

# Hurricane Preparedness Guidelines

Hurricane Season is June 1–November 30

## PREPAREDNESS CHECKLIST:

- \* Make an evacuation plan. Find activated evacuation routes at DriveTexas.org or by dialing 1-800-452-9292. Call 211 to find out if you live in an evacuation zone.
- \* Sign up for emergency alerts. Make sure your mobile device is enabled to receive Wireless Emergency Alerts (WEAs).
- \* Prepare an emergency supply kit. Learn how to build an emergency kit at ready.gov/build-a-kit.
- \* Review your home insurance policy.
- \* Register with State of Texas Emergency Assistance Registry (STEAR) at [stear.tdem.texas.gov/](https://stear.tdem.texas.gov/) or by dialing 211 if you live in an evacuation zone and:
  - Have a disability or medical needs and do not have a car or other vehicle to use in an evacuation.
  - Have a disability or medical needs and do not have friends or family to help in an evacuation.

Information collected for STEAR is confidential.

- Residential members depended on electric-powered medical equipment, such as those designated as Critical Care or Chronic Condition, in accordance with PUC Section 25.496, are encouraged to have solid back-up plan in the event they lose electricity. It is important to note that these members are not excluded from controlled outages and may lose power during a load shed event. Anyone who depends on electricity for life-sustaining equipment should have a back-up plan in place.

## HURRICANE PREPAREDNESS ONLINE RESOURCES

Texas Division of Emergency Management: [tdem.texas.gov](https://tdem.texas.gov)

Texas Department of State Health Services: [texasready.gov](https://texasready.gov)

American Red Cross: [redcross.org](https://redcross.org)

U.S. Department of Homeland Security: [ready.gov](https://ready.gov)

Office of Texas Governor Greg Abbott: [gov.texas.gov](https://gov.texas.gov)

DIVISIÓN DE ADMINISTRACIÓN DE EMERGENCIAS DE TEXAS

# Directrices para Huracanes

La temporada de huracanes es del 1 de junio al 30 de noviembre

## LISTA DE VERIFICACIÓN DE PREPARACIÓN:

- \* Haga un plan de evacuación. Encuentre rutas de evacuación activadas en DriveTexas.org o marcando 1-800-452-9292. Llame 211 para averiguar si usted vive en una zona de evacuación.
- \* Regístrese para recibir alertas de emergencia. Asegúrese de que su dispositivo móvil esté habilitado para recibir Alertas de emergencia inalámbricas (WEAs).
- \* Prepare un kit de emergencia. Aprenda como construir un kit de emergencia en [ready.gov/build-a-kit](https://ready.gov/build-a-kit).
- \* Revise su póliza de seguro de hogar.
- \* Regístrese con el Registro de Asistencia de Emergencia del Estado de Texas (STEAR) en [stear.tdem.texas.gov/](https://stear.tdem.texas.gov/) o marcando el 211 si vive en una zona de evacuación y:
  - Tiene una discapacidad o necesidades médicas y no tiene un auto u otro vehículo para usar en una evacuación.
  - Tiene una discapacidad o necesidades médicas y no tiene amigos o familiares para ayudaren una evacuación.

La información recolectada para STEAR es confidencial.

- Se alienta a los miembros residenciales que dependen de equipos medicos electricos, como los designados como Cuidados Criticos o Condicion Cronica, de acuerdo con la Seccion 25.496 de la PUC, a tener un plan de respaldo solido encaso de que pierdan electricidad. Es importante tener en cuenta que estos miembros no estan excluidos de los cortes controlados y pueden perder energia durante un evento de cobertizo de carga, Cualquier persona que dependa de la electricidad para el equipo de soporte vital debe tener un plan de respaldo en su lugar.

## RECURSOS EN LÍNEA PARA LA PREPARACIÓN PARA HURACANES

División de Administración de Emergencias de Texas: [tdem.texas.gov](https://tdem.texas.gov)

Departamento de Servicios de Salud del Estado: [texasready.gov](https://texasready.gov)

Cruz Roja Americana: [redcross.org](https://redcross.org)

Departamento de Seguridad Nacional de los Estados Unidos: [ready.gov](https://ready.gov)

Oficina del Gobernador de Texas Greg Abbott: [gov.texas.gov](https://gov.texas.gov)

Now accepting applications



## 2024 YOUTH PROGRAMS



**APPLY TODAY!**  
[WWW.NECCOOPENERGY.COM](https://www.neccoopenergy.com)



### Government-In-Action Youth Leadership Tour

The annual Youth Leadership Tour offers high school juniors who are dependents of NEC Co-op Energy members an all-expense paid trip to Washington D.C each summer! Including a cash stipend for spending and a scholarship opportunity.

### Scholarships

Know any high school seniors? Our 2024 applications are now available online!

We're proud to support the education of NEC Co-op Energy member dependents as we offer 2-year, 4-year, and lineworker scholarships to graduating students.





### Load Shed Information

#### Important Information About Electricity Load Shedding and What It Could Mean to You

When electric supply provided by all available power generation plants, wind farms and other sources becomes insufficient to meet consumer demand, ERCOT, the Texas grid operator, begins emergency operations. During a power emergency when electric supply cannot meet consumer demand for electricity and all other operational tools have been exhausted, the demand for electricity must be reduced to avoid uncontrolled blackouts. As a last resort, ERCOT will instruct electric utilities, public power companies and electric cooperatives, who provide electric power line services, to implement controlled electricity customers outages to reduce the customer demand for electricity on the ERCOT grid. This is referred to as load shed and will last until the power emergency is resolved by ERCOT.

Typically, before calling for controlled electricity customer outages, ERCOT takes steps to reduce the demand on the electric grid by asking electricity customers to reduce electric usage. All electric utilities and electric cooperatives who maintain electric power lines are obligated to immediately implement load shed procedures when ERCOT instructs. Each power delivery company is required to maintain and make available information for consumers about their procedures. Click on the link for your power delivery company below to learn more about their load shed procedures and plans.

#### AEP Texas Central and AEP Texas North:

<https://www.aeptexas.com/outages/load-shed-information>

#### Oncor:

<https://www.oncor.com/content/dam/oncorwww/documents/partners/rep/Load%20Shed%20Information%20incl%20span.pdf.coredownload.pdf>

#### CenterPoint Energy:

<https://www.centerpointenergy.com/en-us/Documents/CEHE-Load-Shed-Document.pdf>

#### TNMP :

<https://www.tnmp.com/sites/default/files/2021-12/tnmp-rep-load-shedding.pdf>

### Sign Up for Recurring Payments Today

No more late fees | No postal delays or lost payments in the mail | set-it-and-forget-it

It is voluntary. Members can sign up for recurring payments 3 easy ways:

1) Our Phone Payment System @ 1-855-632-7348 2) Through MyAccount online 3) Speaking with Member Care @ 1-855-632-7348 Ext 4

## Critical Care Status on an Electric Account

### NEC Co-op Energy cares!

NEC Co-op Energy is your top trusted retail electric provider who buys and sells power to members. We are not a transmission and distribution service provider, (TDU) that maintains power lines, reports electricity consumption, and restores outages.

Texas electricity consumers who have a member of their household on life support equipment or who have a chronic condition for whom an interruption of power could result in a life-threatening condition may contact their power line provider to apply for chronic condition or critical care status. This status provides extra notification considerations, when possible, ahead of storms or expected power interruptions.

Critical care status does not guarantee an uninterrupted power supply. If electricity is a necessity, you must make other arrangements for on-site back-up capabilities or other alternatives in the event of loss of electric service.



Visit your power line provider (TDU's) website to initiate Critical Care Status!

**To sign up for Critical Care Status or for questions about the Critical Care process, contact your power line provider during normal business hours at the phone number or email address below:**

AEP North & AEP Texas  
[WWW.AEP.COM](http://WWW.AEP.COM)

866-223-8508

[billing-dereg\\_@aep.com](mailto:billing-dereg_@aep.com)

Oncor  
[WWW.ONCOR.COM](http://WWW.ONCOR.COM)

888-313-4747

[contactcenter@oncor.com](mailto:contactcenter@oncor.com)

Centerpoint  
[WWW.CENTERPOINTENERGY.COM](http://WWW.CENTERPOINTENERGY.COM)

800-332-7143

[criticalcare-res@centerpointenergy.com](mailto:criticalcare-res@centerpointenergy.com)

Texas-New Mexico Power Company  
[WWW.TNMP.COM](http://WWW.TNMP.COM)

888-866-7456

[criticalcare@tnmp.com](mailto:criticalcare@tnmp.com)