

# Guidance on Reviewing and Updating Energy Emergency Assurance Coordinators Contacts

April 2017

The Energy Emergency Assurance Coordinators (EEAC) Program was originally established in 1996 under an agreement between the U.S. Department of Energy (DOE) and the National Association of State Energy Officials (NASEO) as a vehicle to improve states' communications, data collection, analysis, and situational awareness capabilities. This agreement was updated and formally expanded in February 2016. The [Agreement and "Terms of Reference"](#) provide further background on the purpose and roles of this program.

Contacts identified within the EEAC encompass government representatives who are responsible for Emergency Support Function #12 – Energy (ESF – 12), energy emergency response, energy supply, and market assessment. The EEAC lists are administered on the secure ISERnet website by DOE's Office of Electricity Delivery and Energy Reliability (OE) with support from NASEO, the National Association of Regulatory Utility Commissioners (NARUC), National Governors Association (NGA), and National Emergency Management Association (NEMA).

States are responsible for maintaining and updating EEAC contacts on the ISERnet when there are any reorganizations, staff changes, and/or turnovers. It is also recommended that states conduct semi-annual reviews of the contacts to ensure contacts are kept current as the EEAC list can be a vital communications, coordination, and response resource during energy emergencies. States that do not have designated EEAC contacts may not receive important information in the event of an energy emergency or information on meetings, events, and available technical assistance resources. In addition, the ISERnet contains resources which support states' energy assurance and preparedness response capabilities.

States should take the following steps to review and update their designated EEAC contacts:

1. States should conduct, at minimum, annual reviews and updates to their list of designated EEAC representatives. A list of state specific EEAC contacts can be obtained by accessing the ISERnet or by contacting Matthew Duncan ([matthew.d.duncan@hq.doe.gov](mailto:matthew.d.duncan@hq.doe.gov)) from DOE OE who serves as the Program Manager for State, Local, Tribal, and Territorial Energy Assurance.
2. States should have at least two individuals designated to serve as EEACs. The designation of individuals should align with the roles and responsibilities specified in the state's energy assurance plan. EEACs can also be designated for each state agency (State Energy Office, Public Utilities Commission, Emergency Management Agency, and/or Governor's Executive Office) which has a role in responding to energy emergencies or may be designated based on subject matter expertise (natural gas, electricity, and/or petroleum, etc.). It is recommended that states also designate a back-up point of contact for each agency and/or subject matter expert. If the primary responsibility for energy assurance planning and response falls to a single agency within a state then multiple agency contacts may not be needed. It is up to each state to determine the composition of their EEAC points of contact.
3. To add new state contacts, individuals should self-register by going to the [ISERnet](#) and clicking on the "Request an Account" link to complete the requested information. Individuals

should respond to the “*Sponsor*” information request by indicating which organization (NASEO, NGA, NARUC, or NEMA) the agency is a member of. Once these requests are approved by DOE a temporary password will be sent by the ISERnet Administrator. It is best to have those individuals who are directly involved in energy emergency response designated as the EEAC. It is the responsibility of the state to determine who will serve in this capacity and to keep the list current.

4. To modify or update existing contact information current EEACs should log into their ISERnet account to review and update their information as needed.
5. To delete EEAC contacts, including those who have left state service or no longer have energy emergency response responsibilities, send an email with the name of the individual(s) to be removed to the ISERnet administrator at: [ISERAdmin@oe.netl.doe.gov](mailto:ISERAdmin@oe.netl.doe.gov).

Regardless of how a state’s EEAC contact list is structured it is imperative that representatives know one another and are prepared to coordinate internally on communications distributed to the EEAC system. States should develop an internal coordination process which will guide EEAC contacts when sending or responding to messages within the EEAC system or DOE as timely response in an emergency is very important. For more information on the EEAC see: [www.naseo.org/eeeac](http://www.naseo.org/eeeac)

If you have any questions regarding this guidance, please contact Matt Duncan ([matthew.d.duncan@hq.doe.gov](mailto:matthew.d.duncan@hq.doe.gov)).