

Preparing for Natural Disasters and Emergencies

Guidance from your Risk
Pool



Provided by

Texas Municipal League Intergovernmental Risk Pool
Loss Prevention Department | www.tmlirp.org | 800-537-6655

Guidance from your Risk Pool Partner

Disasters will happen. During an average year, hurricanes, floods, tornadoes, and other disasters cause major damage, injuries, and loss of life in Texas cities and entities. However, understanding vulnerabilities and knowing actions to take will impact your community's resiliency and recovery efforts.

The Texas Municipal League Intergovernmental Risk Pool has identified useful information to assist local governments prior to and after an emergency.

Planning for Emergencies – Ongoing throughout the year

Planning can reduce the dangers of serious injury, loss of life, and property damage. To prepare for emergencies, cities and other local governmental entities should consider the following measures:

Develop contingency plans. See <https://tdem.texas.gov/executive-guide> and <https://tdem.texas.gov/preparedness/local-planning>. Agencies must submit local plans to the Texas Division of Emergency Management to ensure they are prepared to respond in case of disasters. The revised annexes are compliant with the National Incident Management System (NIMS). Conduct annual training exercises with local emergency management officials to prepare for emergencies.

Ensure written mutual aid agreements are in place to address legal, technical, and procedural issues. These will reduce delays in restoring critical services and operations. The Texas Municipal League has sample documents for agreements, ordinances, notices and declarations at www.tml.org/260/Emergency_Management.

Establish an agreement with a water restoration contractor. (See Turnkey Recovery Program on page 7) Ensure the company has the necessary capacity (equipment, staffing, etc.) to respond. Also, consider aspects of pre-planning, pre-qualification of local vendors, and other needs, such as lodging.

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Loss Control Checklist – Pre-Season

Review and update prior to storm season

- Identify all essential personnel required to assist with an event. Identify and communicate roles and responsibilities. *(Refer to section on Emergency Supplies for Team Members)*
- Create a list of backup/fill-in personnel to replace key people if primary personnel are not available. Backup staff should be trained and participate in drills just as other essential personnel.
- Ensure adequate and accurate records of fixed assets are in place in case property is damaged or destroyed. This will help during the claims process.
- Secure important records at an off-site storage location.
- Install straps or additional clips to securely fasten roofs to the frame structure. This could reduce roof damage due to high winds.
- Trim trees and shrubs.
- Clear loose and clogged rain gutters and downspouts.

Ensure adequate and accurate records of fixed assets are in place. This will help during the claims process.

- Determine how and where to move vehicles and other mobile equipment to prevent or minimize damage from rising water or storm surge and allow for quick response time once the emergency has passed. Identify potential higher ground in the area and make arrangements with landowners ahead of time. Consider multiple sites if needed so numbers of assets at a single location are limited.
- Review contracts with outside vendors to include a quick response time for necessities such as debris removal, gasoline, and other critical commodities to ensure the entity can remain operational throughout the recovery process.
- Generators should be acquired and regularly tested to ensure facilities remain operational and to avoid interruptions in utility services.
- Consider the availability of fuel when selecting gasoline, diesel, propane or natural gas generators. Identify fuel sources and determine if agreements include delivery, even during emergency situations.
- Generators should be mounted and/or stored in elevated positions, when possible, to avoid flooding.
- Identify personnel needed to start generators, which in some instances may require an electrician or qualified person.
- Maintain a list of TMLIRP personnel to contact in case questions arise (refer to “List of TMLIRP Helpful Numbers and Contacts”).

Pre-Event – Watches and Warnings in Effect

- Protect computers and other electrical equipment from damage with tarpaulins or waterproof covers and place them off the ground whenever possible. Move assets away from external walls.
- Fuel all vehicles in advance. Fueling systems or gas stations may be closed during emergencies and unable to pump gas during power outages.
- Move vehicles to safe locations that are higher ground above flood water. (Prioritize if needed: solid waste, emergency/rescue vehicles, dump trucks, etc.) Consider multiple sites if needed.

Emergency Supplies for Team Members

The following emergency supplies should be considered for each person on the emergency response team

- Water – one gallon per person, per day (3-5 day supply) (double for persons with conditions that require more hydration)
- Food – non-perishable, easy-to-prepare items (3-5 day supply) (some foods may require water)
- Flashlights
- Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)
- Extra batteries
- First aid kits
- Insect repellent
- Sunscreen
- Personal medications and medical items
- Multi-purpose tool
- Sanitation and personal hygiene items (toiletries, sanitizer, towels, cleaning supplies)
- Copies of personal documents (medication list and pertinent medical

- Cell phones with chargers. Consider portable power banks or solar chargers.
- Family and emergency contact information
- Extra cash
- Blanket, sleeping bag, or bed roll and pillow
- Map(s) of the area
- Clothes, rain gear, rubber boots as well as personal protective equipment such as protective footwear, eyewear, and hard hats.
- 5-gallon buckets

Post-Emergency Loss Control Checklist

Employee Safety During Post-Emergency Phase

Keeping employees safe during cleanup and recovery operations is of utmost importance. Employees may be assigned tasks that are different from duties performed during normal workdays. Volunteers might assist during emergency situations. Unfamiliar tasks can potentially expose employees and others to hazards that are not apparent to those with limited or no experience. As an example, numerous employees may be using chainsaws or chippers or other equipment that is not part of their normal workday.

Keeping employees safe during cleanup and recovery operations is of utmost importance.

Protect your employees and volunteers

- Maintain a list of "officially designated volunteers" versus those citizens that just take it upon themselves to help. Consider means of identification for official volunteers. Once a disaster strikes, volunteers might have to handle personal losses, which affects planning.
- Provide instructions and training on the use of the equipment.
- Identify and train on potential hazards.
- Assign experienced employees to work with inexperienced employees or volunteers.
- Observe work practices and offer suggestions.
- Provide regular safety meetings to maintain awareness of exposures.
- Provide necessary personal protective equipment.
- Allow for adequate rest, hydration, and food for essential duty personnel through frequent rest breaks and scheduling reasonable work hours between shifts.
- Check on employees and other workers throughout the day, ensuring they are all safe and have all tools and essentials.

Mitigating Damage

To minimize damage as a result of flooding or catastrophic events, preventative actions should be considered as soon as conditions allow. The following are examples of mitigation efforts members may take to reduce and/or control the extent of losses. Employee safety should be a priority during these efforts and the member must remain cognizant that personnel may be asked to perform tasks where they are unfamiliar with the hazards. The list is not intended to be all inclusive but should be used as a guide for initial response.

- Secure the site to prevent unauthorized entry.

- Organize and prepare emergency crews for salvage and initial cleaning operations. Make sure employees are provided with an orientation that addresses hazards and exposures that may affect them. Necessary personal protective equipment and proper tools/equipment should also be provided.
- Conduct damage assessment of each structure to be sure the structure is safe to be entered.
- DO NOT ENTER ANY BUILDING THAT DOES NOT APPEAR STRUCTURALLY SAFE
- Identify and "mark" any structures that are in danger of collapse. Process for "marking" should be consistent.
- Temporarily support collapsed or impaired structures if possible.
- Ensure utilities are intact and do not create a hazard for crews entering the structure.
- Restore fire protection to facilities if possible.
- Visually assess any open bus bars, conductors, and exposed insulators before restarting main electrical distribution systems.
- Restore power to critical facilities within the city/entity.
- Contact outside vendors to obtain essential services and supplies.
- Separate damaged materials from undamaged materials so moisture does not create additional damage.
- Cover or protect material that may be damaged from further exposure.
- Remove carpet and dry out floors to prevent mold.
- Provide equipment such as wet vacuums to clean and dry out wet areas.
- Keep small samples of damaged property, such as carpet pieces.

- Assess temporary and permanent repairs to roofs to prevent further damage. Personnel accessing roofs should be properly protected against potential fall hazards. TMLIRP's Property Claims Department can be contacted for information related to temporary roof repairs.
- Keep track of all expenses, including receipts for material/supply purchases and for equipment rentals and/or overtime hours worked by employees repairing property.
- Take photos of damaged property.
- Safeguard and protect important documents.
- Remove perishable foods from refrigerators unless facility has backup power (generator).
- Inventory damaged equipment and separate from undamaged equipment.
- As always, retain records that document all expenses.

Protect your employees and volunteers, and when possible, attempt to mitigate losses and damages.

Seeking Assistance Post- Emergency Phase

TMLIRP Assistance

After the event has concluded and the area is deemed safe, an initial assessment of damages should take place. This process is very important for the protection of assets and resources. Once the assessment has been completed, report the findings to TMLIRP so that a claim can be initiated. TMLIRP claims staff will assign contracted adjusters to begin the claim process for members. *See TML Risk Pool Contact Section.* As a reminder, members should take all steps possible to minimize damage to property until repairs can be made.

Federal Assistance

Most federal assistance becomes available when the President of the United States declares a "Major Disaster" for the affected area at the request of a state governor. The Federal Emergency Management Administration (FEMA) will provide information through the media and community outreach about federal assistance. Additional information can be obtained through the Texas Division of Emergency Management. Beginning on page 11 of this booklet, you will find lists of helpful numbers and websites for various county, state, and national agencies.

FEMA is designed to provide funds after all other sources are exhausted. FEMA has very specific procurement guidelines in place which must be followed, or any reimbursement or assistance could be forfeited. Often, these guidelines are more stringent and differ from state guidelines. It is important for cities/entities to be familiar with the guidelines in advance of the emergency.

Pay special attention to debris removal costs and track expenses such as employee man-hours associated with such activities.

As always, it is important to retain records which document all expenditures.

Direct Assistance

Organizations such as the American Red Cross, Salvation Army, or others should be included as part of contingency planning efforts. These organizations should be available to assist the community, such as providing food, water, shelter, supplies, and help with cleanup efforts.

Windstorm Assistance

If your entity has windstorm coverage through the Texas Windstorm Insurance Association, repairs, alterations, or re-roofing typically require an inspection and updated form WPI-8. Contact the Texas Department of Insurance Windstorm Inspection Division to determine if form WPI-8 will be needed – (800) 248-6032.

<https://www.tdi.texas.gov/wind/index.html>

Windstorm insurance inspections must be made by either a Texas Department of Insurance (TDI) inspector or an engineer who has been appointed by the Commissioner of Insurance. There is no fee for any inspection conducted by TDI.

It is recommended that notification to the Texas Department of Insurance be made before repairing, altering, or re-roofing to arrange for an inspection. If the inspection is postponed until construction is completed, a licensed professional engineer may need to be hired to inspect the property. Provisions for any needed windstorm insurance inspections as part of construction contracts awarded may also be necessary.

Additional information about windstorm insurance inspections and form WPI-8 are available at the TDI website at www.tdi.texas.gov/wind.

TMLIRP Roofing Program- BEST Building Envelope Systems Team

The Risk Pool encourages its members to utilize the Building Envelope Systems Team program (BEST). BEST provides a one-stop shop for building envelope repairs that enhance roofing performance, hail resistance, and energy efficiency, and reduce maintenance costs. **This program is available for a covered loss.**

The Key Points to BEST

- All consultant costs are borne by TMLIRP.
- The Member retains choice as to procurement method:
 - RFP
 - Selected buying cooperative
- Member chooses roofing system replacement.
- No additional out of pocket expenses without Member notification.

What BEST Does for the Member

- Reviews all independent adjuster estimates for accuracy as to scope and price.
- Reviews current roofing system
- Assesses Member's current roofing needs
- Recommends roofing system based on needs:
 - Improved hail resistance
 - Improved energy efficiency
 - Lower maintenance costs
 - Warranty
- Manages procurement process.
- Manages pre-construction process.
- Oversees construction process.
- Finalizes completion of job to ensure Member satisfaction.
- Coordinates delivery of all job specifications and warranties to Member.

For more information, call TMLIRP Claims at 800-537-6655 or 512-491-2426

SynergyNDS & Turnkey RecoverySM Program

The Texas Municipal League Intergovernmental Risk Pool (TMLIRP) utilizes SynergyNDS, Inc. (SynergyNDS) to provide recovery management and disaster recovery services on some property losses caused by catastrophic events, whether natural or man-made, covered by TMLIRP. These services include identifying covered property losses; identifying the steps needed to immediately mitigate the damages; assisting in getting adjusters to the damaged property to estimate the covered damage; identifying the steps needed to repair the covered property losses; and identifying resources that can mitigate the damages and repair the covered property losses. This expedites the overall recovery needs on covered property losses.

If a Member desires, SynergyNDS can provide additional services and directly work with the Member to identify vendors (either local or national, depending on the resources required) to be retained as necessary to assist with stabilization, repairs, and build back of covered property losses. SynergyNDS can assist in managing vendor services to see they are performed and documented according to TMLIRP coverage requirements, applicable codes, and Federal Emergency Management Agency (FEMA) procurement requirements (for costs that fall outside of TMLIRP coverage). SynergyNDS can also assist with Member's compliance and submission of claims to FEMA. This program is called the TurnKey RecoverySM Program and is designed to serve as an extension of Member's staff that may be at capacity given the impact of catastrophic events. Please note, the Member will have to contract with SynergyNDS directly, following all applicable procurement laws, to take advantage of the TurnKey RecoverySM Program.

The TurnKey RecoverySM Program can be designed to fit the individual needs of the Member by eliminating services not needed or limiting services to only certain properties.

Please note, the Member will have to contract with SynergyNDS directly, following all applicable procurement laws, to take advantage of the TurnKey RecoverySM Program. In addition, the Member will have to ensure it follows all applicable procurement laws for any other contracts that result from the use of SynergyNDS and/or the TurnKey RecoverySM Program."

The TurnKey RecoverySM Program can be designed to fit the individual needs of the Member by eliminating services not needed or limiting services to only certain properties. SynergyNDS through the TurnKey RecoverySM Program, will help protect Members' operating reserves by reducing or eliminating the Member's upfront, out-of-pocket expense while waiting for reimbursement from TMLIRP on covered property losses. If desired, SynergyNDS will pay all eligible claim-related recovery costs, project material deposits, and vendor progress payments directly to approved contractors and vendors. The contractors and vendors can be those identified by the Member or part of SynergyNDS Managed Vendor Program. Members who elect to use the TurnKey RecoverySM Program on eligible property losses will eliminate the need to incur those associated recovery costs and the standard reimbursement submittal process previously followed by

TMLIRP. Under the TurnKey RecoverySM Program, SynergyNDS will work with TMLIRP on the scope and costs of the Member's claim are so the Member will not incur or become liable for additional costs related to the covered claim, except for the stated deductible, coverage exclusions, or scheduled limits of coverage. In the event there are costs that are not covered and apply to the Member, it will be the responsibility of SynergyNDS to identify in writing such costs for Member approval prior to acceptance and/or further binding engagement on the cost that are not covered.

TMLIRP respects the individual desires and preferences of its Members and their ability to self-govern. This program is available to Members who find it will enhance their recovery efforts. Keep in mind that a contract with SynergyNDS or other vendors must comply with applicable procurement laws. If the Member desires TMLIRP to reimburse SynergyNDS directly for covered property losses for which SynergyNDS has managed and paid vendors directly under the terms of a contract entered into between the Member and SynergyNDS, the Member can provide TMLIRP with an executed assignment benefits agreement in favor of SynergyNDS.

Keep in mind that a contract with SynergyNDS or other vendors must comply with applicable procurement laws.

The following phone numbers and useful websites have been provided to better assist our members in case of emergency situations. Please keep this information with your emergency preparedness/response plan.

TML Risk Pool Contact Listing

Liability/Property

Liability/Property Claims Department

Office: 800-537-6655

Weekend/After Hours Property Claims: 800-537-6655 and Press "3" (hurricane, tornado, major fire, or major hail damage)*

Fax: 512-491-2366

Email: claims@tmlirp.org

Member entities can also submit claims through the TMLIRP portal at www.tmlirp.org.

** Important note: The after-hours and weekend emergency phone number should be used for major damage report only.*

David Goldston, Property Claims Supervisor

Office: 512-491-2426

Email: dgoldston@tmlirp.org

Loss Prevention

Loss Prevention Department

Office: 800-537-6655

Fax: 512-491-2388

Irvin Janak, Manager

Office: 512-491-2519

Mobile: 512-415-2934

Email: ijanak@tmlirp.org

Chris Remmert, Assistant Manager

Office: 512-491-2428

Mobile: 512-970-2983

Email: cremmert@tmlirp.org

Workers' Compensation

Workers' Compensation Department

Office: 800-537-6655

Fax: 512-491-2481

Email: workerscompensation@tmlirp.org

TMLIRP members can submit claims via the TMLIRP portal at www.tmlirp.org.

To report a serious injury after business hours, call 800-537-6655 and press "1".

Phil English, Manager

Office: 512-491-2905

Email: penglish@tmlirp.org

Jon Norwood, Assistant Manager

Office: 512-491-2317

Email: jnorwood@tmlirp.org

Kathy Westbrook, Assistant Manager

Office: 512-491-2504

Email: kwestbrook@tmlirp.org

Coastal County Emergency Information

Aransas County

www.aransascounty.org/emergencymgmt

Emergency Management: 361-790-0101

Sheriff's Department: 361-729-2222

Brazoria County

www.brazoriacountytx.gov/departments/emergency-management

Emergency Management: 979-864-1201

Sheriff's Department (South): 979-265-9310

Sheriff's Department (Central & West): 979-849-2441

Sheriff's Department (North): 281-331-9000

Calhoun County

www.calhouncotx.org/operations/

Emergency Management: 361-553-4400

Sheriff's Department: 361-553-4646

Cameron County

www.co.cameron.tx.us/administration/emergency-management/index.php

Emergency Management: 956-547-7000

Sheriff's Department: 956-554-6700

Chambers County

www.co.chambers.tx.us/

Emergency Management: 409-267-2445

Sheriff's Department: 409-267-2500

Galveston County

www.gcoem.org

Emergency Management: 1-888-384-2000

All cities have their own emergency management offices. See <https://gcoem.org/contact-us/>

Sheriff's Department: 409-766-2322 or 281-534-3515 (depends on area code)

Harris County

www.readyharris.org

Emergency Management: 713-881-3100

Sheriff's Department: 713-221-6000

Jackson County

www.co.jackson.tx.us/default.aspx?Jackson_County/Emergency

Emergency Management: 361-782-3398

Sheriff's Department: 361-782-3371

Jefferson County

www.co.jefferson.tx.us/

Emergency Management: 409-835-8757

Sheriff's Department: 409-835-8411

Kenedy County

www.co.kenedy.tx.us/

Emergency Management: 361-294-5205

Sheriff's Department: 361-294-5205

Kleberg County

www.co.kleberg.tx.us/default.aspx?Kleberg_County/Emergency

Emergency Management – 361-595-8552 or 361-595-8527

Sheriff's Department – 361-595-8500

Matagorda County

www.co.matagorda.tx.us/default.aspx?Matagorda_County/welcome

Emergency Management: 979-323-0707

Sheriff's Department: 979-245-5526

Nueces County

www.co.nueces.tx.us/

Emergency Management: 361-533-2355

Sheriff's Department: 361-887-2222

Orange County

www.co.orange.tx.us/

Emergency Management: 409-882-7895

Sheriff's Department: 409-883-2612

Refugio County

www.co.refugio.tx.us/default.aspx?Refugio_County/Emergency

Emergency Management: 361-526-2820

Sheriff's Department: 361-526-2351

San Patricio County

http://www.co.san-patricio.tx.us/default.aspx?San-Patricio_County/Emergency

Emergency Management: 361-587-3560

Sheriff's Department: 361-364-9600

Willacy County

www.co.willacy.tx.us/default.aspx?Willacy_County/Emergency

Emergency Management: 956-689-5456

Sheriff's Department: 956-689-5576

State Emergency Information

For emergencies, call 911 in all areas. For non-emergency information and referrals, call 211. For evacuations and special health care needs, call 211 to register in advance for a ride.

TexasOnline.com Emergency Portal

<http://emergency.portal.texas.gov>

Texas Department of Public Safety

<https://www.dps.texas.gov/>

512-424-2000

Texas Division of Emergency Management

<https://tdem.texas.gov/>

512-424-2208

Texas Department of Transportation

www.txdot.gov

1-800-558-9368 or 512-463-8588

Texas State Road Conditions

1-800-452-9292

National Weather Service (Houston/Galveston)

www.weather.gov

281-337-5074

National Weather Service (Brownsville)

www.weather.gov

956-504-1432

National Weather Service (Corpus Christi)

www.weather.gov

361-289-0959

Office of Tourism Information & Referral

www.traveltexas.com

1-512-463-2000 or 800-888-8TEX (8839)

Texas Department of Agriculture

www.texasagriculture.gov

1-800-TELL-TDA (835-5832)

Texas Highway Patrol

<https://www.dps.texas.gov/tle/index.htm>

512-997-4102 or 512-424-2000

Texas Department of Public Safety Roadside Assistance Hotline

1-800-525-5555

Texas Rangers

<https://www.dps.texas.gov/texasrangers/>

512-424-2000 or 512-424-2160 (Headquarters)

Governor's Office

<http://gov.texas.gov/>

1-800-843-5789 or 512-463-2000

Texas Animal Health Commission

<https://www.tahc.texas.gov/>

1-800-550-8242

Texas Attorney General

<https://www.texasattorneygeneral.gov/>

1-800-252-8011 or 512-463-2100

Consumer Protection Hotline – Texas Attorney General

1-800-621-0508

Texas Commission on Environmental Quality

www.tceq.texas.gov

512-239-1000

Texas Department of Insurance

www.tdi.texas.gov

1-800-578-4677 or 512-463-6169

Texas Department of State Health Services
www.dshs.state.tx.us
512-776-7111 or 1-888-963-7111

TXWARN – Texas Water/Wastewater Agency Response Network
www.txwarn.org
866-989-9276
email: info@txwarn.org

Disaster District Contacts (DDC)

* In Accordance with the State Emergency Management Plan, when an emergency occurs or threatens to occur and is beyond the capability of local government to respond, state assistance will be requested by the local government chief elected official to the appropriate DDC as prescribed in the state emergency management plan. The DDC is chaired by the Highway Patrol commanding officer and is the first step in management of state resources during emergencies.

The following website provides information on the Regional State Coordinators and Regional District Coordinators: <https://tdem.texas.gov/regions>.

Regional State Coordinator
Region: _____
Name: _____
Phone (Cell): _____
Phone (Office): _____
Email: _____
Operations Center at 512-424-2208

Regional District Coordinator
Region: _____
Name: _____
Phone (Cell): _____
Phone (Office): _____
Email: _____
*Disaster Recovery Manual – TDEM – 62

National Emergency Information

American Red Cross
www.redcross.org
1-800-733-2767

Environmental Protection Agency
www.epa.gov

Federal Emergency Management Agency (FEMA)

www.fema.gov

1-800-621-FEMA (3362)

National Oceanic and Atmospheric Administration (NOAA)

www.noaa.gov

NOAA National Coastal Data Development Center

www.ncdc.noaa.gov

NOAA National Climatic Data Center

www.ncdc.noaa.gov

NOAA National Data Buoy Center

www.ndbc.noaa.gov

NOAA National Hurricane Center

www.nhc.noaa.gov

NOAA National Oceanographic Data Center

www.nodc.noaa.gov

NOAA National Weather Service

www.weather.gov/

NOAA Coastal Services Center

<http://coast.noaa.gov/>

OAA National Environmental Satellite, Data, and Information Service (NESDIS)

www.nesdis.noaa.gov

NOAA Watch – NOAA's All-Hazard Monitor

<http://www.weather.gov/briefing>

US Department of Homeland Security

www.dhs.gov

U.S. Department of Commerce

www.commerce.gov

National Aeronautics and Space Administration (NASA)

www.nasa.gov

EPA Gulf of Mexico Program

www.epa.gov/gulfofmexico

US Coast Guard (8th District)

504-589-6225

www.uscg.mil

Houston-Galveston Command Center

281-464-4800

Power/Electric Companies – Coastal Areas

Brownsville Public Utilities Board

www.brownsville-pub.com

Emergencies: 956-983-6300

CenterPoint Energy Houston Electric

www.centerpointenergy.com

Customer Service & Power Outage: 800-332-7143

CenterPoint Energy East/South Texas

www.centerpointenergy.com

Gas Leak: 888-876-5786

Beaumont: 800-376-9663

East Texas: 800-259-5544

South Texas: 800-427-7142

Entergy

www.entergy-texas.com

Customer Service & Emergencies: 800-ENTERGY (368-3749)

Power Outage: 800-9

OUTAGE (968-8243)

Houston County Electric Cooperative

<http://houstoncountyelec.com>

Customer Service: 800-657-2445

Power Outage: 800-970-HCEC (4232)

Nueces Electric Cooperative

www.nueceselectric.org

1-800-NEC-WATT (632-9288)

San Patricio Electric Cooperative

www.sanpatricioelectric.org

361-364-2220 or 1-888-740-2220

AEP – American Electric Power

www.aeptexas.com

Safety Hazards & Customer Service: 877-373-4858

Outages: 866-223-8508

TMLIRP

Enhanced Property Damage Recovery Program

Member Service Driven

In response to property damage recovery needs of our Members, TMLIRP partnered with SynergyNDS, Inc. ("SynergyNDS"). This partnership allows TMLIRP and its Members to quickly and accurately identify damaged property and the steps needed to stabilize and repair the property. It also provides members with access to the **Synergy Turnkey Recovery Program**. This program provides world-class disaster response solutions allowing quicker building stabilization and recovery getting members back to operational capacity sooner. Members can focus on their community's needs as their recovery proceeds. **Program available for a covered loss.**

How the Program Works?

- ✓ TMLIRP engages Synergy to evaluate damages and provide solutions
- ✓ Member chooses to engage Synergy Turnkey in accordance with procurement laws.
- ✓ Synergy manages all aspects of project for member and member focuses on citizens.
- ✓ Cost of program is paid through claims cost
- ✓ No additional out of pocket expenses without written Member notification
- ✓ Synergy works directly with TMLIRP claims adjusters
- ✓ Ensures members have a vetted contractor
- ✓ Proven track record

What Turnkey Program Does for the Member

- ✓ Rapid Loss Notification/Damage Assessments
- ✓ Mitigation & Stabilization
- ✓ Dedicated Project Management
- ✓ Defines Project Scope
- ✓ Project Procurement
- ✓ Project Management
- ✓ Claims Management & Loss Recovery Software
- ✓ Post-Recovery Support

Contact **TMLIRP Claims**
(512) 491-2426



Catastrophe Response

800.537.6655 | tmlirp.org | Stronger Together

TMLIRP ROOFING PROGRAM - BEST

Building Envelope Systems Team

Member Service Driven

The Risk Pool consistent with its mission to function as a Member service value driven organization encourages all of its members to utilize the Building Envelope Systems Team program (BEST). The BEST program strives to provide members with a one-stop shop for building envelope repairs which enhance roofing performance, hail resistance, energy efficiency and reduced maintenance costs. **This program is available for a covered loss.**

Key Points to the BEST Program

- ✓ All consultant costs are borne by TMLIRP
- ✓ The Member retains choice as to procurement method:
 - RFP
 - Selected buying cooperative
- ✓ Member chooses roofing system replacement
- ✓ No additional out of pocket expenses without Member notification

Contact

TMLIRP Claims for more information
512-491-2426
800-537-6655

What BEST Does for the Member

- ✓ Reviews all Independent Adjuster estimates for accuracy as to scope and price
- ✓ Reviews current roofing system
- ✓ Assesses Member’s current roofing needs
- ✓ Recommends roofing system based on Member needs considering:
 - Improved hail resistance
 - Improved energy efficiency
 - Lower maintenance costs
 - Warranty.
- ✓ Manages Procurement Process
- ✓ Manages Pre-construction Process
- ✓ Oversees Construction Process
- ✓ Finalizes completion of job to ensure Member satisfaction
- ✓ Coordinates delivery of all job specifications and warranties to Member.



TMLIRP recently provided a comprehensive training program on roof maintenance, repair, or replacement. A five-part recording of the training is available at <https://www.tmlirp.org/risk-management/videos/>

Catastrophe Response

800.537.6655 | tmlirp.org | STRONGER TOGETHER