

DELIVERING MORE.

GVEC 2021 Hurricane Preparedness Plan

gvec.org

gvec
Delivering more.™

Electricity

| AC/Heating

| Solar & Battery

| Electrician Services

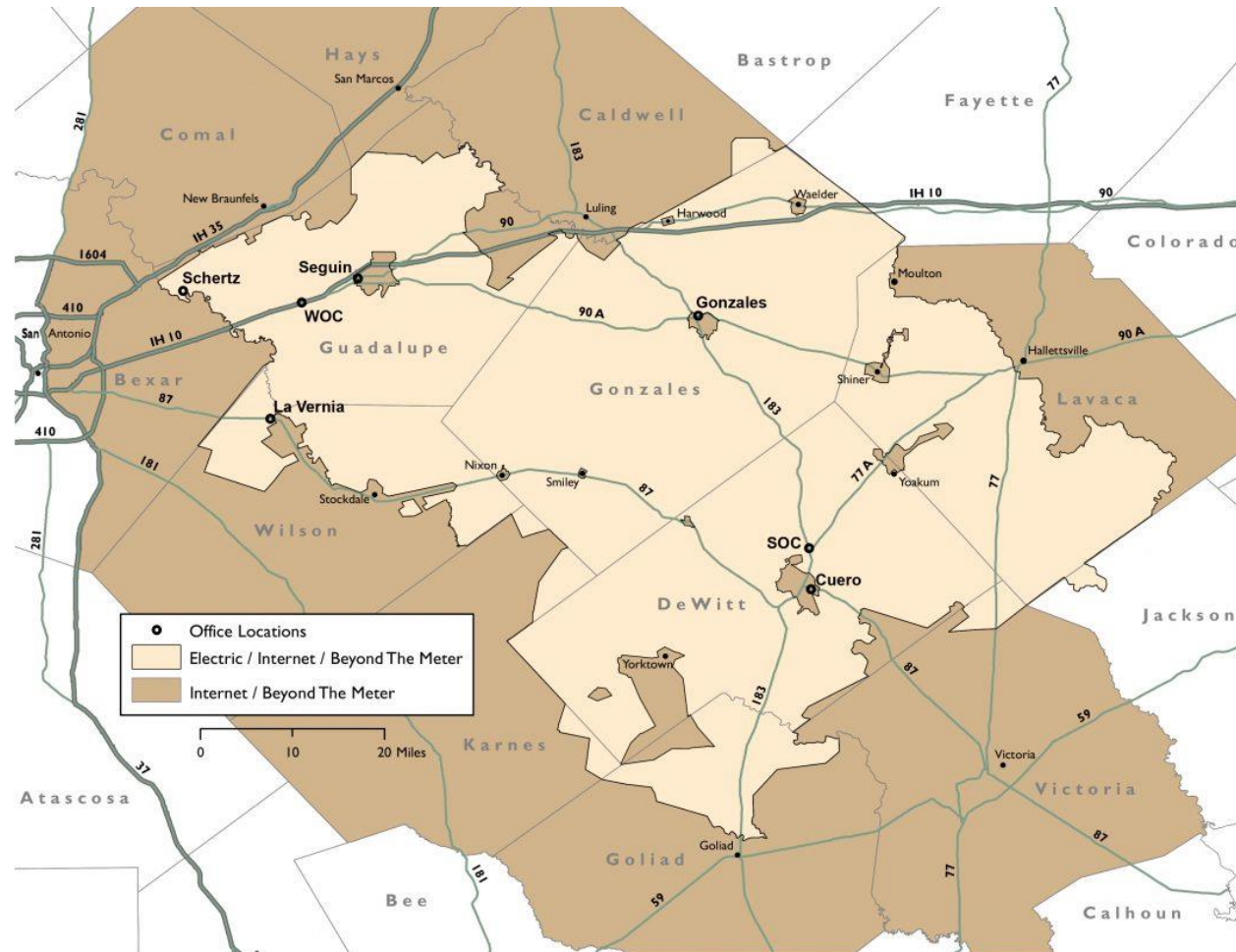
| Internet

| Community

Serving the South Central Texas Region.

Our electric service area spans 3,500 square miles over 13 South Central Texas counties. Over the years, we have expanded our [high-speed Internet](#), [HVAC](#) services, solar sales and service, and electrician services to serve [members](#) as well as the public residing in the surrounding areas of our electric service territory.

Serve 89,811 electric members
10,660 miles of energized line OH/URD
190,000 Distribution Poles
3,328 Transmission Poles



High Level Approach

- Have an Emergency Operation Plan in place and teams prepared
- Stage crews and immediately increase as required
- Begin main feeder restoration work immediately following storm (Transmission, Substation, 3-phase backbones, 2-phase backbones, 1-phase backbone and then taps.
- Perform additional assessment activity in parallel with feeder restoration



High Level Approach...*continued*

- Establish a crew rotation plan
- Compile and prepare all news releases, public service announcements, social media and website updates and other pertinent duties needed to provide information as deemed necessary for general instructions, safety, and well-being of the employees, membership, customers and the general public.
- Provide and utilize all types of digital cameras
 - Photos and videos can be used to show our membership and customers the extent of damage to the cooperative's facilities and infrastructure



Public Preparedness

- Make plans for action:
 - Stay tuned to radio or TV for official bulletins
 - Secure lawn furniture and other loose material outdoors
 - Don't open refrigerator unless necessary
 - Secure windows with tape, plywood or shutters
- Be cautious!
 - During high winds, electric lines can be torn down by limbs and trees. Any dangling line or lines on the ground can be deadly. Call GVEC or your local authorities to report a downed line, outage or any hazardous situation



Public Preparedness...*continued*

- **Generator Safety**

- Portable generators can be very helpful to people during outages, but we urge everyone to follow these safety guidelines when using portable generators.
 - Never connect a generator directly to your home's wiring. This can cause back feeding along power lines and electrocute anyone coming in contact with them, including linemen making repairs.
 - Always plug appliances directly into generators.
 - Connecting the generator to your home's circuits or wiring must be done by a licensed electrician who will install a transfer switch to prevent back feeding.
 - Use heavy-duty, outdoor-rated extension cords.
 - Always have a fully charged fire extinguisher nearby.



How You Can Help

- Report an Outage
 - GVEC offers three ways to report outages:
 - Call - Call us: 800.223.4832. Have your meter number, account number, service address or phone number on the account ready. Whether you talk to a Customer Service Representative or provide your information through our automated phone system, your report is immediately logged into our system so we can respond. The GVEC Control Center is in operation 24/7.
 - TEXTPOWER - most convenient way because it enables you to contact us by cell phone text message. When you have an outage, just text OUT to our phone number, 800.223.4832, and we'll know who you are and your service location. TextPower also allows you to request a status update and receive notice when your power is restored.
 - SmartHub - Log in and click Report an Outage. We'll already know your service location.

How You Can Help...*continued*

- Report Downed Poles, Power Lines or Any Other Hazards
 - Call us: 800.223.4832 and give our CSR or the Control Center Operator the approximate location of the hazard
 - Stay away and do not touch the wire!



Issues Due to High Winds & Rain



Issues Due to High Winds & Rain...*continued*



Issues Due to High Winds & Rain...*continued*



Issues Due to High Winds & Rain...*continued*



Think Safety