

FACILITATOR'S and EVALUATOR'S GUIDE¹

(Footnotes have been added to the table in order to identify further “to do” items which we will be delegating at the next planning meeting, see last page for full list).

Real World Time	Exercise Condensed Time	Scenario	Task	Props	Primary Players	Exercise Objective	Expectation
August 23, 2010 Pre Drill Conditions	February 9, 2011 5:35 AM	Winter Storm Forecast – Arctic cold front will move across North Texas today. Some precipitation may fall in the form of freezing rain or sleet.	Email to participants – PUC Staff	NONE	PUC Texas Staff & Drill Participants		Routine Monitoring
August 23, 2010 Pre Drill Conditions	February 9, 2011 6:25 PM	Severe Winter Storm Warning – Sub zero temps are forecast for northern Texas. This will freeze water vapor in gas wells, temporarily cutting gas production. Shortages and power curtailments may be unavoidable.	Email to participants - PUC Staff	NONE	PUC Texas Staff & Drill Participants		Routine Monitoring
9:00 AM		Group introductions and session introduction	NARUC staff				Slide 1-4
August 24, 2010 9:30 AM	February 10, 2011 5:35 AM	Local news & weather broadcast reports that North Texas has experienced severe winter weather overnight. This began with sleet and freezing rain for several hours. Weather reporter expects additional sleet and freezing rain to continue across the area. Areas of sleet and freezing rain continue to fall across the area. Significant ice accumulations of up to 1.5 inches are expected. Ice accumulation may be sufficient to break tree limbs and power lines... Power outages may occur.	NWS UPDATE #1 Develop Multi media message – NARUC Staff	News Broadcast	All participants	Phase I – Routine preparation	Slide 5. Routine Monitoring. Follow up with discussion of Emergency Operations Procedure.

August 24, 2010 9:35AM	February 10, 2011 8:00AM	Review by all participants of emergency operations plans and preparations. Cyber Teaser (how are you communicating – prepared for outage?)	NONE	NONE	All Participants	To ensure that gas industry and electric utilities are familiar with emergency operations plans, have updated contact information and have contacted potential mutual aid organizations for possible assistance.	Slide 6. To familiarize all participants with each entity's emergency operations plans and procedures.
August 24, 2010 10:00 AM	February 10, 2011 9:00 AM	See Inject #1 – Cyber Issue	Memo from IT Department or this announcement can be read aloud during drill on power point slide. – NARUC Staff	COPY OF MEMO (on slide or on paper) see text of memo	GROUP 1 & GROUP 2	To test back up communications plans. Encourage employees to explore alternative means of communication in the event that traditional means of communication (email) is not accessible.	Slide 7&8. Discussion of “Communicating Offline”. People will describe how they will communicate with industry if traditional means of communications is not available.
August 24, 2010 10:45 AM		BREAK FROM 10:45 – 11:00					Slide 9.
August 24, 2010 11:00 AM	February 11, 2011 4:21 AM	See NWS UPDATE #2 on attached document.	NEWS UPDATE #2 Develop Multi media message – NARUC Staff		All participants	Phase 2: Response	Slide 10.
August 24, 2010 11:05 AM	February 11, 2011 8:45 AM	Natural gas processing plants are losing electric power and going down. Only 25% have emergency generation facilities. North Texas transmission lines lose another 15% of deliverability. Curtailment of some power plants and industrial customers will be necessary to meet residential and commercial customers.		Message inject. This can be in the power point or in the form of a handout.	Gas & Power Group – Interdependency	To explore interdependencies between the two industries.	Slide 11. Test: This is an interdependency issue between electric utilities and gas companies. Even though gas supply to this area is not disrupted, customers need electricity to power the fan that heats their home. How do you confront this issue? Spend a few minutes talking through this, then advance to the next cyber inject

		<p>Reports begin to come in to the SOC by people in this area who state that they are without power and gas and they are unable to heat their homes. Your information from the gas company states that that area does indeed have gas. There are two senior citizen assisted living facilities in this area. What do you do?</p>					
<p>August 24, 2010 11:15 AM</p>	<p>February 11, 2011 9:15 AM</p>	<p>SEE CYBER INJECT #2</p>	<p>Memo from IT Department or this announcement can be read aloud during drill on power point slide. - NARUC Staff</p>	<p>COPY OF MEMO (on slide or on paper) see text of memo</p>			<p>Slide 13.</p>
		<p>BREAKOUT GROUP 1 will be in CHR; GROUP 2 will be in Hearing Room A</p>					

<p>August 24, 2010 11:20 AM</p>	<p>February 11, 2011 9:25 AM</p>	<p>TNMP reports power outages throughout their service area, but are able to provide outages by zip code. Oncor is reporting numerous outages within their service area. Tri County Electric reports that they have outages in Archer, Parker, and Denton Counties, but they are unable to provide zip code information. How many customers are affected? How does the PUC track these outages given the downed database and network issues?</p>		<p>Message inject. This can be in the power point or in the form of a handout.</p>	<p>Power group only</p>	<p>BREAKOUT EXERCISE #1</p>	<p>Slide 15 and discussion on Slide 16. How does PUC staff adapt to a technology breakdown? Requests for power outage updates will still occur, how do we manage the data effectively?</p>
<p>August 24, 2010 11:20 AM</p>	<p>February 11, 2011 9:25 AM</p>	<p>During the early morning of Friday, February 12 in Allen, Texas cold temperatures cause a 70 psig connection upstream of a regulator station and natural gas meter to contract. A major leak erupts and catches on fire at the back of a large assisted living complex with 500 residents. The press is on the scene filming the injured residents. Also, 5,000 customers, affecting 15,000 residents of the town lose gas service.</p>			<p>Gas group only</p>	<p>BREAKOUT EXERCISE #1</p>	<p>What operations procedure would be used to extinguish the fire and repair the connection? Is this covered in the company emergency plan? Who takes charge? What others would be called in to help repair the leak?</p> <p>Is the Mayor, County Judge, City Manager or City Attorney notified? What are their roles, if any? When are the DDC and/or SOC notified? If so, what are their roles? Who notifies whom? Is there ongoing communication? About what?</p> <p>Who handles the press? Who handles the injured? Who handles warm sheltering? Who makes sure all of this happens in a professional and timely manner?</p>
<p>August 24, 2010 12:10 PM</p>		<p>Discussion with both groups of their scenarios in CHR.</p>					
<p>12:30 PM</p>		<p>LUNCH</p>					<p>Slide 17.</p>

<p>August 24, 2010 1:15 PM</p>	<p>February 11, 2011 9:40 AM</p>	<p>Freezing Gas Supply. Two days ago, the dispatchers of most intrastate gas transmission companies asked their suppliers of gas well gas to increase volumes to 100% of deliverability. After the producers open up their wells, the gas transmission lines are only receiving 60% of the reported G-1 volumes from 24-hour deliverability tests. Yesterday, wells gathering systems and field compressors start freezing up. Natural gas processing plants are losing electric power and going down. Spot market brokers are not meeting their supply contract obligations claiming Force Majeure. The spot price has increased to \$12.00/MMBtu. Curtailment of power plants is under consideration. Today, a major 36" line running from the Waha Hub to the Dallas Ft. Worth Metroplex had dropped from 700 psig to 400 psig. Action must be taken to prevent a major gas supply disruption.</p>			<p>Gas Group Only</p>	<p>BREAKOUT EXERCISE #2</p> <p>Test the Texas Energy Reliability Council's ability to monitor, report, and allocate gas supplies during emergency situations through interactions with private companies operating gas transmission lines, the RRC Gas Services Division and the SOC. Test interaction between RRC and PUC in a crisis involving interdependence.</p>	<p>Slide 18 and 19. What are the lines of communication? At what point in the crisis does TERC come into play? How about the SOC? What is the frequency of contact?</p> <p>How does TERC manage to monitor all of the transmission lines during a winter storm? How does TERC decide what information to share with the RRC-SOC representative and when to share it?</p> <p>Is curtailment of gas service an option? Who goes first and who decides? What is the scale of priority?</p> <p>How does voluntary allocation take place? Does TERC ask a company to give up gas to a company in distress? Does TERC keep up with gas in storage? Do the companies deal with each other and make supply decisions directly?</p> <p>Does TDEM get involved in voluntary allocation? If voluntary allocation doesn't work, what happens? What do TERC, SOC and TDEM do to avert a major supply disruption? Is the price of gas an issue in voluntary allocation?</p>
<p>August 24, 2010 2:15 PM</p>		<p>On February 12th bob-tail propane trucks in North Texas were making emergency deliveries despite the 40 mile per hour winds and icy road conditions. Many of the drivers had been working long shifts and were going to have to shut down due to their hours limitation.</p>			<p>Gas Group Only</p>	<p>BREAKOUT EXERCISE #3</p> <p>Test TXOGA's ability to coordinate and resolve crisis situations involving propane during a winter storm, interacting with the RRC, PUC, TDEM and other ESFs.</p>	<p>Slide 20 and 21. What could be done about the drivers' hours limitations? Who would handle it? What would it involve?</p> <p>Could the Oklahoma trucks bring in propane? If so, how would it be handled and who would handle it?</p> <p>What could be done about the power outage at the terminals in Wichita Falls?</p>

		Liquids terminals were starting to run low on supply of propane, especially in the Wichita Falls area. Some of these terminals have lost electric service as well. Propane tanker trucks in Lawton, Oklahoma were available to bring in supplemental supplies of propane but were not licensed to operate in Texas. In Electra, the hospital, an assisted living place and a children's home were out of propane and could not find a supplier. Several hundred people were affected.					What could the SOC do about the supply of propane in Electra? Who would handle it and what would they do?
1:15 PM	February 11, 2011 9:35 AM	A roof collapsed in a Section 8 Housing Project. The building was immediately declared structurally unsound and all residents have been forced to evacuate to a nearby warming center/shelter. The power at the shelter has now gone out. There is also a report that an area hospital has lost power and its backup generation has failed. This hospital staffs 435 beds, the current census is 250. How do you prioritize this event?		TDEM will inject this request.	Power Group Only	BREAKOUT EXERCISE #2	Slide 18 and 19.
2:15 PM		The reason for the power outage at the shelter is because a news helicopter filming the roof collapse lost control and crashed into a nearby substation. It hit the autotransformer inside the substation. Due to the extent of the damages power will not be restored any time soon. What needs to be done,			Power Group Only	BREAKOUT EXERCISE #3	Slide 20.

		how long will these repairs take are spare transformers available in the area?					
2:45		BREAK					Slide 21.
		CHIEF KIDD INJECT	TBA - Regina		RRC	Short inject - distraction	
August 24, 2010 3:00 PM		As the storm dissipates, there are 3,000 residential gas customers, 230 commercial gas customers and 17 industrial gas customers in McKinney without gas service. The main transmission line from Waha to Dallas is at 400 psig significantly below the normal 700 psig. The Wichita Falls area is virtually out of propane. Trees and electricity poles litter the highways making it near impossible to bring in propane supplies. People staying in warm shelters want to go home.			Gas & Power Groups	Test the ability of the public and private sector to work together to restore service to utility customers, re-establish supply in gas transmission lines and LPG terminals.	<p>Slide 23 and 24. What public information is going out and where does the information originate and flow?</p> <p>What is the priority of restoring service to customers without gas?</p> <p>What can TERC and TXOGA do to help out? What involvement does the RRC have with the PUC at this point?</p> <p>At what point is the crisis over and when does the communication cease?</p>
3:30		Session Wrap-up					Slide 24.
END EXERCISE at 3:30 pm							

Weather report #1

Good morning Texas, and it's a mess out there this morning, isn't it? North Texas had an icy wake up, with a storm that began very early this morning bringing sleet and freezing rain to the area. Reports of ice accumulation are rolling in...Denton is reporting a tenth of an inch accumulation of sleet and a half inch of freezing rain...Wichita Falls has almost an inch of freezing rain on the ground...the Dallas Fort Worth metro is reporting light glazing and freezing rain.

And the bad news is this is just the beginning. The low pressure system bringing this bad weather continues to pull in cold air and moisture, and we are looking at continued sleet, freezing rain, and icy conditions through the day and possibly into tomorrow. Temperatures will remain steady hovering just around the freezing mark. Accumulations of up to 1.5 inches of ice are expected, with potential to cause severe physical damage to tree limbs and power lines. Many schools and businesses have closed their doors today – you can visit our website for a full report on closings and delays. If you *do* have to go outside, be very, very careful and try to stay off the roads. Stay tuned to AWSM news for full coverage of the storm, and we'll continue to keep you updated.

Weather Report #2

Good morning Texas. The storm outside? Well, it's getting worse...The low pressure system has set up camp and continues to bring heavy and damaging ice storms, and now we're looking at high winds, too. The National Weather Service has just announced a high wind warning through noon today for areas north of interstate 20.

Early this morning in Oklahoma, winds behind a cold front ranged from 30-40 MPH with gusts as high as 49 MPH reported. These strong winds will surge southward this morning, and combine with ice-covered trees and power lines to create a life-threatening situation across North Texas. Heavy ice has already slammed areas from southeastern Denton county to northern Dallas and Collin counties, causing widespread outages. Conditions and outages are likely to worsen as ice-coated power lines and poles are blown down. Trees and large limbs are also at risk of breaking and falling on buildings and vehicles.

If you are out of power, it might be a long wait for warmer weather and for utility crews to restore power...Road conditions are extremely slick and dangerous, especially along the Interstate 20 corridor. All non-emergency travel is discouraged today, though utility crews are dispatched where it is safe. Stay tuned to AWSM news for the latest on this dangerous high wind and winter weather event.