



Nueces Electric Cooperative

Your Touchstone Energy® Cooperative 

2022 Hurricane Preparedness Guide

NEC is Ready for Hurricane Season. Are You?

Every year at this time, people in South Texas brace themselves for another potentially destructive hurricane season. Use our hurricane preparedness guide to help you and your family prepare before, during, and after a potential storm.

Hurricane season officially takes place from June 1 through November 30, but NEC storm restoration planning takes place year-round. These powerful cyclones can severely impact our electrical system.

When major storms knock out power, our line crews take all necessary precautions before working on downed lines. Our number one goal is to restore power as quickly and safely as possible when storm impacts any part of the eight-county NEC service territory. When severe weather is predicted, NEC teams make preparations to ensure line crews and contractors are mobilized and properly equipped to respond as soon as it is safe to do so. During hurricanes, each NEC employee plays an important role in the restoration plan and has been trained to be as ready as needed.

NEC encourage you also to practice safety and preparedness to protect your family during storms and outages. For prolonged power outages, turn off major appliances, TVs, computers, and other sensitive electronics. This will help avert damage from a power surge and avoid overloading the circuits during power

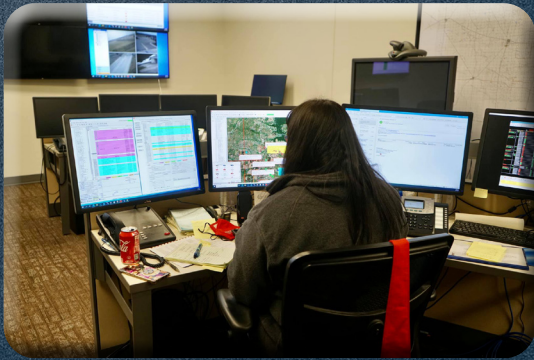
restoration. Leave one light on to alert you when power is restored.

Listen to local news or a National Oceanic and Atmospheric Administration (NOAA) Weather Radio for storm and emergency information, and check our website, www.nueceselectric.org, and our Facebook and Twitter pages for important updates. You, or an out-of-town family member, can access the NEC website for regular updates and view outages through the NEC Outage Viewer. We will also communicate with you by sending out email blasts and automated phone calls. If you have an emergency, please contact your local law enforcement officials. When a hurricane threatens, listen for instructions from local officials. When they call for an evacuation in your area, get going without delay.

Advance planning can reduce stress and anxiety in the aftermath of storms and hurricanes. At NEC, we recommend that you act today because there is power in planning.

Whatever this hurricane season may bring, your local electric cooperative is here for you just as we have been for more than 80-years. We hope that the information in this guide proves useful to you and your family or business as you prepare for the upcoming storm season. From our co-op family to yours, we hope you have a safe and wonderful summer.

Hurricane Command Center

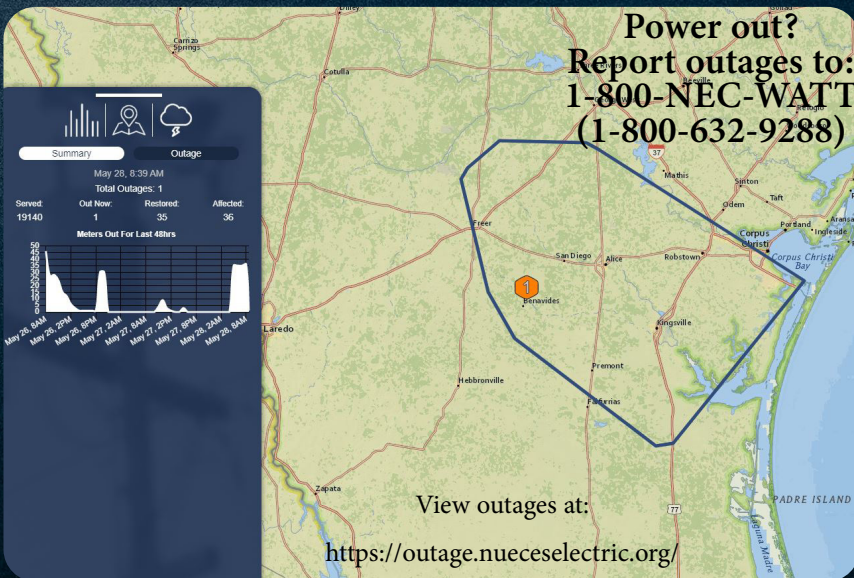


The NEC command center: It's high tech. It's encased in eighteen inches of concrete. It has seating for three employees and eight senior staff. It is where the magic will happen in the event of a category three, four or five hurricane. It is definitely the coolest room in the entire cooperative.



When building the new headquarters, durability and longevity were on the top of the long list of concerns. Living on the coast, designers had to take into account that hurricanes can, and do, impact the area. That is why the NEC blueprints included a specially designed ("hardened") room which will withstand high force hurricane winds. The room is specially designed and outfitted with its own back-up generator and computer system. In the event of a hurricane, the coordination of restoration can be manned from one of three chairs while management coordinates department efforts and communication from the conference table in the back portion of the room.

Rest assured that in the event of a hurricane, NEC lineworkers and employees are trained, dedicated, and will not stop until power is restored safely to all members.



NEC Outage Viewer

NEC members can now view outages 24-hours a day, seven days a week from the comfort of their office, home, car or anywhere you can access the internet.

The outage viewer can be found in the Storm Center located on the NEC website, www.nueceselectric.org.

Through the NEC website, the outage viewer page securely interfaces outage information with our dispatching personnel. As outages are repaired, the program automatically updates to reflect the progress.

Members can view the entire NEC system at a glance to determine how many folks are out in their area and how many other outages are happening at the same time. Each outage has a colored dot, and some will have a "halo" around the dot. The color of the dot represents the number of members affected. The halo represents the a larger land mass that is affected.

Bringing this technology to members is another way the Co-op is being accountable and transparent to members. Not only can members see how their area is affected, but it also allows members to see the bigger picture of what NEC crews are up against.

Be it a big storm or small rain, NEC is here for you when you need us.



National Oceanic and Atmospheric Administration (NOAA) 2022 Atlantic Hurricane Season Outlook

The U.S. could be in for another active hurricane season in the months ahead. The National Oceanic and Atmospheric Administration (NOAA) released its 2022 Atlantic hurricane season outlook in May, predicting a 65% chance of an above-normal number of named storms.

The NOAA outlook predicts a likelihood of 14 to 21 named storms with sustained winds of at least 39 mph. It says 6 to 10 of those are likely to become hurricanes, and 3 to 6 may become major hurricanes of Category 3 or higher.

Those numbers range higher than the newly adjusted “normal” figures of 14 named storms, seven hurricanes and three major hurricanes in a typical season. NOAA raised its assessment of the “normal” number of storms due to the significant uptick in activity in recent decades, up from the previous level of 12 named storms, six hurricanes and three major hurricanes.

The increased activity anticipated this hurricane season is attributed to several climate factors, including the ongoing La Niña that is likely to persist throughout the hurricane season, warmer-than-average sea surface temperatures in the Atlantic Ocean and Caribbean Sea, weaker tropical Atlantic trade winds and an enhanced west African monsoon. An enhanced west African monsoon supports stronger African Easterly Waves, which seed many of the strongest and longest lived hurricanes during most seasons. The way in which climate change impacts the strength and frequency of tropical cyclones is a continuous area of study for NOAA scientists.

“It’s important for everyone to understand their risk and take proactive steps to get ready now by visiting Ready.gov and Listo.gov for preparedness tips, and by downloading the FEMA App to make sure you are receiving emergency alerts in real-time.”

Text Message
Today 11:14 AM

NEC has launched text alerts for power outages at your property! You have been automatically enrolled. To opt out, reply STOP. For more info, reply HELP.

Text Message
Today 11:14 AM

NEC has launched text alerts for power outages at your property! You have been automatically enrolled. To opt out, reply STOP. For more info, reply HELP.

Help

This system will alert you when your power is out. For questions, call [1-800-632-9288](tel:1-800-632-9288) or visit nueceselectric.org. QUIT to stop. Msg and data chgs may apply

Outage text welcome message.

NEC Outage Texting

Nueces Electric Cooperative always strives to keep up to date with member communications, especially during times of severe weather. When our member’s lights go out, there are typically two things they want to know (1) Does NEC know we are out of power? (2) How long until power can be restored? Fortunately, NEC has recently introduced a new way to be alerted of outages during a storm or severe weather.

How it works

Members will be notified when their power goes out through an outage text messaging system. It is important for our members to have an active, working phone number on file that NEC can reach in case of emergencies. The mobile phone number members have on file with NEC will receive an initial text message stating that they will begin receiving NEC outage notifications. Members will have the option to opt out of outage texting by replying “Stop”. Members can also reply “Help” and receive a text containing more information.

This service is a great resource for NEC members in the event of evacuations and when keeping track of power in the home is impossible. Now members will have an exact time the power went out, as well as when the power is restored. This allows members to be aware of how long electronics such as the refrigerator and other devices were left without power. Members will also receive an estimated time frame of when power is expected to be restored. NEC launched its outage texting system in June 2019. NEC will continue to improve communication methods for our members to continuously fulfill our mission of providing reliable, cost-effective service in a culture where safety is a priority.

Emergency Resources

1. Ready.gov

Website: ready.gov

Phone: 1-800-FED-INFO

2. TXDOT Highway Conditions

Website: DriveTexas.org

3. National Hurricane Center

Website: nhc.noaa.gov

4. American Red Cross South Texas Chapter

Website: redcross.org

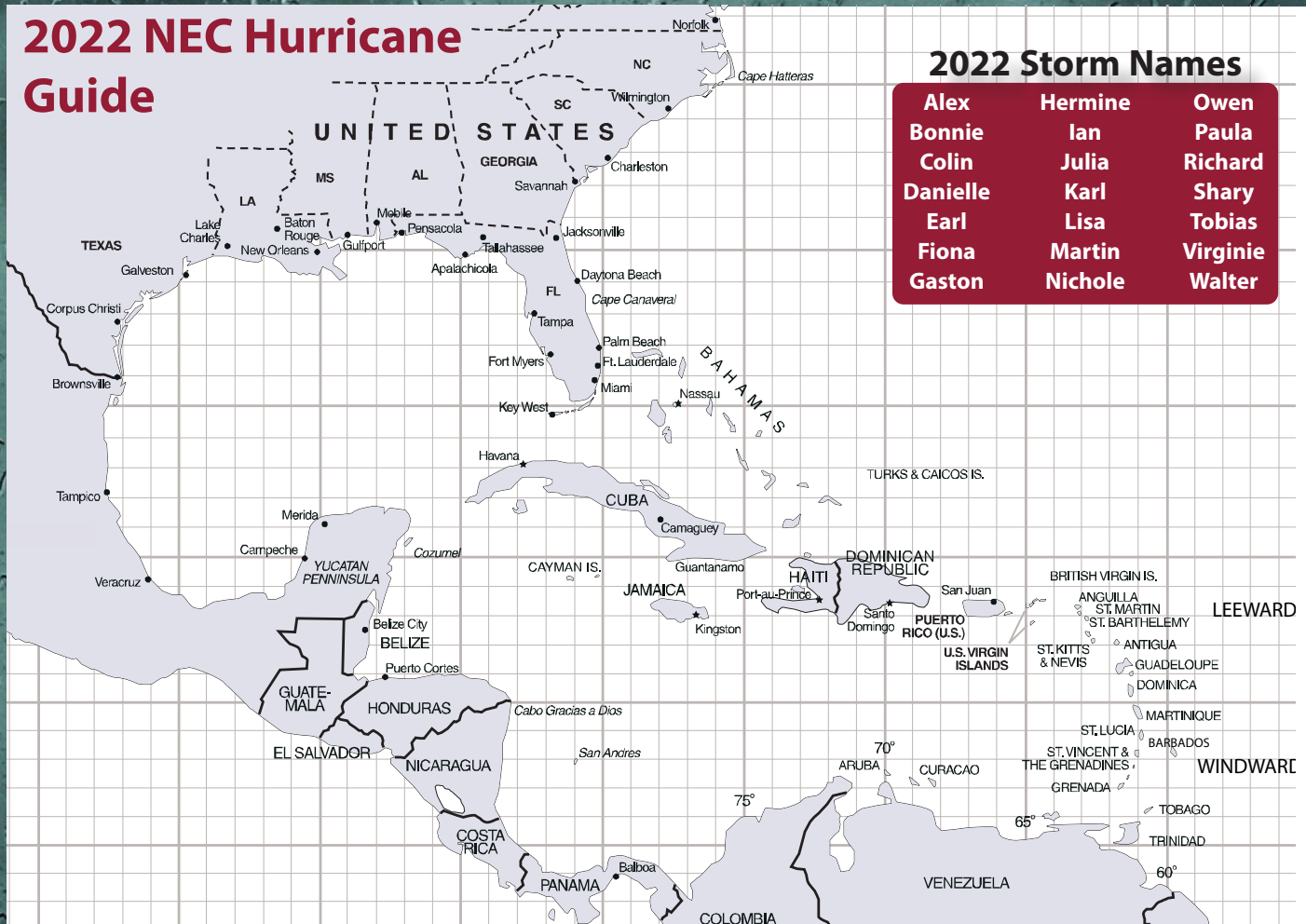
Toll Free: (800) 785-7851

5. FEMA

Website: fema.gov

Phone: 800-621-3362

2022 NEC Hurricane Guide



NEC Requirements to Keep Lineman Safe

If you plan to purchase or install a backup generator for your home, it is ideal to plug devices or appliances directly to the generator. However, in some cases members ask to run their home central AC unit to the generator. In order to do this, you will need to tie in the generator with the main breaker. For the safety of line crews and your home, there are certain issues you must resolve with NEC before you activate your system.

NEC requires you to have an electrician safely install a “break before make” transfer switch between your meter and main breaker, and have them tie in your generator to the electric transfer switch. This way the electricity your generator produces will be isolated from the power grid. If you plug in your generator and do not have this transfer switch, you are putting line crews working to restore power at risk of electrocution due to the backfeeding of electricity through your power lines. When power is restored, simply reverse the transfer switch so the main source of power is coming from the power lines. Talk to your electrician to see if an automatic or manual transfer switch is right for your home.

Focus on Safety: Generator Safety 101

1. Determine what lighting and appliances you will want to use and choose a generator that produces more power than will be drawn.
2. It is best to plug appliances directly into the generator using heavy duty, outdoor extension cords.
3. Every year, people die in incidents related to carbon monoxide (CO) poisoning from using portable generators. **We can't say it enough: Never Use a Portable Generator Indoors!** This includes inside a garage, carport, basement, crawls pace, or other enclosed or partially-enclosed area, even with ventilation. Opening doors and windows or using fans will not prevent CO buildup in the home. The CO from generators can rapidly lead to full incapacitation and death, but CO can't be seen or smelled. If you start to feel sick, dizzy, or weak while using a generator, get to fresh air RIGHT AWAY - DO NOT DELAY! Because you may have windows open to get fresh air while the power is out, be sure to place the generator away from windows, doors, and vents

Getting Started

- * Start with an easy to carry, water-tight container. A large, plastic trash can will do, or you can line a sturdy cardboard box with a couple of trash bags.
- * When storing your documents, use a portable, waterproof (airtight) bag that's brightly colored, so you can quickly find it in the dark.

First Aid

- * Band-aids
- * Gauze
- * Roller bandages
- * Antiseptic
- * Latex gloves
- * Adhesive tape, 2-inch width
- * Anti-bacterial ointment
- * Cold pack
- * Small scissors
- * Tweezers
- * Sunscreen
- * Thermometer
- * Safety Pins
- * CPR breathing barrier/face shield
- * Non-prescription drugs (e.g., aspirin or non-aspirin pain relievers)

Food

- * Ready-to-eat, non-perishable foods, such as canned meats, granola bars, instant soup and cereals, fruits and vegetables, canned or box juices, peanut butter, jelly, crackers, granola bars, trail mix, bread and any special dietary items you and your family need.
- * Dry milk and juices
- * Water: 1 gallon per person per day.
- * Manual can opener
- * Baby supplies: formula, bottle, pacifier, soap, baby powder, clothing, blankets, baby wipes, disposable diapers, canned food and juices

Sanitary

- * Garbage bags
- * Large trash cans
- * Towelettes
- * Bar soap and liquid detergent
- * Shampoo
- * Toothpaste and toothbrushes
- * Feminine hygiene supplies
- * Toilet paper
- * Household bleach
- * Rubber gloves

Supplies

- * Paper plates & napkins
- * Duct tape
- * Matches
- * Foil
- * Tools
- * Signal Flare
- * Ponchos
- * Blanket or sleeping bag per person
- * Battery-powered, portable radio or portable TV and plenty of extra batteries
- * Eyeglasses
- * Games, such as cards, and quiet toys
- * Seasonal change of clothing, including sturdy shoes

Document & Finance

- * Copy of driver's license
- * Printed emergency contact list or address book (even if contacts are stored in a smartphone)
- * Insurance policies (health, home, auto)
- * Vital documents (birth certificates, passports, wills)
- * Bank account information (account numbers, passwords)
- * Cash and change
- * Photocopies of credit and debit cards (front and back)
- * Stock certificates, investment info
- * Extra keys (home, safe deposit box, office and car)

Pet Needs

- * One week of food and water
- * Leash and a crate or carrier
- * Bed, dishes, toys
- * Any medications
- * Battery-operated air pump for aquarium
- * Vet's contact information

Baby Needs

- * Bottles, formula, and/or powdered milk
- * One-week supply of diapers
- * Baby wipes and diaper rash ointment

Lighting

- * Flashlights and extra batteries
- * A large light source
- * Utility lighter
- * A wrench or set of pliers (to turn off utilities)

Communication

- * Battery-powered AM/FM radio
- * NOAA hazard-alert radio
- * Car or emergency charger for mobile devices
- * Small notepads and pencils
- * Games and activities that don't require electricity

Preparedness Kit

When Your Power Goes Out

Your power reliability is a priority for Nueces Electric Cooperative but sometimes weather, wear and tear, animals, and other things can cause an interruption in your electricity services. If you experience a power interruption please follow the steps below to ensure your power is restored in the quickest most efficient manner possible.

1. Check your breakers

2. See if your neighbors are also out of power

3. Report your power outage by calling 1-800-NEC-WATT

- Give us your name and NEC account number
- Tell us the time the power went out

- Give other important information: If neighbors are out also out of power, if there are wires down, trees on a line, bad weather, pole fires, or any sounds that accompanied the outage, and if there is digging or construction in the area (if you have underground lines).

4. Monitor outages and updates

- Use the Outage Viewer to monitor restoration progress
- Check NEC's Facebook page
- Check NEC's website

Communication is Key During Storms

Communication during a storm can often times be difficult and frustrating. After all your power is out and thoughts immediately start racing through your mind: it's hot; the food in your fridge and freezers; no chargers or electronics work; you may have livestock water pumps; and you have no idea why your electricity is out and how long it will be out. It's stressful and we get it. When you experience a power outage, use the information to the right to help guide you on how to work with the Co-op.

The most important step is utilizing the NEC outage viewer to see how large the outage is. The Outage Viewer provides real-time data. If you have gone to another home while your power is out, check the Viewer to know when your power is back on and you can return home. The Outage Viewer allows members to see the big picture and see all of the outages the Co-op is working on. During major storms, the co-op will do our best to post updates on Facebook and our website, and will update you to the best of our ability as we receive information.

Five Practical Ways to Protect Yourself and Others From the Dangers of Inland Flooding

Protect Your Personal Documents and Special Items

- * Store valuables in plastic tubs with locking tops
- * In case of an evacuation, you should be able to secure and move all of your valuables within 15 minutes

Buy Flood Insurance - A Plan for Replaceable Items

- * The National Flood Insurance Program (NFIP) is available from an insurance agent or the NFIP
- * For more information see www.floodsmart.gov

Flood Proof Your Home - Take Steps to Minimize Flood Damage

- * Shut off the main circuit breaker to prevent appliances from short circuiting and eliminate the threat of electrocution
- * Raise outside air conditioning units onto platforms above ground level
- * Store rarely used or expensive items in the attic or on high shelves

Develop a Family Flood Plan

- * Develop a plan of action to keep from panicking or withdrawing during an emergency
- * Communicate your plans with friends or family outside of your home area
- * Battery powered radios or televisions can be used in the event of a power outage

Never Drive on Flooded Roads

- * Driving into flooded roadways puts your life and the lives of others at risk
- * Unless told to evacuate, you are probably safest staying at your current location
- * If you encounter flood waters when driving:

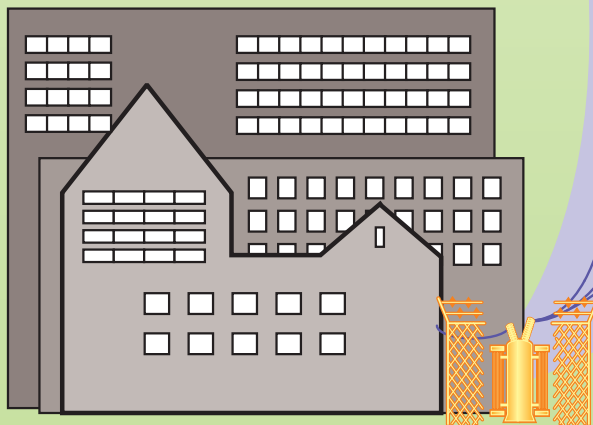
Turn Around, Don't Drown!

Make sure you report any outage to your electric co-op, even if you think a neighbor already has called. This will help line crews isolate and repair the problem as soon as possible.

Transmission Substation

High-Voltage Transmission Lines

1. Transmission towers and lines that supply power to one or more transmission substations rarely fail. However, when damage does occur – usually due to high winds or ice buildup – these towers and lines must be repaired before other parts of the distribution system are inspected, because they serve thousands (or ten of thousands) of people.



Large Industrial User

If you or a family member depends on life-support equipment, call your electric co-op immediately. Then your co-op can try to prioritize power restoration to you or can advise you to seek shelter elsewhere.

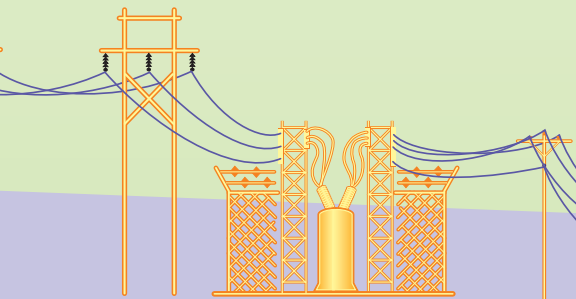
Restoring power after a severe storm involves much more than just flipping a switch at a substation or pulling a fallen tree off a down powerline. Highly trained line crews from NEC, crews from neighboring co-ops work together around the clock to restore service.

Shown here are the steps co-ops follow to restore power. At each stage, the primary goal is getting the greatest number of members online in the shortest amount of time possible.



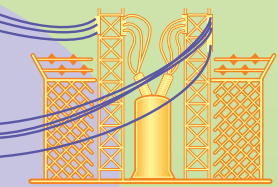
Nueces Electric Cooperative

How power is restored after an outage



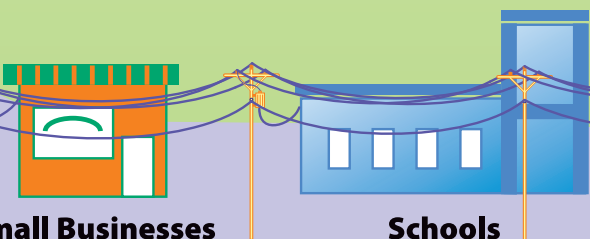
Local Distribution Substation 1

- 2.** A co-op usually has several local distribution substations, each serving hundreds or thousands of co-op members. When a major outage takes place, these substations usually are checked first to see if the problem is in the transmission system to the substations or the substations themselves.



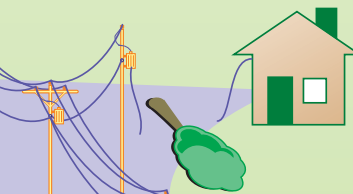
Local Distribution Substation 2

- 3.** If the problem cannot be isolated at a local distribution substation, the next step is to check the distribution lines that carry power to groups of customers such as towns or housing developments. In Iowa, the largest cause of outages is fallen trees, which is why your co-op has an ongoing right-of-way maintenance program.



Small Businesses

Schools



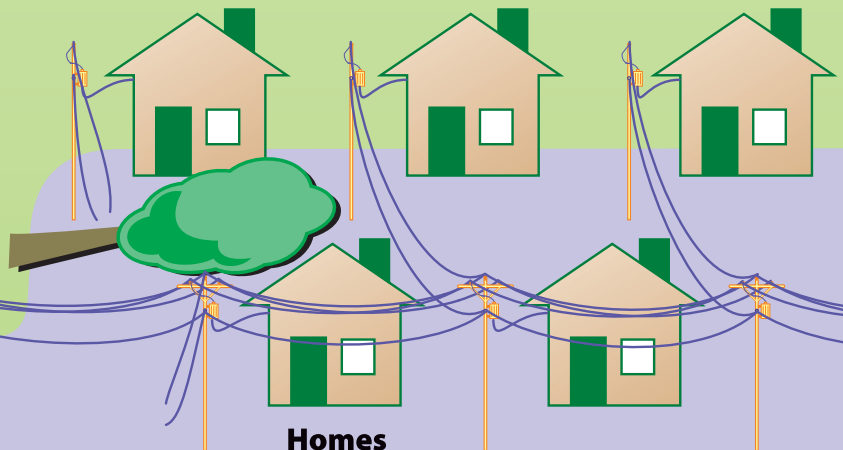
- 5.** Finally, isolated outages – caused, for example, by a damaged service line between a transformer and an individual home – are repaired.



Farms

Do not connect a generator directly to household wiring. The power from a generator can back-feed to power lines and injure or electrocute line workers making repairs.

- 4.** Then, the line crews work on outages that are more localized by inspecting the final supply lines – called tap lines – that carry power to utility poles or underground transformers outside small businesses, schools and homes.



Homes