ATTACHMENT C to Grant «Grant_Number»

Expectations of a Resiliency Hub

Duties and Responsibilities:

A. Site/Building Owner:
Agree to make available and maintain the building as a resiliency hub for at least 5 years. Allow construction and maintenance of the resiliency hub.

B. Site/Building Operator: Agree to operate the resiliency hub. Function should be included in a Standard Operating Procedure (SOP). The SOP should include:

1) Within a reasonable amount of time (sometime around 1 hour after the grid goes down and remains down), open the building.
2) Visually verify the battery plus solar system is providing electricity to the selected portions of the building. If not operating properly, call the system owner/operator for emergency service.
3) Break out and energize equipment associated with the resiliency hub (small refrigerator, lighting, supplemental heating/cooling equipment) as needed.
4) Staff the resiliency hub (at least one person at all times). Log activities as appropriate (opening date/time, closing date/time, problems, staff person on duty, etc.)
5) Receive and dispense (as authorized) items from the small refrigerator only to the person who provided the item for cooling.
6) Coordinate with local (city/county) emergency personnel as required by circumstance or by the SOP.

Once the grid has been restored:

7) Restore property stored in the refrigerator.
8) Secure resiliency hub equipment.
9) Close the site/building when the grid has been restored.

C. System Owner: Contract for the installation and maintenance of the resiliency hub equipment. Contract a system operator. Provide emergency service during grid outage if the system is not working correctly. Ensure all required safety measures are taken to prevent personnel and property damage from the resiliency hub. Note: The system owner may not charge the site owner or site operator for electricity used from the resiliency hub equipment for the period when the grid is down.

D. System Operator: Operate the system as agreed upon by the system owner, site owner, and site operator within the criteria authorized by the "Permission to Operate" agreement with the electric utility. Ensure the battery system is at least 90% charged before any event that would be expected to provide added risk of grid unreliability (major thunderstorm, hail, tornado, hurricane, derecho, major snowstorm, ice storm, etc.)

Operations:

A. Personnel who will staff the resiliency hub should receive training on their duties, the location and use of portable resiliency hub equipment, required documentation (log), rules of conduct, etc.). The resiliency hub equipment was sized to have a 50% probability of operating around the clock for three (3) days. While it is highly unlikely that a grid outage will last that long, plans should be made to provide staffing for this length of time. Unless specifically trained and authorized by the system operator to do so, resiliency hub staff should NOT attempt to operate any of the solar or battery equipment associated with the resiliency hub.
B. While it is desireable to maintain the resiliency hub open 24 hours a day while the grid is down, this may not be possible or desirable. The minimum operational time is 14 hours per day. Longer hours of operation are desirable.
C. The site owner/operator may impose reasonable standards of conduct for those that use the resiliency hub, however no restrictions based on race, religion, or any other protected class may be used to deny access or use of the resiliency hub, provided the community resident meets the posted standards of conduct.
D. The site owner/operator, system owner/operator may not require compensation of any kind from anyone for use of the resiliency hub during a grid outage.
E. The system owner may not charge for energy and power used during resiliency hub operations.
F. It is the intention that this resiliency hub provides a service to people within walking distance. As such, any marketing effort to inform the community of the resiliency hub need not exceed this distance (normally around one-half mile). However, the resiliency hub should be made available to anyone in need (if capacity restrictions and other conditions allow).
G. While overnight stays are not intended, if the resiliency hub remains open 24/7, an overnight stay may be appropriate and should be accommodated, within reason, for individuals with durable medical equipment (i.e., CPAP) or that have serious medical conditions that are exacerbated by extreme temperatures.
H. After a couple of years of service, the site operator should discuss the hours of operation with MEA, documenting the community use and need. Limiting hours of operation may be appropriate based on the data (hence the need for an accurate log).

I. Bottom line: The purpose of a resiliency hub is to provide critical services, aid and comfort to the local community during an extended period of grid outage. The resiliency hub can provide a location of safety, ability to recharge communications equipment, and sufficient heating and cooling to keep people out of the hospital.