will transition to a Unified Area Command. Each affected District will deploy an ICS structure whose Incident Commander will report to the Unified Area Command; however, the Planning and Logistics Sections will remain under the direct control of the Unified Area Command rather than with the Incident Commander of each affected District}*	

Incident Command System (ICS) Title	**Deputy Planning Section Chief** (Deputy Area Command Planning Chief, *when EOP is activated for multiple regions*)
CNP Position likely to fulfill role	
Emergency Level III	Operations Leader, Operations Supervisor, Engineer Tech, Engineer, Supervising Engineer, Operations Manager
Emergency Level II	Sr. Coordinator, Emergency Preparedness & Response
Emergency Level I	Sr. Coordinator, Emergency Preparedness & Response
Position Description	Section Chiefs can expand their Sections to meet the needs of the situation. Each of the Section Chiefs may have a Deputy, or more than one, if necessary. The Deputy: • May assume responsibility for a specific portion of the primary position, work as relief, or be assigned other tasks. • Should be capable of assuming the Section Chief role if needed. Consult the position description of the Planning Section Chief.
Responsibilities	The Deputy Chief has the same role and responsibilities as the Section Chief, or that of the task the Section Chief has assigned.

Incident Command System (ICS) Title	**Logistics Section Chief** (Area Command Logistics Chief, *when EOP is activated for multiple regions*)
CNP Position likely to fulfill role	
Emergency Level III	Operations Leader, Operations Supervisor, Marketing Consultant, Operations Manager
Emergency Level II	SVP, Supply Chain
Emergency Level I	SVP, Supply Chain
Position Description	The Section responsible for providing facilities, services, and materials for the incident. Includes the Service Branch (Communications Unit, Medical Unit, and Food Unit) and Support Branch (Supply Unit, Facilities Unit, and Ground Support Unit).
Responsibilities	The Logistics Section Chief provides all incident support needs. The Logistics Section is responsible for providing: • Facilities • Transportation • Communications • Supplies • Equipment maintenance and fueling • Food services (for responders) • Medical services (for responders) Major responsibilities of the Logistics Section Chief are to: • Manage all incident logistics. • Provide logistical input to the Incident Commander in preparing the Incident Action Plan. • Brief Logistics Branch Directors and Unit Leaders as needed. • Identify anticipated and known incident service and support requirements. • Request additional resources, as needed. • Develop, as required, the Communications, Medical, and Traffic Plans. • Oversee demobilization of the Logistics Section.
*{**NOTE:** When Emergency Level I is activated for multiple Regions impacted, the ICS Structure will transition to a Unified Area Command. Each affected District will deploy an ICS structure whose Incident Commander will report to the Unified Area Command; however, the Planning and Logistics Sections will remain under the direct control of the Unified Area Command rather than with the Incident Commander of each affected District}*	

Incident Command System (ICS) Title	**Deputy Logistics Section Chief** (Deputy Area Command Planning Chief, *when EOP is activated for multiple regions*)
CNP Position likely to fulfill role	
Emergency Level III	Operations Leader, Operations Supervisor, Marketing Consultant
Emergency Level II	Director, Facilities
Emergency Level I	Director, Facilities
Position Description	Section Chiefs can expand their Sections to meet the needs of the situation. Each of the Section Chiefs may have a Deputy, or more than one, if necessary. The Deputy: • May assume responsibility for a specific portion of the primary position, work as relief, or be assigned other tasks. • Should be capable of assuming the Section Chief role if needed. Consult the position description of the Logistics Section Chief.
Responsibilities	The Deputy Chief has the same role and responsibilities as the Section Chief, or that of the task the Section Chief has assigned.

Incident Command System (ICS) Title	**Finance/Administration Section Chief**
CNP Position likely to fulfill role	
Emergency Level III	Work Order Process Representative, Work Order Process Manager, Finance Manager
Emergency Level II	VP, Financial Planning and Analysis
Emergency Level I	VP, Financial Planning and Analysis
Position Description	
Responsibilities	The Finance/Administration Section Chief is responsible for managing all financial aspects of an incident. Not all incidents will require a Finance/Administration Section. Only when the agencies involved have a specific need for finance services will the Section be activated. Major responsibilities of the Finance/Administration Section Chief are to: • Manage all financial aspects of an incident. • Provide financial and cost analysis information as requested. • Ensure compensation and claims functions are being addressed relative to the incident. • Gather pertinent information from briefings with responsible agencies. • Develop an operating plan for the Finance/Administration Section; fill Section supply and support needs. • Determine need to set up and operate an incident commissary.

Incident Command System (ICS) Title	**Deputy Finance/Administration Section Chief**
CNP Position likely to fulfill role	
Emergency Level III	Work Order Process Representative, Work Order Process Manager, Finance Manager
Emergency Level II	Director, Financial Planning and Analysis
Emergency Level I	Director, Financial Planning and Analysis
Position Description	Section Chiefs can expand their Sections to meet the needs of the situation. Each of the Section Chiefs may have a Deputy, or more than one, if necessary. The Deputy: • May assume responsibility for a specific portion of the primary position, work as relief, or be assigned other tasks. • Should be capable of assuming the Section Chief role if needed. Consult the position description of the Finance/Administration Section Chief.
Responsibilities	The Deputy Chief has the same role and responsibilities as the Section Chief, or that of the task the Section Chief has assigned.

Incident Command System (ICS) Title	**Environmental Branch Director**
CNP Position likely to fulfill role	
Emergency Level III	n/a
Emergency Level II	n/a
Emergency Level I	Manager Environmental, Director of Environmental Services
Position Description	The Environmental Branch Director oversees utilization of available Environmental Program resources in the most effective manner to provide environmental protection and to support emergency response activities.
Responsibilities	Responsible for: • Verifying company environmental policies and procedures are adhered to during incident response activities. • Conduct pre-/post-storm evaluation and assessment of any environmental concerns as outlined in the table below. • Work with Safety Branch Director, or designee, to determine any necessary personal protective equipment (PPE) for issues identified. • File reports and/or liaison with respective regulatory officials and agencies as necessary.

Summary Table of Environmental Concerns

Area/Location	**Concern**
Existing Service Centers/Facilities	Asbestos, loose building materials, tiles, cleaning liquids, waste liquids/drums, etc.
Staging Site - Refueling	Secondary containment, overfill protection, spill procedures, and spill cleanup materials
Staging Site - Food	Collection and disposal of cooking greases and waste foods
Staging Site - Decontamination	Collection, handling, and disposal of waste water and materials
Staging Site - Maintenance of Vehicles and Equipment	Waste oil disposal and contaminated rags/debris
Hygiene	Disposal of PPE
Aboveground Odorizers	Collection and disposal of waste liquid and debris (odorant, pipeline condensate/distillate)

Incident Command System (ICS) Title	**Service Branch Director**
CNP Position likely to fulfill role	
Emergency Level III	Service Tech, Operations Leader, Operations Supervisor,
Emergency Level II	Operations Leader, Operations Supervisor
Emergency Level I	Operations Supervisor
Position Description	The Service Branch Director ensures all available resources are utilized in the most effective manner to facilitate service restoration to the customer.
Responsibilities	Responsible for all aspects of Service Department related restoration work, including but not limited to: • Leak Investigations • Outage Investigations • Meter turn offs • Relights • Securing Town Border/City Gate and District Regulating Stations (as necessary and/or appropriate)

Incident Command System (ICS) Title	**Construction Branch Director**
CNP Position likely to fulfill role	
Emergency Level III	C&M Leader, Operations Leader, Operations Supervisor
Emergency Level II	Operations Leader, Operations Supervisor
Emergency Level I	Operations Supervisor
Position Description	The Construction Branch Director ensures all available resources are utilized in the most effective manner to facilitate system restoration.
Responsibilities	Responsible for all construction related restoration work, including but not limited to: • Leak Investigation • Outage Investigation • Leak Repair • Main/Service replacements • Facility Repair/Replacement • Securing Town Border/City Gate and District Regulating Stations (as necessary and/or appropriate)

Incident Command System (ICS) Title	**Line Locating Branch Director**
CNP Position likely to fulfill role	
Emergency Level III	Service Tech, C&M Leader, Operations Leader, Operations Supervisor
Emergency Level II	Operations Leader, Operations Supervisor, Manager Damage Prevention
Emergency Level I	Operations Leader, Operations Supervisor, Director Damage Prevention
Position Description	The Line Locating Branch Director ensures all available line locating resources are utilized in the most effective manner to locate underground facilities.
Responsibilities	• Responsible for all line locate requests in the affected area to locate all company facilities in the vicinity of damaged utility poles and ahead of all utility construction crews.

Incident Command System (ICS) Title	**Pressure Control Branch Director**
CNP Position likely to fulfill role	
Emergency Level III	Measurement Technician, Operations Leader, Operations Supervisor, TFO Supervisor, TFO Manager
Emergency Level II	Operations Leader, Operations Supervisor, TFO Supervisor, TFO Manager
Emergency Level I	Operations Supervisor, TFO Supervisor, TFO Manager
Position Description	The Pressure Control Branch Director ensures that available resources are utilized in the most effective manner to control, inspect, and repair the pressure control and over-pressure protection facilities in the affected area.
Responsibilities	Responsible for: • Monitoring facilities and report anomalous conditions • Inspecting Town Border/City Gate and District Regulating Stations in affected area. • Securing Town Border/City Gate and District Regulating Station site (as necessary and/or appropriate). • Make necessary pressure control adjustments to maintain appropriate pressure control in affected area. • Repair/Replace damaged pressure control or over-pressure protection equipment

Incident Command System (ICS) Title	**Gas Control Branch Director**
CNP Position likely to fulfill role	
Emergency Level III	MGR Gas Control
Emergency Level II	MGR Gas Control
Emergency Level I	MGR Gas Control
Position Description	The Gas Control Branch Director ensures that available resources are utilized in the most effective manner to monitor and maintain remote control of the pressure control and over-pressure protection facilities in the affected area.
Responsibilities	Responsible for: • Monitoring facilities and report anomalous conditions • Create Gas Control Orders to track outstanding issues • Assist Construction personnel with feed source and outage information • Provide mapping assistance as necessary and appropriate

Incident Command System (ICS) Title	**Resource Unit Leader**
CNP Position likely to fulfill role	
Emergency Level III	*Any personnel available and as needed*
Emergency Level II	*Any personnel available and as needed*
Emergency Level I	Staff Engineer Gas, Quality Assurance Specialist
Position Description	
Responsibilities	Responsible for recording the status of resources committed to the incident. This Unit also evaluates resources committed currently to the incident, the effects additional responding resources will have on the incident, and anticipated resource needs. Responsible for all check-in activity and for maintaining the status on all personnel and equipment resources assigned to the incident.

Incident Command System (ICS) Title	**Situation Unit Leader**
CNP Position likely to fulfill role	
Emergency Level III	*Any personnel available and as needed*
Emergency Level II	*Any personnel available and as needed*
Emergency Level I	EP&R Sr. Coordinator, Quality Assurance Specialist
Position Description	
Responsibilities	Responsible for the collection, organization, and analysis of incident status information, and for analysis of the situation as it progresses. Collects and processes information on the current situation, prepares situation displays and situation summaries, and develops maps and projections.

Incident Command System (ICS) Title	**Documentation Unit Leader**
CNP Position likely to fulfill role	
Emergency Operations Plan (EOP) Level I	*Any personnel available and as needed*
Emergency Operations Plan (EOP) Level II	*Any personnel available and as needed*
Emergency Operations Plan (EOP) Level III	EOP Coordinator, Quality Assurance Specialist
Position Description	
Responsibilities	Responsible for collecting, recording, and maintaining documents relevant to the incident. Prepares the Incident Action Plan, maintains all incident-related documentation, and provides duplication services.

Incident Command System (ICS) Title	**Gas Operations Support Unit Leader**
CNP Position likely to fulfill role	
Emergency Operations Plan (EOP) Level I	n/a
Emergency Operations Plan (EOP) Level II	VP Gas Operations Support, Work Order Management Director, Work Order Management Manager
Emergency Operations Plan (EOP) Level III	VP Gas Operations Support, Work Order Management Director, Work Order Process Manager
Position Description	The Gas Operations Support Unit Leader is established to ensure Operational Support as described below: • All available and necessary Business Process Organization resources are effectively utilized to insure prompt work order creation and completion processing • All available and necessary Exception Management resources are effectively utilized to assist Customer Service handle incoming outage/emergency calls. • All available and necessary AMR (Meter Reader Drivers) have a rider in the back seat to evaluate damage post the event if needed while they are collecting reads.
Responsibilities	The Gas Operations Support Unit Leader is responsible for: • Suspending normal operations as necessary • Initiating the intra-departmental communication plan (conference calls) • Communicating resource availability to Gas Ops and Customer Service • Securing required resources • Deploying resources as required (re -deploy if necessary) • Reporting status updates to the Command Team

Incident Command System (ICS) Title	**GIS Resources Unit Leader**
CNP Position likely to fulfill role	
Emergency Level III	*Any personnel available and as needed*
Emergency Level II	CAD Tech, Engineer Tech, Engineer, Director GIS
Emergency Level I	Director Land and Field Services, Director GIS
Position Description	
Responsibilities	This GIS resources unit is responsible for: • Providing analysis, reporting, and maps to aid in damage assessment, restoration and communication internally and externally • Helping with damage assessment as needed

Incident Command System (ICS) Title	**Dispatch Branch Director**
CNP Position likely to fulfill role	
Emergency Level III	n/a
Emergency Level II	n/a
Emergency Level I	Director Gas Operations Dispatching
Position Description	The Dispatch Branch Director is activated at Emergency Level III to ensure effective assignment of Dispatching resources and tasks across Dispatching centers. Activation of the Dispatch Branch Director at Levels I or II is not anticipated, but is not restricted if resource demands warrant it.
Responsibilities	

Incident Command System (ICS) Title	**Dispatch Unit Leader**
CNP Position likely to fulfill role	
Emergency Level III	Gas Dispatching Manager
Emergency Level II	Gas Dispatching Manager
Emergency Level I	Gas Dispatching Manager
Position Description	
Responsibilities	**Dispatch Unit Leader** will have the following roles and responsibilities: 1. Coordinate the implementation of the Plan by being the central point of contact until the EOC is established. This includes: a) Notifying key personnel of the activation of the Plan b) Receiving and compiling information of available resources at each District/Office and by Department c) Establishing a line of communication with area Emergency Response Teams such as Houston TranStar, City Fire Department, other Government Agencies 2. Code and dispatch leak orders 3. Monitor workload and the available resources in each District/Office needed based on that workload 4. Communicate resource needs to EOC 5. Coordinate resource utilization between districts due to workload 6. Communicate status of system in regards to outstanding leak orders and mainline cuts/breaks to EOC 7. Communicate with Gas Control group to ensure that there are resources available for the initial 24 hour period and for an extended period of time if necessary 8. Ensure adequate resources are available for 24 / 7 coverage at Dispatch for duration of emergency period to dispatch work and to support the Mobile Data system Gather, document, and communicate information regarding road closures and other pertinent information from outside Emergency Response Teams or Government Agencies (i.e., Texas Highway Department, Harris County Emergency Management, etc.) to EOC and Districts/Offices

Incident Command System (ICS) Title	**System Integrity Unit Leader**
CNP Position likely to fulfill role	
Emergency Level III	n/a
Emergency Level II	Director System Integrity and Reliability
Emergency Level I	Director System Integrity and Reliability
Position Description	The System Integrity Unit Leader is activated on Emergency Level I to ensure effective utilization of Distribution Integrity, Transmission Integrity, Standards, and Operations Compliance resources.
Responsibilities	The System Integrity Unit Leader is responsible for: • Providing, as needed, Part 192 and individual state pipeline safety code support • Providing pertinent distribution system knowledge to support response and restoration objectives. • Providing transmission system details, repair/replacement guidance, and ensuring required information is captured during repair/replacement objectives. • System event and scenario modeling • Provide material use/selection support as needed.

Incident Command System (ICS) Title	**Food Unit Leader**
CNP Position likely to fulfill role	
Emergency Level III	Ops Support Rep, Business Support Rep, Service Tech, C&M Leader, Marketing Consultant, Operations Leader, Operations Supervisor
Emergency Level II	Marketing Consultant, Operations Leader, Operations Supervisor
Emergency Level I	Marketing Consultant, Manager Corporate Purchasing
Position Description	
Responsibilities	The Food Unit is responsible for supplying the food needs for the entire incident. Determines food and water requirements, plans menus, orders food, provides cooking facilities, cooks, serves, maintains food service areas, and manages food security and safety concerns, as well as providing food for personnel unable to leave tactical field assignments.

Incident Command System (ICS) Title	**Supply Unit Leader**
CNP Position likely to fulfill role	
Emergency Level III	C&M Leader, Materials Tech
Emergency Level II	C&M Leader, Materials Tech, Operations Leader, Operations Supervisor
Emergency Level I	Manager Gas Operations and Logistics
Position Description	
Responsibilities	Orders, receives, stores, and maintains inventory of equipment, resources and supplies for the incident.

Incident Command System (ICS) Title	**Communications Unit Leader**
CNP Position likely to fulfill role	
Emergency Level III	Business Technology Specialist
Emergency Level II	Business Technology Specialist
Emergency Level I	Manager Business Technology Support, Director Gas Operation Technology
Position Description	
Responsibilities	Major responsibilities include effective communications planning as well as acquiring, setting up, maintaining, and accounting for communications equipment. The Communications Unit is responsible for developing plans for the effective use of incident communications equipment and facilities, installing and testing of communications equipment, supervision of the Incident Communications Center, distribution of communications equipment to incident personnel, and maintenance and repair of communications equipment.

Incident Command System (ICS) Title	**Fleet/Fuel Unit Leader**
CNP Position likely to fulfill role	
Emergency Level III	District Operations Manager
Emergency Level II	District Operations Manager
Emergency Level I	Fleet Manager
Position Description	This position is activated to ensure effective and timely assistance to all CNP fleet and fueling related activities.
Responsibilities	The Unit is responsible for: • Ensuring employees have the vehicles they need for emergency/restoration work • Bulk fuel (as needed) • Service/maintenance and repair of vehicles • Vehicle rentals (as needed)

Incident Command System (ICS) Title	**Security Unit Leader**
CNP Position likely to fulfill role	
Emergency Level III	n/a
Emergency Level II	Director Corporate Security
Emergency Level I	Director Corporate Security
Position Description	
Responsibilities	The Security Unit Leader will provide all necessary security support including coordination and deployment of contract guards and off-duty police officers as needed; the maintenance, monitoring of and response to applicable electronic security systems; liaison with law enforcement, other governmental agencies and private industrial security departments, as appropriate; and the prompt handling of all related security matters.

Incident Command System (ICS) Title	**Lodging Unit Leader**
CNP Position likely to fulfill role	
Emergency Level III	n/a
Emergency Level II	Logistics Manager
Emergency Level I	Logistics Manager
Position Description	The Lodging Unit Leader ensures that hotel rooms are available for responding personnel.
Responsibilities	Responsible for securing lodging for incident response personnel. Additionally, responsible for all hotel coordination including, but not limited to, check-in, personnel hotel room assignment roster, problem resolution, check-out, and payment.

Incident Command System (ICS) Title	**Insurance Unit Leader**
CNP Position likely to fulfill role	
Emergency Level III	Corporate Insurance Coordinator
Emergency Level II	Corporate Insurance Coordinator
Emergency Level I	Corporate Insurance Coordinator, Director Insurance Risk Management
Position Description	The Insurance Unit Leader is established to ensure that all available and necessary resources are effectively utilized to ensure prompt processing of incident related claims.
Responsibilities	The Insurance Unit Leader is responsible for administering all claims other than auto, general liability, and excess liability. Additionally, they will carry out: • Notify property insurance brokers and adjusters if damage exceeds deductible • Assist Environmental, Safety, Legal and Human Resources' representatives with submission of company incident reporting forms to meet insurance policy discovery and reporting time deadlines/restrictions. • Gather preliminary facts and create reports for adjusters based on damage inspections of locations. • Coordinate arrangements for adjusters to be at the damaged sites. • Provide estimate of the property loss • Assist affected business units, gather documentation to support an insurance claim. • Manage claims through settlement. • Process workers compensation claim payments on a weekly basis • Reports for executives as needed • Deposit proceeds as directed by affected business unit • Payments for workers compensation claims • Information on lost time workers compensation claim payments (for Payroll salary continuation)

Incident Command System (ICS) Title	**Claims Unit Leader**
CNP Position likely to fulfill role	
Emergency Level III	Claims Representative, Claims Supervisor
Emergency Level II	Claims Representative, Claims Supervisor
Emergency Operations Plan (EOP) Level I	Claims Manager
Position Description	The Claims Unit Leader role is activated on an as needed basis. Unless otherwise outlined by the Incident Commander or the Finance Section Chief, the Claims Unit will receive and process submitted claims via the established CenterPoint Energy processes and procedures.
Responsibilities	Claims is responsible for investigating and processing third party general liability and auto claims, or any incident that has the potential to become a claim or lawsuit. This includes any and all third-party claims presented as a result of Storm EOP restoration work performed by CNP, mutual assistance, and contractors. • Investigate and resolve third party claims • Mitigate risk through prompt investigations and resolution of claims • Responses to litigation • Report to executives as needed • Notify company's insurance carriers as needed

Emergency Briefing Calls

Once an emergency condition is forecasted or occurs for Gas Operations, the Gas Incident Commander on duty, or the Operations Directors and Vice President, or their designees, have the authority to initiate an Emergency Briefing Call. For Level II or Level I emergencies, the Director of EP&R, or their designee, will initiate the call as part of the determination for EOC activations. For Level III Emergencies, the EP&R Manager, or their designee, will initiate the call.

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

Protocol and Guidelines

Definitions:

- Local participants – representatives from areas or departments that have been requested to participate in the call who are able to do so. Generally, these are the representatives of the departments who have personnel stationed at Distribution Control during the call.
- Remote participants – representatives from areas or departments that have been requested to participate in the conference who are not able to do so in person. These representatives will participate via telephone from a remote location.

Process:

1. The EP&R Director or Manager will initiate the call procedure whenever conditions warrant or when required to do so under existing Emergency guidelines.

2. The EP&R Director or Manager will facilitate the call and allow the necessary preparation time between the initialization of the conference procedure and the actual time of the conference.

3. Microsoft Teams will be used as the primary Briefing Call platform. A conference bridge is available as backup. The call information will be provided to all participants prior to meeting.

4. The Documentation Unit Leader will transpose all meeting notes into the Situation Report (SitRep) for Level II or Level I emergencies.

Meeting Agendas, general guidelines and meeting cadence can be found in *Appendix: Emergency Briefing Agendas and Cadence..*

Level III Emergency

Level III emergencies are typically handled by the affected Region and its personnel – these types of emergencies may not require a corporate-level response.

Level II Emergency

Level II emergencies require Operations Management to notify Regulatory Agencies, Region VP's, affected Operations Management, and EP&R. The Operations Director will then determine the scalable supporting functions that need activated. Their respective functions will be determined based on the nature and severity of the emergency.

Certain Level II events may require that additional resources (other internal resources not specified in the plan, consultants and outside resources, etc.) be integrated into the emergency activation. This step is done at the request of the Region Operations Director of the affected region.

Level I Emergency

Level I emergencies **REQUIRE** notification to the entire Gas Operations Management **AND** activation of the Emergency Operations Center.

Key Employee Contact List

REQUIRED:	Office #	Cellular #
Redacted		

Emergency Contact Information for Critical Facilities

Texas Offices	Primary	Backup
Redacted		

Texas Offices	Primary	Backup

Reporting for Duty

Once the emergency level has been activated, employees should be kept informed of the event's progress by their supervision. In some situations, certain employees, due to their assignments during the event, may be released prior to any general employee release. All other employees should be instructed by their supervision. While field personnel will work with Operations leadership to primarily focus on restoration efforts within their districts, office employees may be asked to fill different roles during the emergency.

1. Employees are to continue to report on their regular work schedule and to their regular work location at the normal reporting time unless instructed by their supervisor to do otherwise.

2. When at work, employees are to continue their regular job function until released to go home by their supervision. Departmental management will notify all employees on 4/10's or other special working schedules prior to release, if such work schedules are suspended.

3. All employees released with specific pre-assigned emergency responsibilities shall report to work at their emergency assigned location as soon as the event passes and road conditions permit. If conditions clear at night, they should report the next morning at 5 a.m. or at a special time as directed. This applies to weekdays, weekends, and holidays.

4. All other employees shall report on their regular work schedule to their regular work location as soon as the event passes and road conditions permit. If conditions clear at night, they will report at their next regular morning report time. Employees are to continue in their regular job function until released to report to an emergency restoration duty by their supervisor. This applies to weekends or holidays unless specifically instructed by their supervisor.

Assessment and Restoration
Once the event has passed through our service area, all activities will be directed to assessing damage and the orderly repair of the Company's gas facilities so that the public health and safety are protected and service is restored to all customers in the minimum time.

Employee Responsibilities
If the Company activates one of the emergency levels because of a threat to the continuation of gas service to our customers, employees may be called upon to change job assignments prior to and during service restoration. There will be a plan for employees to be released for final preparation prior to a major (Level I) emergency event and lodging plan for "First Responders" with established criteria that will be communicated by local management. This document outlines management expectations and employee responsibilities during an active emergency.

Employees are expected to:

- Respond to the call to fulfill an emergency assignment and understand their roles and responsibilities.

- Understand that the primary reporting relationship during the emergency is to the assigned emergency Leader. Daily assignments during the emergency will be determined by the emergency Leader and employees may be asked to take on different assignments as needs change during the service restoration process.

- Participate in the emergency Drill, training and other planning activities as required each year.

- Make the necessary personal preparations to be ready and available to perform the emergency assignment.

- Establish emergency plans with their families in advance to ensure employees are prepared to report as directed and to execute their assignments during the emergency.

- Maintain a hard copy of important phone numbers, including emergency contacts, immediate supervisor, and HR Hotline (713.207.7373 – provides employee assistance).

- Be aware that employees in “First Responder” assignments will not be allowed to leave their operating areas (72 hours or less). Employees will be notified by their supervision when this part of the Plan has been activated.

- Make their management aware of any special needs that may impact their ability to report to duty for emergency assignments, in advance of an emergency activation.

- Understand that employees are ultimately responsible for their own personal safety and that of their families and take appropriate actions to support a safe and timely execution of their roles and responsibilities in the emergency.

- Maintain current contact information in Employee Self Service (ESS) and ensure the EOP Leader and immediate supervisor have the most current information.

- Notify immediate supervisor and emergency leader throughout the year and during an emergency activation, if necessary, of any change in personal needs/responsibilities that may affect their ability to fulfill their emergency assignment. Examples could include: change in residence location, phone numbers or fitness for duty.

- Establish and maintain contact with immediate supervisor and/or emergency leader in the event of an emergency activation and throughout the active period.

- Recognize emergency assignments will require working extended hours with shifts ranging from 10-16 hours per day, seven days a week. Some assignments require long periods of exposure to all weather conditions, walking several miles a day, standing for hours or taking vehicles off road.

- Recognize that failure to report to duty as scheduled or failure to fully execute the emergency assignment may subject employees to disciplinary action, up to and including termination of employment.

Business continuity during an emergency is critical. All employees whether in their normal job or an emergency assignment are essential to successful service restoration. CenterPoint Energy values the role each employee plays in serving the needs of our community.

Termination of the Activation

After Gas Operations completes their system assessment, determines that the gas system is secure, and can resume normal operations, the Incident Commander will terminate the emergency activation.

Mutual Assistance

Northeast Gas Association (NGA), Southern Gas Association (SGA), and American Gas Association (AGA) Mutual Assistance Contacts

When the need for additional crews expands beyond the internal crews already available, CNP may request additional resources through our contractors and mutual assistance partners.

CenterPoint Energy maintains mutual assistance agreements with the Northeast Gas Association (NGA), the Southern Gas Association (SGA), and the American Gas Association (AGA). These agreements are kept on file within the Gas Business.

The table below outlines the primary and secondary CNP contacts to initiate the mutual assistance requests.

	Contact Name	Work	Cell	Email
P	Barbara Varanauski	Redacted		
S	Brett Adamcik			
A	Gas Mutual Assistance Email Distribution			
P-Primary; S-Secondary; A-Alternate				

Communications

Corporate Communications

The Vice President of Corporate Communications has the responsibility to obtain and disseminate up-to-date and accurate information to the public and to management and employees as to the extent of damage to the Company's gas system and the progress being made in restoring service.

A. Objectives

1. Inform the public of the impact a major incident may have on local gas service, ranges of time service may be affected, safety tips, appeals to refrain from service inquiries during the first 24- 48 hours after incident passage, and provide regular reports of post-incident restoration efforts.

2. Provide employees and management with continuing and current information relating to pre-incident readiness, EOP reporting instructions, and post-incident damage to facilities and the progress of restoration.

B. EOP Communication Team

1. The VP of Corporate Communications will staff and coordinate an EOP Communication Team as follows:

   a. Media Relations, coordinated by the director of Public Relations;

   b. Web updates and graphics, coordinated by the manager of Web Communications;

   c. Employee communications and documentation of restoration efforts, coordinated by the director of Internal Communications, and;

   d. Advertising support, coordinated by the manager of Advertising.

2. Communication Team Responsibilities

   a. Prior to an incident, Media Relations will provide general information to the public on what impact a major storm may have on local gas service. After the incident, the group will inform customers about the extent of damage to Company facilities and provide regular updates on restoration efforts by issuing press releases, holding press conferences and coordinating media interviews as needed;

   b. Post news updates and information of general customer interest, such as safety tips, on the CNP Web site;

   c. Communicate with employees through e-mail, voicemail, etc.

   d. Direct video and photography during the emergency to record damage to equipment and restoration work by crews. Photos and video footage may be used in television and newspaper

   e. Publicity/advertising to inform customers of Company efforts to restore service. The manager of Graphics and Video Production has been assigned to accompany the EOP team in a helicopter, if needed, to coordinate aerial photography/video.

   f. Provide information and periodic updates to CNP management, the Call Center, and other key constituents.

g. Prepare TV, radio, and/or newspaper ads, as deemed appropriate for the situation.

C. Information to Provide/Collect

Generally, the type of information required for dissemination internally and externally will include: assessments of system conditions, number of customers without service, location of restoration forces, potentially hazardous conditions resulting from damage to company equipment, restoration progress (especially relating to critical public facilities during the early period of the incident), location of major areas without gas service, and nature and size of outside assistance from other CenterPoint Energy locations and/or neighboring utility companies. In addition, news media will request from time to time information about unusual incidents or situations where employees have performed beyond the call of duty or corrected a critical situation before it caused injury.

D. Sources of Information

During emergencies involving the restoration of service to large numbers of customers, representatives from Distribution and the Call Center will be available to the Corporate Communications at all times to provide any information required by Corporate Communication, and to identify problems that can be resolved through public announcements.

To assure a continuing, accurate and comprehensive flow of information both internally and externally, Corporate Communications will maintain communications with the Central Command Center and the Vice President of Customer Service and Human Resources.

E. Information Dissemination

All public information concerning emergency conditions will be communicated and released through Corporate Communications. To assure 24-hour access to the media, Corporate Communications maintains a listing of e-mail addresses and direct telephone numbers to all major media newsrooms. Regular updates on gas supply status are provided to the media for the duration of the emergency.

Daily release of information to news media will be timed with printing or broadcast deadlines as appropriate. These schedules, which change from time to time, will be secured from the major area news sources considered significant at the time during the pre-incident preparatory period. Generally, information will be disseminated when requested, although at the discretion of Corporate Communications, prepared releases will also be issued at regular intervals. Regular updates will also be issued to employees and management, generally coinciding with the timing of media releases. Special reports may be prepared for Regulatory and Government Relations to assure that information communicated to government contacts and regulatory agencies is consistent with that issued to the media.

F. Work Location of EOP Communication Team

If an emergency situation occurs that precludes the department from functioning in its normal work location, the Communications department will convene operations in conjunction with the Emergency Operations Center.

Regulatory Procedures for Agency Emergency Reporting

These processes outline the role of Regulatory in notifying regulatory agencies of emergency conditions, outages and outage-related media events occurring in CenterPoint Energy's Gas Operation's service area. Specifically, these procedures address Regulatory responsibilities during an emergency activation.

During an emergency activation Regulatory is responsible for communicating with regulatory agencies, state leadership, and EOCs when the system-wide reliability (defined as the system within a given jurisdiction) of CenterPoint is threatened. Regulatory will maintain contact with Corporate

Communications, Distribution Operations and others as required, in order to accumulate and disseminate information as to pending emergencies, as to the extent of damage to CenterPoint's system, the progress being made in restoring service and the safety of the system during and after a disaster.

In order to efficiently collect and disseminate information regarding the status of the CenterPoint systems, Regulatory will be assigned to the Emergency Operations Center. Sufficient, secure, and dependable communication links will be established to support timely information dissemination to the appropriate regulatory entities. A Regulatory Liaison will provide updates to regulatory entities in accordance with the procedures outlined below.

State	Regulatory Liaison	Title	Work Telephone	Cell Phone
TX	Keith Wall	Director Regulatory Affairs SGO	Redacted	
TX	Steve Bezecny	Vice President, Regulatory Services, Gas		

* Indicates person designated as back up for that area.

Contact information for the Federal and State regulatory agencies.

PHMSA

Links to State and Federal regulatory sites.

Railroad Commission of Texas – Pipeline Safety Dept.

Kari French Division Director

State Emergency Declaration Procedures

Department of Transportation – Federal Motor Carrier Safety Administration:		
Declaration of Emergency	877-831-2250	FMCSADeclaration@dot.gov
Copy of Federal Emergency Declaration is not required by Federal Motor Carrier Safety Administration (FMCSA) with vehicle when operating under the emergency declaration.		https://www.fmcsa.dot.gov/emergency-declarations
Texas:		
Texas Division of Emergency Management – Texas State Operations Center	Chief W. Nim Kidd	Redacted
TxDMV Motor Carrier Division		

FMCSA Emergency Declaration Information

To provide vital supplies and transportation services to a disaster area in the United States, emergency declarations may be issued by the President, Governors of States, or FMCSA. These declarations trigger the temporary suspension of certain Federal safety regulations, including Hours of Service, for motor carriers and drivers engaged in specific aspects of the emergency relief effort. See 49 CFR 390.23 for the actual emergency regulation.

Relief from Federal Motor Carrier Safety Regulations is limited to a maximum of 30 days, unless extended by FMCSA itself.

The information below reflects currently available relief:

1. Drivers responding to provide "direct assistance" to an "emergency" meeting the definitions in 49 CFR 390.5 and declared by FMCSA or a governor, are exempt from applicable regulations in *all States on their route to the emergency*, even though those States may not be involved in the emergency or stated in the declaration of emergency.
2. These exemptions, when in effect, only apply to 49 CFR Parts 390-399. They do NOT exempt drivers/carriers from the requirements relating to CDL, drug/alcohol, hazardous materials, size & weight, or State/Federal registration and tax requirements. (However, a Governor's Declaration may add some of those exemptions - read the declaration for details.)
3. Even if an Emergency Declaration is still in effect, the emergency must be on-going and you must be providing direct emergency assistance in order to be exempt from safety regulations.
4. The list of Emergency Declarations below may not be complete. Declarations may be in effect even if not listed here. Read the declaration itself for all details.
5. There is no requirement to carry a copy of the declaration in the vehicle unless stated so in the declaration itself.
6. Drivers and carriers should coordinate with State emergency officials before providing assistance. State regulations regarding size and weight, permits, taxes, etc. may not have been waived.
7. Even though safety regulations may be suspended, drivers and carriers are expected to use good judgment and not operate vehicles with fatigued or ill drivers, or under any conditions presenting a clear hazard to other motorists using the highways.

Toll Road Waiver Request

When needed, CenterPoint Energy will work with the Harris County Toll Road Authority (HCTRA), or other applicable authorities, to obtain authorization letters for toll expense waiving during a declared storm. These exemptions are kept on file and provided as needed during qualified emergency events.

Insert Date Insert Date

Subject: CenterPoint Energy Letter of Access (LOA)

Dear Sir or Madam:

CenterPoint Energy is an electric and natural gas utility that provides services in Indiana, Louisiana, Minnesota, Mississippi, Ohio and Texas. During this storm event related to Hurricane _____, CenterPoint Energy plans to continuing serving our customers in a safe and reliable manner. This letter serves as our Company's authorization for employees to travel to and work at various worksites during times of curfew and/or restricted areas.

Our employees will be in possession of and be able to present:

1) A valid state driver's license,
2) A company-issued badge with photo

The bearer of this letter and the vehicle they operate are authorized first responders and should be allowed to access to conduct their work allowing customers to continue to have safe reliable energy during this national emergency. A copy of the state's emergency declaration will also accompany this letter.

While most of our employees will be in marked company vehicles while at work, some will be commuting in personal vehicles that will not have company decals. We ask that you accept this letter and the documents stated above in authorizing their clearance while operating a personal vehicle.

For verification of any employee(s) in possession of this letter, you may contact the local office at _____. If for any reason, the local office can't be reach, you may contact me at _____. Thank you for your service and support.
Regards,

Signed: _____
Printed: _____
Title: _____

Hazard Annexes

Hurricane Annex

Purpose

This Hurricane Annex provides framework for the emergency activation for both a system-wide and partial system hurricane response. This Annex should be used as supplemental guidance material to the Emergency Operations Plan (EOP) and the Operations and Maintenance (O&M) Manual with the understanding that each situation will be unique and may require a different approach.

Included in this Annex are specific issues that can arise and information to help lessen the negative impact of those situations, hurricane preseason preparedness information and checklists. ICS leaders should make themselves familiar with all the information in this Annex before hurricane season arrives.

Scope

This Annex is for hurricane response and operations for Gas Operations.

Decision Making

Emergency Preparedness and Response (EP&R) monitors weather conditions year-round, including maintaining situational awareness of developments in the Atlantic that have chances of formation into tropical disturbances. Once these areas where the forecasted tropical disturbance track includes potential impact to CenterPoint Energy service territory, components of this plan, including trigger points and checklists, will be initiated based on the forecast and timing.

Activation of the Plan

Responsibility for activating the EOP and this Annex is defined in the EOP for various levels of system emergencies, as well as establishes a clear chain of command that provides for delegation of authority should the primary decision-maker be unavailable is contained in the full plan.

Upon activation, local leadership must complete the following checklist for each event:

- Exhibit E-3 Hurricane Checklist – Field Office (to be completed by Field Office)

Additionally, department leadership should allot time for employees to take care of their families during the preparedness phase and communicate with employees to ensure the planning process for securing their family has started. Department leadership should be considerate of staff needs to secure their families and make decisions that help employees get their families safe so employees can focus on their jobs and follow Human Resources (HR) guidelines.

Concept of Operations

Hurricane Preparedness

Pre-emergency preparations are specified in Section 4.9.7 of the O&M Manual and are made prior to seasonal expectation periods to ensure that emergency readiness remains at peak levels. Such preparedness activities include the following:

- Updating the EOP and checklists for organizational changes
- Modifications to restoration processes
- Accounting for new automation or communication tools
- Refreshing employee emergency assignments and set expectations
- Assessing material inventories
- Conducting training and drills
- Renewing staging site and logistic support contracts
- Coordinating with state and local emergency agencies

Pre-season Planning Meeting

Local leadership should perform a pre-season hurricane planning session prior to hurricane season. Each area should review O&M Manual Section 4.9.7 – Emergencies Resulting from Natural Disasters and the hurricane guidance material. In addition, leadership must complete the appropriate checklist (see list of checklists below) and define a local command structure.

- Exhibit E-1: Hurricane Preseason Checklist – Gas Department Operations Center (to be completed by EOP Coordinator)
- Exhibit E-2: Hurricane Preseason Checklist – Field Office (to be completed by Local Field Office)

Hurricane Exercise

To promote familiarity with the Plan, a general hurricane drill exercise takes place annually. When possible, this exercise coincides with the State Hurricane exercises to provide increased realism.

Employee Storm Roster

The Employee Storm Roster (ESR) is a web-based application that has been developed in house in the SAP software to help:

- Manage emergency assignments for Company personnel
- Manage and track mutual assistance and contract personnel
- Manage lodging facilities required during a storm event

A process is in place to manage the assignment of personnel as employees are hired, transferred or leave the Company. Employees are encouraged to log into ESR at any time to update and review their emergency-related information as needed. Employees can access the ESR on the Company's internal website.

Hurricane Vacation Policy

During Hurricane Season (June 1st through November 30th), when a Level 1 Emergency event is declared, no vacation requests will be approved for Operations staff in CenterPoint Energy Houston Electric (CEHE) and Houston Gas who serve in Storm Rider and First

Responder roles, including critical support functions. Furthermore, vacations already scheduled during the restoration period may be cancelled by management, and no new vacation requests will be authorized. It is each employee's responsibility to understand the Hurricane Vacation Policy. The full policy is accessible on the Company's internal website.

Employee Responsibilities

If the Company has an emergency activation because of a threat to the continuation of gas or electric service to our customers, employees may be called upon to change job assignments prior to and/or during service restoration. There will be a plan for employees to be released for final emergency preparation prior to an emergency event and lodging planned for "First Responders" with established criteria will be communicated by local management.

Business continuity during an emergency is critical. All employees, whether in their normal job or an emergency assignment, are essential to successful service restoration. The Company values the role each employee plays in serving the needs of our community. Employees are expected to do the following:

- Understand their roles and responsibilities.
- Understand that the primary reporting relationship during the emergency is to the assigned emergency chain of command. Daily assignments during the emergency will be determined by the emergency leader and employees may be asked to take on different assignments as needs change during the service restoration process.
- Participate in the annual emergency exercise, training and other planning activities as required.
- Make the necessary personal pre-storm preparations to be ready and available to perform the emergency assignment.
- Establish storm plans with their families in advance to ensure employees are prepared to report as directed and to fully execute their assignments during the emergency.
- Maintain a hard copy of important phone numbers, including emergency operations contacts, immediate supervisor, CNP Storm Mailbox (which provides general information during the emergency) and the HR Hotline (which provides employee assistance).
- Be aware that employees in "Day 1" assignments will not be allowed to leave the greater Houston area once an emergency response is activated for a hurricane (72 hours or less until storm landfall).
- Make their management aware of any special needs that may impact their ability to report to duty for the emergency assignments, in advance of the emergency activation.
- Understand that employees are ultimately responsible for their own personal safety and that of their families and take appropriate actions to ensure a safe and timely execution of their roles and responsibilities in the emergency.
- Maintain current contact information in ESR and ensure their emergency leader and immediate supervisor have the most current information.
- Notify immediate supervisor and emergency leader throughout the year and during emergency assignment, if necessary, of any change in personal needs or responsibilities that may affect their ability to fulfill their emergency assignment. Examples could include change in residence, phone numbers, or fitness for duty.

- Establish and maintain contact with immediate supervisor and emergency leader in the event of an emergency activation and throughout the active period.
- Recognize emergency assignments will require working extended hours with shifts ranging from 10 to 16 hours per day, seven days a week. Some assignments require long periods of exposure to all weather conditions, walking several miles a day, standing for hours or taking vehicles off road.
- Recognize that failure to report to duty as scheduled or failure to fully execute the emergency assignment may subject employees to disciplinary action, up to and including termination of employment.

Summary of Response Operations

Restoration Strategy and Priority

The primary goal of response is the orderly repair of the Company's gas service facilities so that public health and safety are protected, and service is restored to all customers in minimum time through proper, safe and efficient use of all resources. Hazardous conditions and loss of service affecting public safety, residential critical care and critical industry customers are of the highest priority at all times. Since the objective is to restore service to as many customers as possible, restoration of City Gates, District Regulator stations and distribution mains are begun simultaneously.

The distribution restoration proceeds in the following order:

1. Critical Customers
2. Commercial Customers
3. Distribution Customers

The company's restoration strategy is to restore in the following order:

1. City Gates and District regulator stations
2. Main lines
3. Service lines

Exceptions to this strategy apply with high priority customers, which include Residential Critical Care customers, Public Safety and Health facilities or Critical Industry customers. Crews shall be assigned to repair gas facilities without regard to service boundaries.

Other distribution system actions and issues to address include the following:

- Monitor city gates and regulator stations
    - Check low points
    - Verify gas supply
- Critical customers
    - Hospitals & Health Facilities
    - Residential critical care
    - Pumping stations
    - Industrial customer
- The gas system

- Areas underwater
- Areas most damaged

- Assign meter readers to help canvas the service territory for damage and act as guides for responding employees from outside areas.
- Anticipate road clearing and use chainsaws to access areas.

Damage Assessment

Immediately following storm landfall, the ICS team will conduct a conference call to assess preparation. Six hours post landfall, contractors are activated, and initial damage assessment begins. At twelve hours post landfall, employees should check with their supervision for instructions.

Operational Coordination

Command and Operations Centers

Based on the emergency level for the hurricane response, Gas Operations will use the incident command structures outlined in this EOP and the CNP Crisis Response Plan.

The Operations Director will be responsible for establishing local ICP. During a major incident there may be multiple local ICPs activated. The purpose of the local ICP is to serve as the base of operations for local personnel to restore damaged facilities.

CNP will use the Emergency Operations Center (EOC) and Department Operations Centers (DOCs) to coordinate the response and operations for a hurricane. See *Section 3.4* for more information.

The EOC and DOC will follow the activation processes established in the EOP.

Initial activation of the Gas DOC will be for the purpose of assessing the status of preparation by each department. The Gas DOC Planning Section Chief will be responsible for establishing the Gas DOC at a “War Room” located near the affected area. Access to the DOC will be limited to assigned duty employees, interface personnel (e.g., Corporate Communications, Human Resources, Regulatory Relations, Customer Service, IT and Corporate Travel, etc.) and Company Officers.

Work Orders (WOs)

Track completed work orders on a daily basis. Implement WO tracking process to track any change to the system (e.g., kill jobs, leaks, turn-offs, temporary and permanent repairs etc.). Use the manual tracking system if computers are not available.

Leak Calls

Leak calls will be received by the call center, but they may not be made from the affected area. Should the phone lines not work, direct communication with local emergency management groups will be critical.

Leak calls will flow in from many different sources such as fire department, police department, FEMA, City management, public, etc. All emergency responders should be briefed by local management of what the leak process will be until regular communications are established.

Meter Reading

Routes may have to be estimated a few days after the hurricane until normal operations resume. Meter readers can help canvas the service territory for damage and act as guides for responding employees from outside areas.

The dunning mechanism should not be turned off during a hurricane, there is no simple way to have it turned back on. Turn-off orders generated by dunning can be worked around by the local management team.

Travel in the Affected Area

Use marked vehicles and ID badges to enter affected areas restricted by Local Emergency Authorities and the National Guard. Communicate with the local authority command centers if restricted from entering the affected area.

Convoy

Hold a convoy plan meeting if moving a large number of employees and vehicles into an affected area. When planning to move a large convoy, consider the following:

- Declaration of emergency – This must be acquired from the governor from each state the convoy will be crossing and is to be completed by Fleet department.
- Convoy Communications – When traveling with 10 or more vehicles it will be important to have multiple ways of communicating with other vehicles or leaders. In a large convoy, the group should be broken up into teams so that the lead vehicle only has to communicate with a few people, and they disseminate the information to the other vehicles. Possible communication devices include truck radios, cell phones, satellite phones and walkie-talkies.
- Fuel –A mobile fuel truck will ensure an adequate supply of fuel to the affected area and provide an initial supply for the responding vehicles until the fuel logistics take effect. Keep the mobile fuel truck full until it is absolutely necessary to use the fuel.
- Payment for expenses – A supply of cash should be given to the convoy leader to handle any expenses where credit cards cannot be used.
- Meals – The convoy should stop somewhere to eat before entering the affected area.
- Mechanical issues – Bring a mechanic along with the convoy to perform light mechanical tasks in the field and change tires for any flats.
- Rabbit – One person in a small vehicle should be out front of the convoy to talk with weigh stations, so that the convoy does not have to stop. In addition, identify places where the convoy can stop for food, fuel and any detours ahead.
- Police Escort – Possibly utilize a police escort for travel through major cities.

Operational Communications

Various levels and sources of communications should be sent to the most affected areas. Possible communication devices include analog phones (landline), cellular phones, satellite phones and radios.

Mobile Data/Dispatching

Dispatching should be handled at the local level. This can be from local personnel or from dispatchers sent to the affected area. If mobile data or the SAP software is not available, keep paper records of all leaks received to enter into the system when it becomes available. If possible, enter the work from an unaffected office.

The preferred method for working orders is for the technician to complete the work in Mobile Data while still on-site. If the mobile data broadband network is working, orders can be received and completed in Mobile Data. If the mobile broadband network is not working or is intermittent, but the local office has a working network connection, orders can be downloaded to mobile units over either wireless or wired connections, worked and completed in the field, and uploaded back at the local office. Employees without laptops can work paper orders printed from Advantex, which can be completed on a desktop installation of Mobile Data at the end of the day. If none of these communication functions are working, implement the alternate work order system until communications is restored.

Cellular Broadband Network Coverage

As soon as possible after the storm passes, determine what communications coverage is available in the affected area. If cellular coverage is not reliably available, radio communications may be available as an emergency fall back. If no local emergency repeater is available, truck radios may be operated in “direct” mode to talk truck-to-truck. If necessary, a relay system may be established to pass information along until normal communications can be restored.

Email and SAP

These may be very limited at first in the most affected areas.

GIS Maps on Mobile Data Laptops

Load maps of affected areas on responding vehicle laptops before they travel to affected area to assist responding crews. Upon returning to respective areas, any deployed technicians should arrange with local Technology Operations personnel to reload the local area GIS map.

Annex E. Hurricane – Exhibits

- Exhibit E-1: Hurricane Preseason Checklist – Gas Department Operations Center
- Exhibit E-2: Hurricane Preseason Checklist – Field Office
- Exhibit E-3: Hurricane Checklist

Exhibit E-1: Hurricane Preseason Checklist – Gas Department Operations Center

Action Required	Responsible Person	Date Completed
1. Identify site location	Planning Section	
2. Verify backup generators	Planning Section	
3. Communicate with building management to ensure access during hurricane	Planning Section	
4. Identify additional floor for command center	Planning Section	
5. Validate sufficient LAN access	Planning Section	
6. Validate sufficient telephone lines	Planning Section	
7. Validate workspace and conference rooms	Planning Section	
8. Update DOC Participants	Planning Section	
9. Make sleeping arrangements (i.e., cots, hotel rooms, etc.)	Logistics Section	
10. Identify EOC and CEHE DOC representatives	Incident Commander	
11. Remote dispatching Terminal	Dispatch Unit Leader	
12. Gas Control Contingency	Planning Section	
13. Review communication contingencies	Task Force	
14. Verify readiness of the Gas DOC (Navigation)	Operations Section	

Exhibit E-2: Hurricane Preseason Checklist – Field Office

Action Required	Responsible Person	Date Completed
1. Confirm that every employee has a CNP ID badge		
2. Make sure that each location has a supply of water, cots, chainsaws, etc. These will be deployed from the central warehouse		
3. Provide for emergency lights and communications (voice and data).		
4. Make sure battery-operated weather, A.M./F.M. radio, television are available for each office (preferably with police-band frequency).		
5. Emergency power generator, serviced, set up and tested, spare parts.		
6. Storeroom check for emergency supplies. a. Check supply for "marking" flags and paint b. Check supply of 3/4" and 1" caps c. Check supply of emergency clamps, by sizes d. Check supply of flashlights and batteries e. Check supply of expander plugs in common sizes f. Check for plastic pipe squeezers		
7. Coordinate with other utilities for internal contact and emergency service restoration.		
8. Make sure that all trucks to be used for damage assessment are equipped with radios, and spare tires.		
9. Check first aid equipment		
10. Rain clothing checked		
11. Review Building protection plan		
12. Post storm system evaluation plan		
13. Verify agreements are in place for rental equipment, fuel, caterers, lodging and power sources.		
14. Allow employees to address their family evacuation needs and concerns.		
15. Obtain supplies to board up all exposed plate glass at Operations Headquarters.		
16. Make provisions for refrigeration equipment that can be operated by available portable generating equipment		
17. Create three holding tech orders (if needed) Pending, Dispatch & Complete		
18. Develop standard work order tracking process to include manual back up A manual system is needed in case of mobile data communication failure		
19. Check for supply of magnetic signs for vehicles		
20. Determine convoy option to be implemented when necessary		

Action Required	Responsible Person	Date Completed
21. Field office check for communication devices a. Truck radios b. Cell phone c. Satellite phones d. Walkie-talkies		
22. Complete requisition form (CNP-446A Requisition Form) to order the following forms in pads: a. Service Order Control Sheet-CNP980929 b. Leak Sheet CNP271102		
23. Arrange to have access to the radio tower sites. a. Obtain keys for those sites if we do not own them. b. A lock and chain should be used to secure the generators at the radio tower sites.		
24. Develop plan to keep the generators fueled while in use.		
25. Notify employees designated as storm riders of their responsibilities		
26. Notify day 1, 2 & 3 responders of their responsibilities		
27. Informed employees to call the Employee Storm Hotline		
28. Explained pay issues to the employees		
29. Obtain alternate employee contact information		
30. Inspected & operate generator(s)		
31. Identify and notify employees for possible mutual assistance		
32. Identify employees (or their family) with access and functional needs or any other special needs		
33. Inform employees to call Employee Storm Information Center (888) 901-4367		

Exhibit E-3: Hurricane Preparedness Checklist

7 to 6 days out (168-144 hours)		
Action Required	**Responsible Person**	**Date Completed**
1. Review hurricane plan and enact the preseason plan.		
2. Remind employees to start planning for family needs to secure them.		
3. Work schedules – Review vacations including outside division support.		
4. Remind/Communicate employee expectations.	Human Resources	
5. Determine food, water, ice needs for 72 hours for each office. *Each office is responsible to secure this requirement.*		
6. Secure source of fuel with logistics support.		
7. Check all spare tires – obtain a supply of Fix A Flat.		
8. Establish contacts with local emergency groups and their command center.		
9. Validate your contact lists and their backups.		
10. Contractors alerted.		
11. Make lodging arrangements for sleeping for local and responding personnel.		
12. Prepare (and secure prior approval as may be necessary) statements for press, radio and TV on any advance notice to customers.	Corporate Communications	
13. Hurricane plotting started. Incident Commander commences tracking of storm and periodically communicates position of storm to CNP personnel using the e-mail system. The purpose of this action is to keep CNP personnel updated as to direction/intensity of storm over next 72 hours so that appropriate actions/plans can be completed.	Incident Commander	
14. Confirm latest GoSync map extract is deployed		

5 to 4 days out (120-96 hours)		
Action Required	**Responsible Person**	**Date Complete**
1. Acquire food, water, ice, needs for 72 hours for each office in the predicted landfall area and supply Purchasing and Logistic requirements for showers, port-o-lets, etc. *Each office is responsible to secure this requirement.*		
2. Gasoline for a 48-hour period for all transportation equipment.		
3. Confirm the location of the Gas DOC and determine resource needs for support.		
4. Set up conference call schedule for operations.	Incident Commander	
5. Notification to executives *Incident Commander communicates potential storm threat to executives. Keep executives clearly informed of developing storm conditions and obtain concurrence to begin employee communications.*	Incident Commander	
6. Communication to employees *(Initiated by commander to Corporate Communication to Scott Doyle) Communicate to employees to prepare home and family for a storm, know their EOP assignment, etc. Keep employees clearly informed of developing storm conditions.*	Incident Commander	
7. Communication to the Public *Pre-hurricane press release to be sent to Local TV and/or stations and newspapers*	Corporate Communications	
8. Operations managers verify and report EOP readiness *Make an early ID of shortfalls and take corrective actions as necessary (roster, supplies, personnel, facilities, ice machines, telecommunications, generators, etc.).*		
9. If necessary, TX Regional Operations management will initiate communication with Electric EOP assigned employees. *Keep EOP assigned employees clearly informed of developing storm conditions and notify them to begin preparations for manning their EOP assignments. Confirm information for EOP team members.*		
10. Follow additional O&M Manual and Hurricane Guidelines Requirements		
11. Logistics Section Chief will verify preliminary CNP head count for lodging requirements.	Logistics Section Chief	
12. Travel and Office Services and EOP operations managers will verify lodging requirements and update preliminary numbers.		

90 Hours prior to daytime landfall or 96 hrs prior to nighttime landfall		
Action Required	**Responsible Person**	**Date Completed**
1. Implement storm update notifications	Corporate Communications	
2. Incident Commander continues tracking of storm and periodically communicates position of storm to CNP personnel using the e-mail system. *The purpose of this action is to keep CNP personnel updated as to direction/intensity of storm over next 72 hours so that appropriate actions/plans can be completed.*	Incident Commander	

72 Hours prior to daytime landfall or 78 Hours prior to nighttime landfall		
Action Required	**Responsible Person**	**Date Completed**
1. Continue hurricane plotting.	Incident Commander	
2. Alert issued to Management and Supervisory personnel	Incident Commander	
3. Vacation schedules checked		
4. Work schedules reviewed		
5. Review personnel dispersal plan.		
6. Determine emergency level based on team recommendations and latest updates from weather forecast.	Incident Commander	
7. Make lodging arrangements. This action is taken in preparation to accommodate CNP personnel that are storm riders, first responders that must evacuate, and contractors. Lead Hotel Coordinator should secure (book) hotel space based on head count determined at 120 hours prior to landfall.	Logistics Section Chief	
8. Implement communications plan	Incident Commander	
9. Secure food for the first 72 hours after the storm. Refer to O&M Manual and Hurricane Guidelines for food requirement.		
10. Evacuate service centers in storm surge areas (See fall back location plan)		
11. Ensure fuel availability. Coordinate fuel deliveries to top off underground fuel storage tanks and facility backup generator fuel tanks. Secure temporary fuel tanks and fuel products for service centers, offsite parking and staging sites.		
12. Have the employees & their family in mandatory evacuation zones re-located?		

66 Hours prior to landfall (2.75 Days)		
Action Required	**Responsible Person**	**Date Completed**
1. Conduct executive conference call *Potential topics to cover: actual or expected storm category; storm condition, type of event; damage projection; time of impact; duration of event; event timeline status; plan for recovery; level of preparedness; communications.*	Incident Commander	
2. Alert material and logistics suppliers *Provide these suppliers with advance notice to begin making their preparations to supply CNP storm requirements. Alert logistics suppliers for tents, trash, cars, food, laundry etc.*	Logistics	
3. Material Management to begin relocation of storm stock	Logistics	
4. Deliver remaining incident-related material and bedding to service centers in advance of evacuations.	Logistics	
5. Material Management to make analysis of incident-related inventory levels *In preparation for the Special Material Release presentation to VP 60 hours prior to landfall, Material Management will prepare to make preliminary recommendation for purchase quantities based on current inventory levels and storm strength projections. Material Management will continually monitor and evaluate material requirement needs for the Special Material Release as the storm approaches in preparation for the final Special Material Release recommendation at 6 hours prior to landfall.*	Logistics	

60 Hours prior to nighttime landfall (2.5 Days)		
Action Required	**Responsible Person**	**Date Completed**
1. Conduct operations conference call. EOP operations managers and service center operations conduct conference call to determine preparation progress.	Incident Commander	
2. VPs assess Special Material Release Purchasing presents results of 66-hour assessment to VPs and recommends Special Material Release quantities, values and timing.	Region VPs/ Logistics	
3. Executives assess preparation EOP leadership updates executives in a face-to-face meeting.	Executives	

Action Required	Responsible Person	Date Completed
Main objective is to provide update on preparation progress.		

54 Hours prior to daytime landfall (2.25 Days)		
Action Required	**Responsible Person**	**Date Completed**
1. Conduct operations conference call. EOP operations managers and service center operations conduct conference call to determine preparation progress.	Incident Commander	
2. VPs assess Special Material Release Purchasing presents results of 66-hour assessment to VPs and recommends Special Material Release quantities, values and timing.	Region VPs/ Logistics	
3. Executives assess preparation EOP leadership updates executives in a face-to-face meeting. Main objective is to provide update on preparation progress.	Executives	

48 Hours prior to landfall (2 Days)		
Action Required	**Responsible Person**	**Date Completed**
1. All movable items moved inside.		
2. Gas-up all vehicles from local stations.		
3. Board up all exposed plate glass at Operations Centers.		
4. Accumulate all portable power generating equipment available in the area and store inside.		
5. City Gate Stations and all Regulator Stations checked. Gas Control a. Deactivate all telemetering equipment except “low-point” recorders. b. Place all regulators on self-contained operation (weight, spring or pilot loading).		
6. Contact Other Divisions for availability of manpower and equipment assistance. To be discussed on conference calls Resource availability (i.e., logistics coordinator, dispatcher, vehicles/rolling equipment, forklifts, ATVs, etc.)	Region VP	
7. Talk with customer service to cancel non-essential orders the day before and after storm if you’re near the impact area.		
8. Create Hurricane work order numbers. See Section h.1.1 Operational Issues		

Action Required	Responsible Person	Date Completed
9. Set up Gas DOC Move equipment and supplies to Central Command site as needed; set up rooms as pre-planned. Set up computers, telephones, Satellite TV access. Test communications. Ensure Gas DOC phone number rings at that location.	Incident Commander	
10. Issue employee communication regarding employee evacuation of storm surge area.		
11. Pre-alert contractors Contract Administration will verify contractor availability and head count. Report results to Central Command Center		
12. Update logistics and material suppliers Provide these suppliers with updated information to assist them in their preparations to supply CNP storm requirements.		
13. Pre-position contractors Allocate local contractor resources to the service centers in accordance with plan to enable contractors to provide immediate response after storm passes.		
14. Secure rental equipment Fleet Services will secure rental equipment to meet EOP storm needs. Based on severity of storm, Fleet will contact potential users of rental equipment to determine pre and post storm needs and make arrangements to obtain needed vehicles.		

36 Hours prior to nighttime landfall (1.5 Days)		
Action Required	**Responsible Person**	**Date Completed**
1. Conduct operations conference call *Operations managers and service center operations conduct conference call to determine progress of preparation.*	Incident Commander	
2. Activate logistics (suppliers, caterers, etc.)	Logistics	
3. Engage logistics suppliers.	Logistics	
4. Prepare for employee refueling (if necessary) *Fleet will set up employees for access to the automated fueling system. Distribute instructions and recording forms in case of fuel system by-pass and temporary fuel tanks*.	Logistics	
5. Communicate regarding arrival times for Gas DOC and EOC (if activated)		
6. VPs assess Special Material Release Purchasing to present updated	Finance & Administration	

Action Required	Responsible Person	Date Completed
recommendations for the Special Material Release based on evolving storm and material availability data.		

30 Hours prior to daytime landfall (1.25 Days)		
Action Required	**Responsible Person**	**Date Completed**
1. Conduct operations conference call Potential topics to cover: actual or expected storm category; storm condition, type of event; damage projection; time of impact; duration of event; timeline status; plan for recovery; progress of preparedness; communications.	Incident Commander	
2. Operations managers and service center operations conduct conference call to determine progress of preparation.		
3. Activate logistics (suppliers, caterers, etc.)		
4. Prepare for employee refueling (if necessary) Fleet will set up employees for access to the automated fueling system. Distribute instructions and recording forms in case of fuel system by-pass and temporary fuel tanks.		
5. Communicate regarding EOP show up time		
6. VPs assess Special Material Release Purchasing to present updated recommendations for the Special Material Release based on evolving storm and material availability data.		
7. Normal operations suspended a. Notify day crews to start when safe, then next day 5 a.m. to 9 p.m. b. Night crews and critical operations personnel in place	Executive	
8. Conduct executive conference call Potential topics to cover: actual or expected storm category; storm condition, type of event; damage projection; time of impact; duration of event; timeline status; plan for recovery; progress of preparedness; communications.	Incident Commander	
9. Send select crews and staff home Release crews to prepare their homes for storm. Rotate crews sending half the first 4 hours and the second half the next 4 hours.		

24 Hours prior landfall (1 Day)		
Action Required	**Responsible Person**	**Date Completed**
1. Conduct executive conference call Potential topics to cover: actual or expected storm category; storm condition, type of event; damage projection; time of impact; duration of event; EOP timeline status; plan for recovery; progress of preparedness; communications.	Incident Commander	
2. Continue to gas-up all vehicles from local or available sources		
3. Inspect a. All trucks for necessary tools and equipment (include shovel) b. 3/4" and 1" threading tools for each truck c. Through 1" pipe cutters for each truck d. Spare tire and tire changing tools for each truck e. Plastic pipe squeezers f. All construction trucks for necessary tools and equipment. g. Steel and plastic squeezers. h. Tapping and stopping equipment. i. Valve wrenches. j. PPE k. Raingear l. Abundant supply of expansion plugs. m. All two-way radios for proper operation n. All power operated equipment such as chainsaws, portable lights and generators.		
4. Emergency Briefing a. Management advised b. Discussion with supervisory personnel - Dispersion Plan		
5. Arrange for radio contact with a mobile unit to be located outside the principal storm area. The range of the mobile unit should be checked to assure that contact could be made after the storm.		
6. Appoint two persons (teams) who have a good working knowledge of the system. The teams would be equipped with a vehicle having steel-belted tires and a radio. The responsibility of this team or teams is to cover the entire area served by the system immediately following the storm and to report to the command center leader the apparent damage sustained and the critical areas requiring immediate attention.		

Action Required	Responsible Person	Date Completed
7. Personnel assignments		
8. Local office should prepare paper maps of the expected impact area. Responding crews should have GIS GoSync loaded on their laptops before leaving. If you are sending employees to other areas to assist with the damage, conduct a pre-travel meeting. Take this opportunity to confirm employee readiness.		
9. Send select crews and staff home Release crews to prepare their homes for storm. Rotate crews sending half the first 4 hours and the second half the next 4 hours.		
10. Vehicles to be assigned, dispersed and taken home.		
11. Phone or radio contact with Operations Headquarters at pre-scheduled time for dispersed vehicles		
12. Assign emergency personnel for duty at Operations Headquarters.		
Note: Access to coastal Counties may be restricted Once Counties have been evacuated and restrictions put in place by government entities, CNP service area management representing the service areas in the perspective counties will work to identify and follow the process of re-entry into access restricted areas. Employees will be notified once the process has been identified and initiated.		

6 Hours prior landfall (0.25 Days)		
Action Required	**Responsible Person**	**Date Completed**
1. VPs assess Special Material Release and approve placement of order Purchasing to present final recommendations for the Special Material Release based on evolving storm and material availability data. a. Notify vendors of Special Material Release b. Purchasing places Special Material Release approved by VPs	Region VP Finance & Administration Logistics	
2. Normal operations suspended a. Notify day crews to start when safe, then next day 5 am to 9 pm. b. Night crews and critical operations personnel in place	Executive	
3. Conduct executive conference call Potential topics to cover: actual or expected storm category; storm condition, type of event; damage projection; time of impact; duration of	Incident Commander	

Action Required	Responsible Person	Date Completed
event; timeline status; plan for recovery; progress of preparedness; communications.		

Landfall		
Action Required	**Responsible Person**	**Date Completed**
1. Follow all steps in the O&M Manual under natural disaster for after emergency period.	Incident Commander	
2. Executive conference call Executive assessment of preparation	Incident Commander	

After Landfall		
Action Required	**Responsible Person**	**Date Completed**
1. Determine if phone lines are operational If phone service is out contact remote mobile unit to relay information regarding status of operations and assessment damage.		
2. Develop a process to handle leaks as they flow into the local office		
3. Dispatch damage and inspection teams		
4. All radio equipped vehicles report into base stations for further instructions		
5. All interrupted gas services, broken mains, will be given first priority.		
6. All regulator stations and City Gate stations will be inspected for damage. It may be necessary to place guards at these locations to prevent tampering with these facilities.		
7. Review O&M Manual Section – 4.9.7, Emergencies Resulting from Natural Disasters		
8. Load GoSync in vehicles laptops		
9. Have all employees been accounted for?		
10. Are employees' families safe?		
11. Any employees sustain damage to their house or vehicle?		
12. Any damage to CNP buildings or fences?		
13. Are company radios operational?		
14. Complete System Status Report (Exhibit H) and report to Command Center		
15. Is the electrical power active?		
16. Is water service active?		
17. Is gas service active?		
18. Is Security needed at the location?		

6 Hours after Landfall		
Action Required	**Responsible Person**	**Date Completed**
1. Conduct operations conference call Operations managers and service center operations conduct conference call to determine impact to their facility, equipment and ability to operate. Also report any initial damage assessment.	Incident Commander	
2. Activate mutual assistance and contractors		

12 Hours after Landfall		
Action Required	**Responsible Person**	**Date Completed**
1. Conduct executive conference call Potential topics to cover: storm condition, damage projection; time of impact; duration of event; timeline status; plan for recovery; level of preparedness; communications.	Incident Commander	
2. Update the Employee Storm Hotline (central number for employees to call for information - need to have the number) Update information and instructions on the Employee Storm Hotline.		
3. Communication to the public post-hurricane press release to be sent to Local TV and/or radio stations and newspapers		

Flooding Annex

Preparedness

- Evaluate facilities in low-lying areas or areas that are subject to inundation and establish response procedures and prioritization
- Identify pre-designated responder rally points in the event a flood event limits mobility
- Identify facilities located downstream from earthen dams that could be at risk in a serious flood event
- Provide flood preparedness information to employees, including key terms (see Flood Key Terms below)
- Ensure that company facilities have the capability to receive or monitor NOAA weather radio alerts
- Verify availability of specialized contractors (e.g., underwater/dive inspectors, boats, barges, etc.)
- Implement contingency flood-proofing measures such as installing watertight barriers or pumps where appropriate

Flood Watch	Flood Warning	Flash Flood Watch	Flash Flood Warning
a flood is possible in your area	flooding is already occurring or will occur in your area	flash flooding is possible in your area	a flash flood is occurring or will occur very soon

Response

- Implement responder accountability checks at rally points
- Coordinate with local and state emergency management officials to determine the impact
- Implement humanitarian assistance plans for employees impacted by the flood
- Evaluate access to key company facilities and establish response plans
- Execute emergency flood-proofing response procedures such as installing walls made of sandbags around critical facilities subject to flood damage
- Dispatch portable pumps for flood water removal
- Implement Large Outage Annex if appropriate

Procedures

Depending on the elevation and terrain, flooding can be predicted or may occur unexpectedly in a short period. Local operations should be aware of areas prone to flooding.

When flooding occurs, there is always the possibility of encountering contaminated water. Consult the Environmental and Safety Departments for hazard analysis, proper personal protective equipment and de-contamination procedures. De-contamination runoff requires containment, collection, and disposal.

Leaks may increase due to water flow, uprooted trees and ground movement associated with flooding. A leak survey of the system may be required depending on the severity of the flooding. Additional line locators may be required after a flood event if power poles and other utilities suffer damage.

After the water subsides, inspect each exposed segment of the affected system to ensure integrity and safe operation. Inspect the following for damage:

- City Gate and District Regulator Stations
    - Fence damage
    - Signage
    - Regulators
    - Meters
    - Odorizer
    - Erosion
    - Coating damage
- Exposed Crossings
    - Damage to the line from flowing debris
    - Coating damage
    - Support damage
    - Erosion
    - Line markers
- Meters and Regulators
    - Regulators with vents facing down and vertical diaphragm regulators are designed to operate underwater.
    - Determine maximum water depth by identifying the water line on the meter set or house.
    - If it can be determined meter and regulator were submerged, they may need to be replaced. The Region Operations Director will be responsible to make this determination.
    - For water found in the meter:
        - Rebuild the meter set (replace regulator at a minimum)
        - If the meter index is not readable, replace the meter index and exchange the regulator.
        - The meter and index can be reused if they are in good operating condition, replace the regulator.
- Blowing Lines
    - Immediately Hazardous blowing leaks may not be accessible due to high water and debris. It is always preferable to make blowing leaks safe by isolating the smallest area of the system to stop the gas flow. Entire systems and regulator station feeds should stay on during and after a flood event.
- Cathodic Protection
    - Check rectifiers for damage and/or malfunction.

In the event an outage occurs due to flooding, refer to the Large Outage Annex for guidance.

Tornado Annex

Tornados often accompany hurricanes. Improved technology is advancing the capability of warning for tornadoes at other times of the year. The table below is a wind damage scale for tornado events.

Fujita Scale	Fastest ¼ / -mile Wind Speeds, mph	3-Second Gust Speed, mph	EF Scale	3-Second Gust Speed, mph
F0	40 – 72	45 – 78	**EF0**	65 – 85
F1	73 – 112	79 – 117	**EF1**	86 – 109
F2	113 – 157	118 – 161	**EF2**	110 – 137
F3	158 – 207	162 – 209	**EF3**	138 – 167
F4	208 – 260	210 – 261	**EF4**	168 – 199
F5	261 – 318	262- -317	**EF5**	200 - 234

Preparedness

- Ensure that all employees have access to National Oceanic and Atmospheric Administration (NOAA) Weather Radio broadcast information
- Review tornado sheltering plans for company facilities
- Inspect company facilities and identify areas vulnerable to high winds
- Exercise alternate communications procedures
- Conduct tornado response and sheltering exercises at company facilities
- Make plans for evacuating employees from lightweight modular offices or mobile home size buildings
- Develop plans for severe weather preparedness and response on construction sites

Response

- Provide National Weather Service watches and warnings to affected employees
- Perform employee accountability checks and ensure that employees in the field and at company facilities are aware of changing weather conditions
- Ensure employees are properly equipped prior to performing any damage assessment
- Provide humanitarian assistance to employees that have experienced damage to their personal property
- Coordinate with other utilities during recovery operations to minimize outside force damage
- Implement Large Outage Annex if appropriate

Extreme Cold Weather Annex

WINTER STORMS

Preparedness

- Ensure employees are properly equipped and trained for sustained winter storm condition operations
- Inspect emergency communications equipment and test back up power systems
- Provide employees with winter weather safety information including winter weather driving tips
- Identify critical customers (hospitals, nursing homes, etc.) and establish communications and restoration plans
- Inform road maintenance agencies concerning the risk to pipeline facilities in proximity to roadways from clearing operations
- Establish procedures for shutdown of facilities and early release of non-critical employees

Response

- Coordinate with other utilities during restoration activities to prevent system damage
- Coordinate with key contractors and suppliers on availability of restoration supplies and response capability
- Communicate road conditions/closure information to employees
- Implement remote/work from home procedures as warranted
- Coordinate snow and ice removal from parking lots, walkways, loading docks, etc.
- Implement Large Outage Annex if appropriate

Annex A. Extreme Weather Exhibits

- Exhibit A-1: Extreme Weather Action Items Checklist

Exhibit A-1: Extreme Weather Action Items Checklist

Action Required	Responsible Person	Date Complete
Operations	**Operations Director**	
• Determine the appropriate level of notification		
• Determine emergency level		
• Direct conference calls		
• Set expectations		
• Assign key roles and responsibilities		
• Approve all corrective action during the event		
• Keep Corporate Communications informed		
• Declare event stand-down		
• Post-Event		
○ Initiate after action review of the event		
Engineering	**Regional Engineering Director**	
• Establish a point of contact		
• Print system maps		
○ Engineering Dept. has three plotters		
○ GIS has additional plotters mapped & available to use		
• Identify test pressure read points in problem areas		
○ Monitor load with cell phone digital chart recorders		
○ Addresses given via telephone		
○ E-mail with addresses & map will accompany the call		
• Identify temporary solution (quick fix) to pressure problem(s)		
○ Perform permanent fix after event		
• Create Work Order(s) for required installations		
○ Submit Work Orders to District(s) or Contract Services		
• Verify riser to main connection for compressed natural gas (CNG) vessel		
Gas Control	**Gas Control Manager**	
• Establish a point of contact		
• Record pipeline pressures using Gas Control Logs		
• Create possible outage reports		
• Print and utilize maps and outage reports to:		
○ Plot an area reporting low pressure/no gas.		
• The outage reports and maps will provide;		
○ Detailed addresses of the affected area		

Action Required	Responsible Person	Date Complete
○ Identify and evaluate supply points		
○ Real time pressures		
○ System tie-in's		
○ Pipe configurations		
○ Inline valves		
○ Other points of interest that may be contributing to the low pressure/no gas conditions.		
• Work with Engineering, System Operations and Field Personnel, also dispatch field personnel to:		
○ Evaluate system(s)		
○ Install pressure gauges		
○ Check valves for proper position		
○ Identify optimal locations to install temporary district stations		
○ Identify possible tie-in's points to temporarily support affected areas		
○ Identify optimal locations to place and hook-up portable CNG vessels		
• Plot on an area map all specific point of interest listed above and make those maps available to Engineering, System Operations, District Management, and Field Personnel as needed or requested.		
• Utilize the following tools and applications listed below to support Southern Gas Operations (SGO) during severe cold weather;		
○ Mobile Data		
○ SAP		
○ GIS/ArcGIS Pro		
○ File Net		
○ SCADA System		
○ Google Earth		
○ Operation Maps		
○ Wall Maps		
○ Zone Maps		
○ Key Maps		
System Operations	**TFO Manager**	
• Establish a point of contact		
• Utilize TFO staff		
○ Leak Survey		
○ Corrosion		
▪ Read low point locations		
▪ Assist District Operations		
• Support Gas Control		
○ System Pressures		

Action Required	Responsible Person	Date Complete
○ Valve Operation		
Contract Services, Fab Shop, Mainline	**Contract Services Manager**	
• Establish a point of contact		
• Provide Contractor workforce		
• Provide Company Inspectors		
Corporate Communications	**Communications Manager**	
• Establish a point of contact		
• Obtain critical information for the media		
○ Information on system status		
▪ Operations Compliance will furnish information		
○ Number of customer calls from dispatching		
▪ Number of low-pressure calls		
▪ Number of no gas calls		
○ Remedial action currently taking place		
○ Estimated time system will be back to normal		
District Operations	**Operations Director**	
• Establish a point of contact		
• Report problem areas by Key Map - not work zones		
• Concentrate on temporary fix to problem area		
• Utilize CNG vessel		
○ Verify site feasibility		
○ Verify space for tank(s) or truck		
○ Site preparation needed (mow, grade, etc.)		
○ Verify service to main connection for CNG vessel		
○ Site Security (vehicle protection, vandalism, etc.)		
• Utilize pressure recording template to submit readings		
• Utilize technicians that know the area		
Regulatory	**Regulatory Affairs Director**	
• Establish a Point of Contact Person		
• Obtain critical information for Regulatory reporting		
○ Number of customers without gas		
○ Number of customers experiencing low pressure		
• Remedial action currently being performed		

Action Required	Responsible Person	Date Complete
• Estimated time system will be back to normal		
Long Range Facility Planning (LFRP)	**Gas Systems Planning Manager**	
• Establish a Point of Contact Person		
• Support operations on an as needed basis		
Operations Compliance	**Compliance Manager**	
• Establish a Point of Contact Person		
• Send pressure recording template to district(s) point of contact		
○ Utilize e-mail to send		
○ Clarify when pressures readings are to be submitted		
• Support Regional Operations Director		

Large Outages Annex

Purpose

This Large Outage Annex provides a management framework for a 500 or more-customer outage, or in cases that have less than 500 customers, but require additional resources. It is important that the local management team follow these guidelines with a sense of urgency.

The management team on site should review this Annex completely before implementing the plan for turning off gas meters. Consider the use of CNG/LNG supply or activating the Curtailment Plan to eliminate the possibility of or mitigate the severity of the outage.

Scope

This Annex is for large outage response and operations for Gas Operations.

Decision Making

Responsibility for activating the EOP and this Annex is defined in the EOP for various levels of system emergencies, as well as establishes a clear chain of command that provides for delegation of authority should the primary decision-maker be unavailable is contained in the full plan.

Concept of Operations

Determine the geographic area of the outage.

- Operations will communicate with the Planning Section Chief to determine affected areas.
- If maps are needed by Operations, Engineering will print two overview maps that show the entire outage & five sets of maps at the 150 feet scale (this will display approximately 500 houses per map). Additional maps may be created upon request.
- Planning Section Chief will identify the Command Center on the map(s) if printed and will ensure that the street names are displayed - handwritten if necessary.
- Once the geographic area is determined, an outage report needs to be prepared by the Dispatch Unit Leader, Gas Control Branch Director or Planning Section Chief, depending on the area of the outage.

Determine how many meters are involved.

- Operations will communicate with the Planning Section Chief the affected area of the outage to determine the total number of meters involved.
- Planning Section Chief or designee/Gas Control/Engineering will prepare an outage report of the affected area and will email it to the appropriate personnel including District Operations Manager, Area Manager, Operation Supervisors, Operation Leaders and Call Center Leaders. An example Emergency Outage Report is shown in Exhibit I-2.
- See Exhibit I-3: Instructions to Obtain the Outage Report using Route Smart
- See Exhibit I-4: Instructions to Obtain the Outage Report with Meter Reading Unit Numbers (where Route Smart is not available)

Setup an Incident Command Post.

- Identify an area for the ICP large enough to handle responding personnel. Possible locations are schools, shopping malls, churches, and park or stadium parking lots.
- ICP will need laptops with MS Word and MS Excel loaded. Tables, chairs, environmental protection and lighting will also be needed. A mobile command trailer is available in Houston if needed.

Assign incident command roles and responsibilities.

- The Incident Commander should be released from his/her normal duties to concentrate on the overall outage and handle unforeseen obstacles.
- Identify personnel to handle key responsibilities of the outage.
- Hand out tip cards to each member of the IC team.

Designate Gas Off/On Team Leader

- Coordinate and supervise field personnel during the turn off and turn on process.
- The Operation Leader should monitor the service technician's progress and keep them informed of the situation.

Turn-Off Procedure

Once all the necessary mapping and address information is available the Turn-Off activities can begin. The goal is to have sufficient personnel on site so that all affected meters are shut off before purging operations from the repairs are complete.

- One service person can turn off approximately 15 meters per hour.
- Assign one leader per 20 service personnel. The leader will be responsible to route the work, communicate with the command post and reconcile the area that was assigned.
- Each service person should not be given more than 50 turn offs at a time to ensure that the leader has contact with the employee every three hours, to reassign work as necessary.
- Do not use blind plates for the turn off process; install blue seals in each affected meter.
- Make sure that the standardized "marking system" for the outage report is in place before any turn off is made.
    - White flags, placed on the left side of the driveway at active account addresses, will be used as the standardized "marking system", unless otherwise communicated.

Turn-On Procedure

This process should start immediately following completed purging operation of the mains. The goal is to have sufficient personnel on site so that all affected meters are turned on in 24 hours after turn-on process starts.

- One service person can re-light approximately three houses per hour. Make sure necessary maps of the area and a list of addresses are available to the service person.
- Assign one leader per 20 service personnel. The leader will be responsible to route the work, communicate with the command post and reconcile the area that was assigned.
- Each service person should not be given more than 20 turn-ons at a time. The service person should report back to the leader every three hours or when his assigned work has been completed.
- Make sure that the standardized "marking system" for the route sheets to be given to employees is in place before any turn-on is made.
- After last attempt to re-lite, meter will be locked, blind plated or plugged and door tagged. White flag will remain at driveway.
- An updated outage report will be provided by the Incident Commander to Dispatch and Gas Control for communication to the Gas DOC.

Reconciliation

This process should begin on the next regular scheduled workday.

- All information noted on the master copy of the outage report will be submitted to the District Office. All Warning Tags issued will be noted on the customer's account.
- In the event of a large outage where number of accounts affected is more than one district can enter, the district may request assistance from other districts as required.

Pandemic Annex

In the event of a pandemic during an emergency, it is important to follow the procedures in the CNP Pandemic Preparedness Plan. The plan is written to educate employees on preparedness, respond in the appropriate manner to limit the spread of infection, and maintain essential services to the community and protect the safety of our customers. The following is an excerpt from the Pandemic Preparedness Plan, which outlines the types of duties and responsibilities that should be prioritized.

It is the responsibility of supervisors and managers to create and retain business continuity plans in order to continue to be productive, even with a large amount of the workforce working remotely. The Corporate Response Plan will usually be activated when a large-scale pandemic threatens to severely impact the day-to-day activities of CNP's workforce.

The Pandemic Preparedness Plan outlines several classes of business functions and activities that may be impacted by a pandemic and those that cannot be affected whatsoever:

Level 1 – Business activities that must continue uninterrupted, even in the face of significant workforce absenteeism, in order to maintain appropriate delivery service levels, public safety and corporate financial integrity. Work activities that fall into this critical category may have to be modified so that any absenteeism experienced will not:

- Cause disruptions to service according to current emergency plan restoration priorities or
- Impact functions that maintain public or private safety.

Level 2 – Business activities that could be delayed for as much as a week without serious business or service consequences. This delay should not:

- Jeopardize the supply chain and inventory levels,
- Seriously impact company infrastructure, including o voice, data and information systems
    - inter-company billings
    - Transportation systems
    - Payroll processing
- Place the company in a serious adverse position relative to contracts, laws or regulations
- Materially impact the financial stability and/or cash flow of the company.

Level 3 – Non-critical business functions that could be delayed indefinitely and rescheduled based on available workforce. Personnel associated with activities in this category could be redeployed as needed to perform Level 1 or Level 2 type work.

Earthquake Annex

Purpose

When an earthquake occurs, there is no warning; the destruction from an earthquake depends on the magnitude of the quake and the design of structures. Above ground structures will show various stages of damage reflecting the magnitude of the earthquake.

What is not obvious is the damage CenterPoint Energy underground facilities may sustain because of an earthquake. This Annex outlines protocols in the event an earthquake occurs in or near areas served by Texas Gas Operations.

Scope

This Annex is for earthquake response and operations for Gas Operations.

Decision Making

Responsibility for activating the EOP and this Annex is defined in the EOP for various levels of system emergencies, as well as establishes a clear chain of command that provides for delegation of authority should the primary decision-maker be unavailable is contained in the full plan.

Concept of Operations

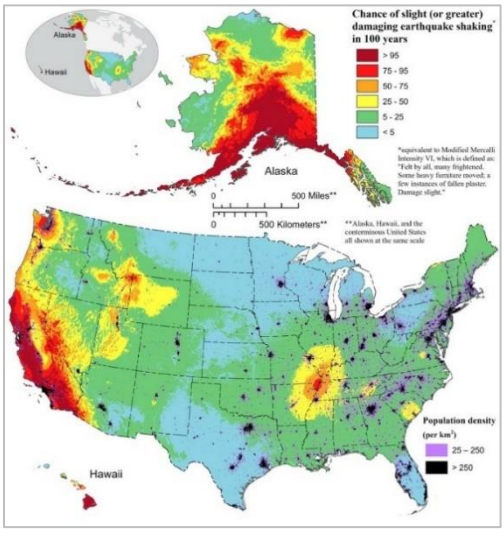
Actions to be taken and considered are determined by the magnitude of the earthquake and the distance in miles to the nearest CenterPoint Energy facility. The figure below diagrams the chances of an earthquake across the United States. The earthquake response protocols are outlined in Exhibit H-1.

Depending on the underground piping (cast iron, plastic or steel) in or near the area of the earthquake, more stringent actions may need to be taken to assure the gas system is safe.

Estimated Number of Earthquakes by Richter Scale

Richter Magnitude	Earthquake Effects	Estimated Number each year
2.5 or less	Usually not felt but can be recorded by seismograph.	Millions
2.5 to 5.4	Often felt, but only causes minor damage.	500,000
5.5 to 6.0	Slight damage to buildings and other structures.	350
6.1 to 6.9	May cause a lot of damage in very populated areas.	100
7.0 to 7.9	Major earthquake. Serious damage.	10-15
8.0 or greater	Great earthquake. Can totally destroy communities near the epicenter.	One every year or two

National Seismic Hazard Model (2023) - Chance of Damaging Earthquake Shaking



Definitions of Key Terms

*Earthquake***.** A term used to describe both sudden slip on a fault, and the resulting ground shaking and radiated seismic energy caused by the slip, or by volcanic or magmatic activity, or other sudden stress changes in the earth.

Fault. A fracture along which the blocks of crust on either side have moved relative to one another parallel to the fracture.

Liquefaction. A process by which water-saturated sediment temporarily loses strength and acts as a fluid, like when you wiggle your toes in the wet sand near the water at the beach. This effect can be caused by earthquake shaking.

Aftershocks. Earthquakes that follow the largest shock of an earthquake sequence. They are smaller than the main shock and within 1-2 rupture lengths distance from the main shock. Aftershocks can continue over a period of weeks, months, or years. In general, the larger the main shock, the larger and more numerous the aftershocks, and the longer they will continue.

Magnitude. A number that characterizes the relative size of an earthquake. Magnitude is based on measurement of the maximum motion recorded by a seismograph. Several scales have been defined, but the most commonly used are (1) local magnitude (ML), commonly referred to as "Richter magnitude," (2) surface-wave magnitude (Ms), (3) body-wave magnitude (Mb), and (4) moment magnitude (Mw). Scales 1-3 have limited range and applicability and do not satisfactorily measure the size of the largest earthquakes. The moment magnitude (Mw) scale, based on the concept of seismic moment, is uniformly applicable to all sizes of earthquakes but is more difficult to compute than the other types. All magnitude scales should yield approximately the same value for any given earthquake.

Annex H. Large Outage – Exhibits

- Exhibit H-1: Earthquake Response Protocols

Exhibit H-1: Earthquake Response Protocols

Earthquake Magnitude	1.0-3.0	3.1-3.9				4.0-4.9				5.0-5.5			
Miles to nearest CNP Facility	Any	<10	10-30	30-100	>100	<10	10-30	30-100	>100	<10	10-30	30-100	>100
Actions to be taken or considered													
No Action	X			X	X				X				X
Monitor Web & TV		X	X			X	X	X		X	X	X	
Notify Duty Supervisor/ Manger						X	X	X		X	X	X	
Notify Call Center						X	Consider			X	X	Consider	
Notify Dispatch						X	Consider			X	X	Consider	
Notify Corporate Communications						X	Consider			X	X	Consider	
Send Patrols						X	Consider			X	X	Consider	
Determine Emergency Level						X	Consider			X	X	Consider	
Call out Construction & Service Resources						X	Consider			X	X	Consider	
Initiate Leak Survey						X	Consider			X	Consider	Consider	
Mobilize additional resources													
Request mutual assistance													

Earthquake Magnitude	5.6-5.9				6.0-6.9				≥ 7.0			
Miles to nearest CNP Facility	<10	10-30	30-100	>100	<10	10-30	30-100	>100	<10	10-30	30-100	>100
Actions to be taken or considered												
No Action				X								
Monitor Web & TV	X	X	X		X	X	X	X	X	X	X	X
Notify Duty Supervisor/ Manger	X	X	X		X	X	X	X	X	X	X	X
Notify Call Center	X	X	Consider		X	X	Consider		X	X	Consider	
Notify Dispatch	X	X	Consider		X	X	Consider		X	X	Consider	
Notify Corporate Communications	X	X	Consider		X	X	Consider		X	X	Consider	
Send Patrols	X	X	Consider		X	X	Consider		X	X	Consider	
Determine Emergency Level	X	X	Consider		X	X	Consider		X	X	Consider	
Call out Construction & Service Resources	X	X	Consider		X	X	Consider		X	X	Consider	
Initiate Leak Survey	X	X	Consider		X	X	Consider		X	X	Consider	
Mobilize additional resources	X	Consider	Consider		X	X	Consider		X	X	Consider	
Request mutual assistance					Consider	Consider	Consider		Consider	Consider	Consider	

Extreme Heat, Drought, and Wildfire Annex

Purpose

CenterPoint Energy Gas Operations must pay special attention to extreme heat and drought which may potentially lead to brush fires or wildfires during extreme dry conditions. Gas Control will monitor news reports etc. and research for conditions that may pose a threat to CenterPoint Energy's gas facilities.

Scope

This Annex is for wildfire response and operations for Gas Operations.

Decision Making

Responsibility for activating the EOP and this Annex is defined in the EOP for various levels of system emergencies, as well as establishes a clear chain of command that provides for delegation of authority should the primary decision-maker be unavailable is contained in the full plan. Refer to EOP *Section 3.2* for more information.

Concept of Operations

In the event, Texas Gas Operations are notified of a wildfire, the following actions will be initiated:

- Monitor television news stations and utilize websites to research any reported brush or wildfires.
- Determine the location and size of the fire use Google Maps etc. to locate nearest intersections and affected areas based on information being reported.
- Locate affected area in Arc Map.
- Determine wind direction via weather forecast and assess for CenterPoint Energy gas facilities that could be affected.
- Identify any nearby gas facilities, including gas mains, city gates, and district regulator stations. If no CenterPoint Energy facilities are located within 5 miles of a known brush or wildfire, Gas Control will continue to monitor reports for potential growth etc., until contained and extinguished.

If CenterPoint Energy gas facilities are located within 5 miles of a known brush or wildfire, or in its projected growth area, Gas Control will do the following:

- Create a Gas Control Log to document, timeline and actions taken.
- Notify appropriate management personnel, which may include the following:
    - Gas Control Manager
    - TFO Managers
    - Engineering Managers
    - Operations Managers
    - Operations Directors
- Notify and partner with the On-Duty Engineer to research feed information on nearby gas facilities.

- Control room personnel and the On-Duty Engineer will locate nearby isolation points, valves, city gates and district regulator stations etc. that can be used to isolate nearby company facilities.
- Identify the number of customers that could be affected by isolating or shutting down a section of pipeline.
- Continue to update control log(s) with preliminary findings and submit a report when requested.

If the decision is made to shut down a segment of pipe, Gas Control will print area maps with the following information:

- Affected area and projected growth area (if known).
- Detailed maps showing location of isolation points.
- Area maps showing outage information (follow Customer Outage Guidelines for printing maps).
- Create a Word document with list of affected addresses and facilities.
- Treat information the same as a large customer outage, in terms of email groups.

Additional Control Room responsibilities include the following:

- Notify pipeline suppliers when a threat exists at share facilities.
- Keep accurate Logs\Gas Control Orders (GCO) throughout.
- Maintain communication and documentation between Gas Control, managers, and field personnel throughout.
- Continue to monitor news reports during all phases and communicate status.

Once the wildfire(s) has been extinguished or significantly contained, the Gas Control Department will assist field personnel with the reactivation of company facilities by tracking areas affected by isolations and pipeline shutdowns etc.

Once all CenterPoint Energy gas facilities have been restored, the Gas Control Department will complete timelines etc., and close all Logs\GCOs

Electric Load Shedding/Rolling Blackouts Annex

Purpose

Electric load shedding occurs when there is not enough generation available to meet load. Thus, when load outruns generation then frequency begins to drop. Generally, there is very little advanced warning before load shedding begins. A couple of examples of load shedding are listed below.

- A directive to shed load due to frequency drop and load increase without enough generation to cover the expected load.

CenterPoint Energy Gas Operations must take steps and prepare for the impact to the natural gas system(s) when electrical load shed is required. Electrical load shed (brownout) is most critical to our natural gas system(s) during cold weather conditions.

Scope

This Annex is for electric load shedding response and operations for Gas Operations.

Decision Making

Responsibility for activating the EOP and this Annex is defined in the EOP for various levels of system emergencies, as well as establishes a clear chain of command that provides for delegation of authority should the primary decision-maker be unavailable is contained in the full plan.

Concept of Operations

When notified of brownout implementation by electric providers or a distribution company, Engineering, Technical Field Operations (TFO), District Operations and Gas Control should consider the following course of action:

Gas Engineering

- Utilize GIS to compare or overlay maps developed by Local Electric Operations that show prioritized areas identified for rolling electrical brownouts. Take into consideration those prioritized areas when:
    - Strategically planning system reinforcements
    - Identifying locations for alternative supply vessels
    - Evaluating systems generally impacted during cold weather conditions
    - Identify City Gates and District Regulator Stations in affected areas

TFO and Districts Operations

- May be required to deploy field personnel pre-brownout condition to perform the following:
    - Pack system(s)
    - Install and monitor pressure gauges in geographic areas
    - Man by-passes at City Gate and District Regulator Stations

Gas Control

- Monitor CenterPoint Energy Outage Tracker –Electric Footprint:
  - Texas: http://gis.centerpointenergy.com/outagetracker/index.html
  - Indiana: https://midwest.centerpointenergy.com/outage/indiana
- Pack system(s) remotely
- Work with Engineering, TFO and Districts to identify strategic locations for;
  - Installing pressure gauges
  - Appropriate City Gates and District Regulator Stations in affected areas
  - Systems general impacted during cold weather
  - Positioning alternative supply vessels
- Identify interruptible customers
  - Evaluate curtailing load
- Create a Gas Control Log to document actions taken
- Notify appropriate management personnel. Example;
  - Gas Control Manager
  - TFO Managers
  - Engineering Managers
  - District Operations Manager
  - Area Managers
  - Regional Operations Director
  - District Director(s)
  - Call Center Director
  - Dispatching Manager
- Notify and partner with On-Duty Engineering to;
  - Research and maintain system reliability
  - Identify natural gas customers whose service could be affected
- Continue to update control log(s) and submit reports when requested
- Print maps as needed
- Complete timelines etc., and close all logs when the system(s) return to normal operating status

Appendices

Drill Guide – Hurricane

To promote familiarity with the EOP, a general hurricane drill exercise is outlined below. When possible, this exercise should coincide with the State Hurricane drill to provide increased realism.

The EOP Coordinator will make plans for and coordinate EOP drills. When practical, the Corporate EOP drill should coincide with the Texas Department of Emergency Management's exercise typically scheduled early in the second quarter of each year. Upon approval of the President Gas Division and the Division Vice President System Integrity and Operations Support, more comprehensive drills may be scheduled.
Operations directors shall be briefed concerning the activation of the EOP and required communications involved prior to any scheduled drills but no later than June 1 each year.

1. Mock hurricane advisories will be communicated similar to those given by the NWS during an actual storm. This will test tracking and emergency activation procedures.

2. Advisories will be given approximately every two hours during regular working hours beginning Monday and ending Thursday morning when assessment of damage and restoration efforts will begin.

3. Some minor disruption of regular employee activities is anticipated. There will not be any special movement of crews.

4. Primary objectives are:

    a. Test communications.

    b. Test the passing of the word to organizations.

    c. Test the use of employee information systems:
        - Corporate Email

    d. Evaluate pre-seasonal preparations.

    e. Verify knowledge of specific EOP duty assignments by calling assigned staff.
    f. Navigation Room #142 if the event affects Both Houston Electric and Houston Gas footprint (minimum to receive readiness reports, etc.). Call in reports to Central Command.

    g. Evaluate departmental EOP's.

    h. Evaluate assessment of damage techniques. Prepare mock media, PUC, etc. reports.
    i.

5. If during this same time period, the State is conducting its Hurricane drill and Houston has activated its Emergency Center, test communication techniques with the City and State.

6. The City of Houston will communicate various disaster scenarios to the company which will be handled through the Emergency Operations Center and Public Affairs.

7. Provide mock damage assessments and mock restoration and post on system map.

Drill Guide – Winter/Ice

To promote familiarity with the differences that may exist between hurricane preparation and restoration and winter ice storm preparation and restoration, a drill exercise is outlined below.

1. Mock winter storm advisories will be communicated similar to those given by the NWS and local news media during the advance of a strong Canadian storm. This will test tracking and winter emergency activation procedures.

2. Advisories will be given approximately every two hours during regular working hours beginning Monday and ending Thursday morning when assessment of damage and restoration efforts begin.

3. The drill will be designed as a table top drill whereby decision points are discussed, and scenarios evaluated for staff reallocations.

4. Primary objectives are:

    a. Test the communications and passing the word to organizations.

    b. Test the use of employee information systems.

        - Corporate Email

    c. Evaluate pre seasonal preparations.

    d. Identify unique differences in mobilization, field patrol and restoration issues between an ice storm and hurricane.

    e. Highlight impacts due to extremely low temperatures with no moisture and freezing temperature with moisture present

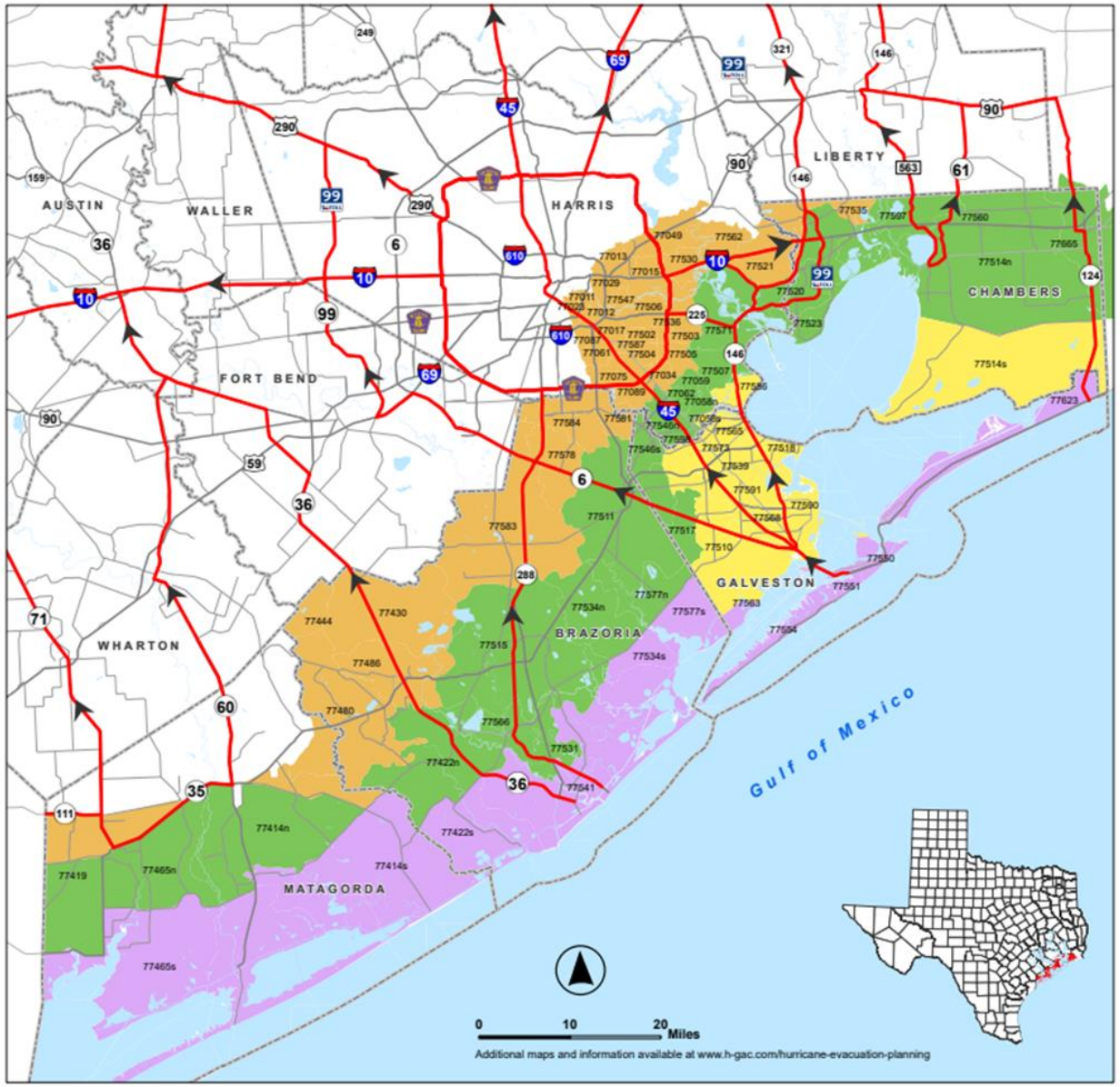
    f. Evaluate use of contract crews and mutual assistance crews (nearby and distant).

    g. Discuss historical ice storm results and reports, things that went well and those needing improvement

    h. Coordinate drill with local state agencies and other interested emergency operation centers to add value and realism.

Maps

CenterPoint Energy



Brazoria, Chambers, Galveston, Harris and Matagorda Hurricane Evacuation Zip-Zones Coastal, A, B, C

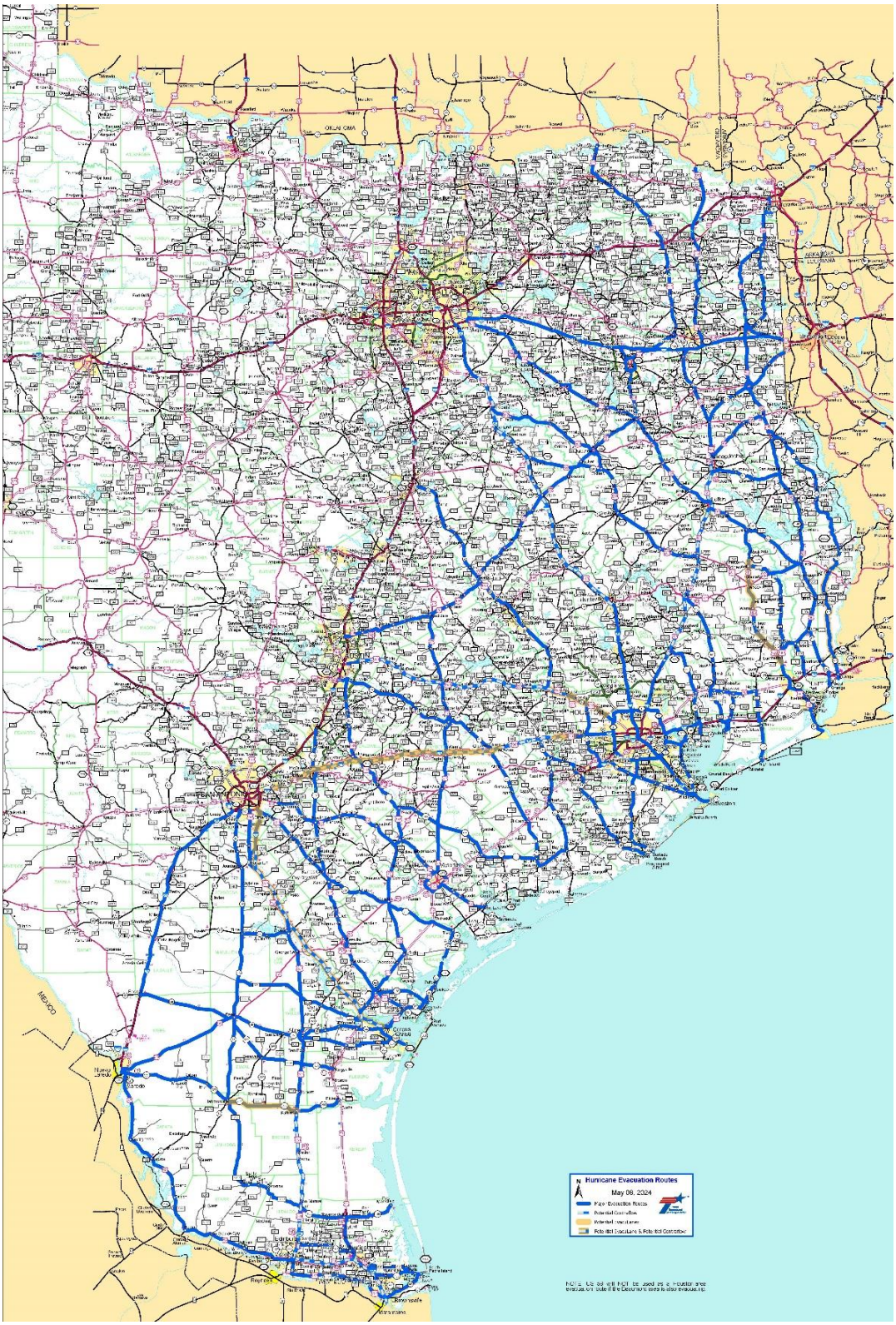
ZIP ZONE COASTAL				
77414s	77422s	77465s	77534s	77541
77550	77551	77554	77563	77577s
77623				
ZIP ZONE A				
77058s	77510	77514s	77518	77539
77563	77565	77568	77573	77586
77590	77591			
ZIP ZONE B				
77058n	77059	77062	77414n	77419
77422n	77465n	77507	77511	77514n
77515	77517	77520	77523	77531
77534n	77546n	77546s	77560	77566
77571	77577n	77597	77598	77665
ZIP ZONE C				
77011	77012	77013	77015	77017
77023	77029	77034	77049	77061
77075	77087	77089	77430	77444
77480	77486	77502	77503	77504
77505	77506	77521	77530	77535
77536	77547	77562	77578	77581
77583	77584	77587		

Some zip codes are split into north (n) and south (s) for evacuation purposes.

Route Designation

- Evacuation Corridors
- Other Roads
- County Boundary

Revision Date: May 1, 2024
Expiration Date: December 31, 2024
Map Created by:
Houston-Galveston Area Council


Hurricane Evacuation Routes
May 08, 2024

Emergency Briefing Agendas and Cadence

Initial Briefing Meeting Agenda

Ground Rules for All Meetings	
Cell phones/pagers off or vibrate	No side conversations
Objective based updates	Stick to agenda
Come prepared for each meeting	Ask questions if you don't understand
Schedule	
8:00am	EOC Operations Briefing
8:30am	CMC Update
10:00am	Media, Gov't/Regulatory, Critical/Key Customer Communications Updates Sent
1:30pm	EOC Objectives Check-in
2:00pm	CMC Update
5:00pm	Media, Gov't/Regulatory, Critical/Key Customer Communications Updates Sent
6:00pm	EOC Operations Briefing
6:30pm	Objectives and Strategy development
8:00pm	CMC Update

*Schedule subject to change based on actual emergency

EOC Operations Briefing Agenda

EOC Operations Briefing Agenda	8:00am, 1:30pm, 6:00pm
Purpose: To brief the EOC on a current status of on-scene operations **Attendees**: Current EOC Command and General Staff **Facilitator**: EOC Director or designee	
	Opening Session: Facilitator opens briefing, covering ground rules and agenda.
	Weather Update: weather is a variable that can significantly impact the operations.
	Review EOC Support Objectives and Activities: Discuss current and future EOC objectives and activities and review any changes to the Incident Action Plan (IAP).
	Remarks from Incident Commander or Designee: Allow IC to provide remarks.
	Situation Briefing: Provide a situation briefing of operations and support activities.
	Operations Update: Discuss current restoration actions and accomplishments. • Objectives • Data Points • Issues • Needs
	Logistics Update: Discuss transport, communications, logistics, and supply updates. • Objectives • Data Points • Issues • Needs
	Finance Update: Discuss EOC fiscal issues. • Objectives • Data Points • Issues • Needs
	Command Staff Updates: **A.** The PIO covers public affairs and information issues from the JIC. **B.** The Liaison Officer covers interagency and external stakeholder issues. **C.** The Safety Officer covers safety issues. **D.** Customer Strategy Officer covers customer issues, needs, and coordination.
	Final Comments and Adjournment:
OUTCOME: Situational Awareness and Execute Incident Action Plan	

EOC Management Group Objectives Meeting Agenda

EOC Objectives Meeting Agenda	6:30pm
Purpose: Develop EOC objectives for support of on-scene operations **Attendees**: EOC Command and General Staff **Facilitator**: Plans Section Chief or EOC Director or Designee	
	Call or Order: Facilitator brings the meeting to order, covers ground rules and begins to review the agenda.
	Situation Overview: Brief update on the current emergency situation.
	Critical Priorities: Identification and prioritization of urgent tasks.
	Incident Action Plan (IAP) Support: Review, creation and assignment / reassignment of EOC support objectives and activities aligned with on-scene objectives.
	Resource Coordination: Review and allocation of available resources, as well as current number of resources supporting and ordered/requested for emergency.
	Safety: Discuss measures in place for safety.
	Review/update Key EOC Procedures which may include: **A.** Managing sensitive information/intelligence **B.** Information flow into and out of the EOC and JIC **C.** Resource ordering process **D.** Cost sharing and cost accounting **E.** Operational security issues **F.** Establishment of a JIC
	Task Assignment: Develop or review/update tasks assignment for EOC Command and General staff to accomplish.
	Closing Remarks: Summary of key decisions and acknowledgment of efforts.
	Next Steps and Action Items: Review future tasks and meeting timelines.
OUTCOME: Confirm Existing or Create New EOC Objectives	

EOC Command and General Staff Strategy Meeting Agenda

Strategy Meeting Agenda	6:30pm
Purpose: Develop a unified EOC strategy to support on-scene operations **Attendees**: EOC Director and all Section Chiefs **Facilitator**: Plans Section Chief or EOC Director or Designee	
	Situation Review: Review the current and projected incident situation.
	Coordination Objectives: Facilitator reviews coordination and support objectives, ensuring accountability and feasibility for each.
	Resource Identification: Identify on-scene, en route, and ordered resources.
	Resource Prioritization: Discuss / determine priorities for resource allocation.
	Strategic Development: Develop strategies to accomplish EOC objectives and support resource needs.
	Logistics Discussion: Discuss support logistics and verify support requirements.
	Resource Ordering Process: Review the process for ordering additional resources.
	Funding Evaluation: Evaluate funding/fiscal implications for strategies selected.
	Strategy Recap: Summarize key points, strategies, and assignments.
	***OPTIONAL* - Break Out Meetings:** Sections/Staff conduct break out meetings to address information gaps.
	Meeting Conclusion: End meeting and prepare for CMC Meeting.
	Preparation for CMC Meeting: Key staff will prepare for the CMC Meeting.
OUTCOME: Confirm Existing or Create New Incident Action Plan Strategies	

Crisis Management Committee (CMC) Update Meeting Agenda

CMC Update Meeting Agenda	8:30am, 8:00pm
Purpose: Update the CMC on situation, objectives, and operational strategy **Attendees**: EOC Director, Incident Commander, CMC members **Facilitator**: CMC Leader	
	Current Situation Briefing: Provide updates on the current situation, assess resources at risk, and present the weather forecast and incident projections.
	Coordination and Support Priorities: Review coordination and support priorities, objectives, and decisions.
	Operations Section Briefing: Provides a briefing on current support activities for on scene operations. Present the proposed EOC objectives, including strategy assignments, resource commitments, contingencies, organizational structure, and supported facilities.
	Issue Resolution Alignment: Ensure alignment with EOC issue resolution decisions and the CMC.
	Resolve Concerns or Issues: Resolve any concerns or issues for critical resource shortages, allocations, or operational priorities.
	Round Robin Input: Facilitator conducts a round-robin session for final input and commitment from each CMC member
	Meeting Conclusion: End meeting and prepare for Planning Meeting.
OUTCOME: Alignment on priorities/polices and allocation of limited resources	

Emergency Levels

Levels	Definitions	Examples	Notifications	Actions
Level IV	Normal daily operations. A relatively minor event. It can be handled by the local office in less than one day. the affected Region and its personnel typically handle Level IV emergencies. These types of emergencies do not require corporate level response but sometimes do require notification to District Operations Director.	• Interruption of services below reportable limits based upon regulatory requirements of the affected Region. • Minor weather event • Minor outages	• District Operations Supervisor • Operations Manager • Operations Director	If needed, the District Operations Supervisor will determine if contact needs to be made with the Operations Manager. The Operations Manager will determine if contact needs to be made with the Operations Director or higher. Typically, normal daily operation duties or emergencies don't always require escalation.
Level III	A minor event. It can be handled by the local office usually in one day. The affected Region and its personnel typically handle Level III emergencies. These types of emergencies may not require a corporate level response but do require notification to District Operations Director.	• Interruption of services below reportable limits based upon regulatory requirements of the affected Region. • Minor weather event • Outage affecting no more than 500 customers	• Operations Manager • Operations Director • EP&R Manager • Manager Gas Control • Director Gas Supply • Call Center Manager • Dispatch Manager • Government Relations	The Operations Director will contact direct reports and Region Vice-President of Gas Operations, if needed, to inform them that the Level III Activation has been implemented, provide contact information, and to await further instructions. Call Center support required.
Level II	A moderate impact event. It is usually handled locally and will not escalate beyond Regional Management capability. Level II incidents require Operations Management to notify Regulatory Agencies, Region VP and all affected members of the Region Operations Management. Their respective functions will be determined based on the nature and severity of the emergency. Such incidents may be ongoing and certain sections in this manual may need to be implemented. The Emergency Operations Center (EOC) is partially or fully activated to support depending on significance of emergency.	• Employee or contractor injuries or fatality • Potential public safety hazards • Interruption of process or services meeting reportable limits based upon regulatory requirements of the affected Region; or shut down of a major facility • Damages totaling or exceeding reportable limits based upon regulatory requirements of the affected Region • Explosions • Off-site environmental impacts (non-threatening to health); • Reportable evacuation • Public interest from governmental officials, politicians, etc. • Multiple inquiries or interest from local media • Weather Event	• Operations Manager • Operations Director • Corporate Communications • Call Center Director • Dispatch Director • SMS and Quality Director • Manager QA/QC • EP&R Director • Manager Gas Control • State and Federal Regulatory Agencies • Manager Risk Control & Business Continuity • Director Gas Supply • Government Relations	The Operations Director will contact direct reports and Region Vice-President of Gas Operations, if needed, to inform them that the Level II Activation has been implemented, provide contact information, and to await further instructions. Certain Level II events may require additional resources (other internal resources not specified in the plan, consultants and outside resources, etc.) or the event may escalate into a Level I event. This step will be done at the request of the Region Operations Director of the affected region.

Levels	Definitions	Examples	Notifications	Actions
Level I	The highest level of emergency. These types of events are usually ongoing and require extensive support from outside the Region. Level I events require notification to all Gas Operations Management. The Emergency Operations Center (EOC) is activated. The Crisis Management Committee (CMC) is activated.	• Homeland Security reportable • Houston Electric activates EOP • A level 4 or 5 hurricane or a hurricane affecting a major area. • Terrorist Event • Other Major Weather or Geological Events	• VP Customer Experience • VP Gas Engineering & System Integrity • SVP Natural Gas • VP Texas Gas Operations • VP Human Resources • VP Safety and Technical Training • VP Corporate Communications • Director Call Center • Director Gas Dispatching • Director Engineering • Director Gas Supply • Director Safety • Director HR • Director Technical Training • Director SMS and Quality • Director Environmental • Director Gas Control • Director Operations • Director Regulatory Affairs • Director System Integrity & Reliability • Director TFO • Director Damage Prevention • Director GIS • Director WOM • Director Security • Director Warehouse • Director Technology Operations • EP&R Director • Incident Commander • Manager QA/QC • Manager Gas Control • Manager Gas Measurement • Manager TFO • Manager Fleet • Manager Community Relations • Manager Contract Services • Manager Corporate Communication • Manager Gas Dispatching • Manager Technology Operations • Manager Purchasing & Logistics • Corporate Travel • Regional Compliance	The Operations Director will contact direct reports and Region Vice-President of Gas Operations, to inform them that the EOP has been implemented, provide contact information, and to await further instructions. The key employees listed on the Communication Plan will contact their direct reports to inform them that the EOP has been activated, provide contact information, and to await further instructions. The Emergency Operations Center will be activated.