Social Security Administration

2021 Climate Action Plan

August 25, 2021

Table of Contents

Policy Statement 3
Introduction and Summary 4
Climate Vulnerability Assessments Update 5
Five Priority Adaptation Actions 9
Agency Efforts to Enhance Climate Literacy in Its Management Workforce 14
Agency Actions for Climate-Ready Sites and Facilities 14
Agency Actions to Ensure a Climate-Ready Supply of Products and Service 15

The Social Security Administration's Climate Adaptation Plan
Policy Statement

For 85 years, the Social Security Administration has provided services that make a difference in millions of lives. The programs we administer provide vital support to people with disabilities, surviving family members, retirees, and the blind and disabled with limited income and resources. A healthier, cleaner environment benefits everyone, including the people we serve.

We take seriously efforts to tackle the climate crisis. We are committed to climate adaptation and resilience planning to reduce climate change risks, and develop any new opportunities that climate change may bring. We reaffirm our 2014 vision to improve our capacity to assess and build resilience to climate change risks. We will:

- Comply with all environmental and energy-related statutes, Executive Orders(E.O.), and applicable Federal, State, and local regulations in our climate adaptation efforts;

- Consider climate change adaptation when we make operating, planning, purchasing, and budgetary decisions;

- Conserve resources by encouraging employees and contractors to reduce energy consumption and water usage, reduce the amount of waste produced, and promote re-use and recycling whenever possible;

- Improve environmental stewardship by setting adaptation goals, measuring progress, taking corrective action where necessary, and communicating the results; and

- Coordinate climate action and sustainability efforts with other organizations including, but not limited to, the National Climate Task Force.

We will continually assess our progress in protecting the environment, conserving our resources, and providing a safe and healthy workplace for all of our employees.

Respectfully,

Kilolo Kijakazi
Acting Commissioner

Baltimore, Maryland
August 25, 2021

Introduction and Summary

We have about 60,000 Federal employees who serve the public from a network of more than 1,500 offices across the country. Our offices include field offices, teleservice centers, processing centers, hearing offices, the Appeals Council, regional offices, and our headquarters (HQ) in Baltimore, Maryland.

The General Services Administration (GSA) has oversight for most of our 1,500 offices through lease agreements. We will coordinate with GSA to determine if and how the leased offices are impacted by climate change so that we can reduce vulnerability and improve resilience.

GSA has delegated operations and maintenance authority to us for 17 facilities. Thus, for purposes of Federal reporting on matters related to sustainability and climate change, our Climate Action Plan (CAP) will focus on the 11 delegated facilities on our HQ campus, our data centers at the National Support Center (NSC) and Second Support Center (SSC)[1], and the following 5 regional delegated facilities around the contiguous United States:

- Frank Hagel Federal Building in Richmond, CA
- Harold Washington Social Security Center in Chicago, IL
- Mid-Atlantic Social Security Center in Philadelphia, PA
- Addabbo Federal Building in Jamaica, NY
- Wilkes-Barre Data Operations Center in Wilkes-Barre, PA

In our CAP, we provide an update on our climate vulnerability assessments. We highlight our five priority areas for action. We discuss our effort to enhance climate literacy within the agency. Finally, we describe our climate-related activities from a facilities perspective, as well as an acquisition perspective.

Our CAP demonstrates our commitment to bolstering adaptation to climate change by following the National Climate Assessment reports and flood-plain maps that will increase our capability to anticipate, prepare for, and respond to climate risk vulnerabilities. We will continue improving our understanding of climate change risks through interagency initiatives and the National Climate Task Force established through E.O. 14008. We will continue to support climate mitigation by reducing energy use in general at our facilities; installing renewable energy technology, such as photovoltaic systems; using as much pollution-free electricity as possible; and reducing emissions from our vehicles and heating plants.

In this plan, we summarize our climate vulnerabilities first to set the context for the five priority actions and the remaining topics.

The Assistant Deputy Commissioner (ADC) for Budget, Finance, and Management (BFM) is our Climate Adaptation Official and responsible for the implementation of the activities described in

[1] While the SSC is not a delegated facility, we include it in our CAP reporting since we pay the electric bills directly for this facility.

this plan. The ADC for BFM works closely with our Chief Sustainability Officer and the offices primarily involved in executing the actions in this plan.

Climate Vulnerability Assessments Update

In 2013, we conducted a climate risk vulnerability assessment for the agency as a whole. Table 1 shows the results of the 2013 assessment. We ranked relevant issues in order of urgency, on a scale from 2 to 10 (very low to very high).

Table 1. Results of Vulnerability and Risk Analyses, and Prioritization of Issues

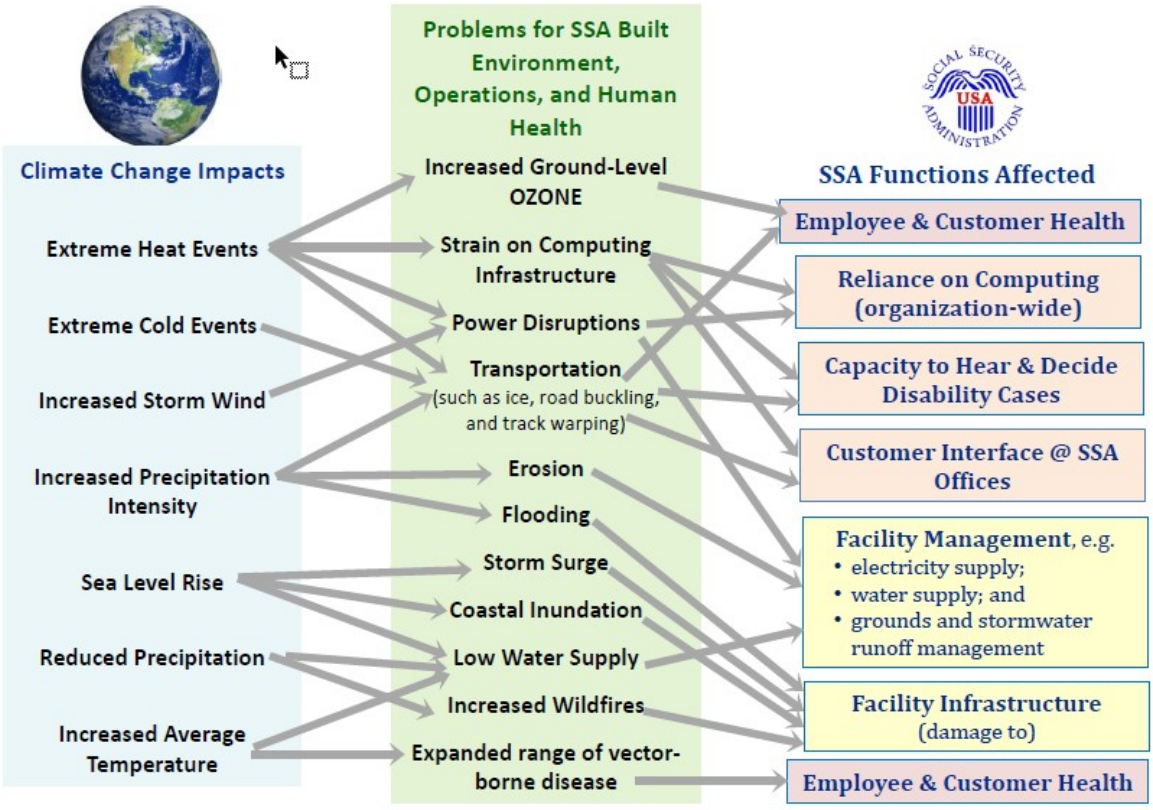
Potential Problem Resulting from Climate Change	Vulnerability	Risk	Priority
Coastal Flooding: Increased flooding or inundation in coastal locations	**4** (high)	**4.5** (very high)	**8.5** (high)
Ozone: Impaired health due to elevated ground level ozone	**4** (high)	**4** (high)	**8** (medium-high)
Electricity: Increased disruptions to power supply from the electricity grid	**3** (medium)	**4** (high)	**7** (medium)
Non-Coastal Flooding: Increased flooding in noncoastal locations	**2.5** (medium-low)	**3.5** (medium)	**6** (medium)
Wildfire: Facilities damaged by wildfire	**3** (medium)	**3** (medium)	**6** (medium)
Water: Reduced water supply for facilities	**2.5** (medium-low)	**2.5** (medium-low)	**5** (medium)
Transportation: Increased disruptions and damage to transportation infrastructure	**2** (low)	**2.5** (medium-low)	**4.5** (medium-low)
Disease: Illness due to expanded range of vectorborne disease	**2** (low)	**2** (low)	**4** (medium-low)
Stormwater Runoff: Damage from erosion (on- and off-site); compliance with water discharge permits	**1.5** (low)	**2** (low)	**3.5** (low)

In 2014, we assessed our delegated facilities to learn of specific vulnerabilities by climate regions. Based on our analysis, we identified vulnerabilities to our manmade environment, operations, and human health. Figure 1 depicts the primary impacts projected by scientists to result from climate change; the main problems these impacts could cause for an agency such as ours (whose operations are essentially confined to office space, and transportation to and from that space); and which functions would be affected as a result.

We determined which of the potential problems are the most serious by assessing the vulnerability of each potential problem to climate change, and the risk that we face due to each of these problems. Vulnerability is the combination of the sensitivity of a potential problem to climate

change and the capacity to improve our resilience to the problem. Risk is a function of two factors: the known or estimated consequence of a given problem caused by climate change, and the probability that the climate change impact causing that problem will occur.

Figure 1. Some potential impacts of Climate Change on critical agency functions



For each potential problem shown in Figure 1, we described the climate change impact causing the problem, the function impacted, the sensitivity of the problem to climate change, and the capacity to adapt to the problem. We assigned a score from 1 to 5 (very low to very high) for both the sensitivity and the capacity to adapt, and averaged these scores to arrive at a ranking for vulnerability. For the risk assessment, we assigned a score from 1 to 5 characterizing the consequence of the problem in the absence of any intervention. Similarly, we assigned a score that conveys the degree of scientific confidence that the impact will occur, and the spatial and temporal extent of the impact across the agency. This process, depicted in Figure 2, allowed us to produce rankings that support adaptation prioritizations. Here we use the example of power supply disruption. This example illustrates the need for energy resilience as an adaptive mechanism, which helps to integrate our climate change adaptation and mitigation actions.

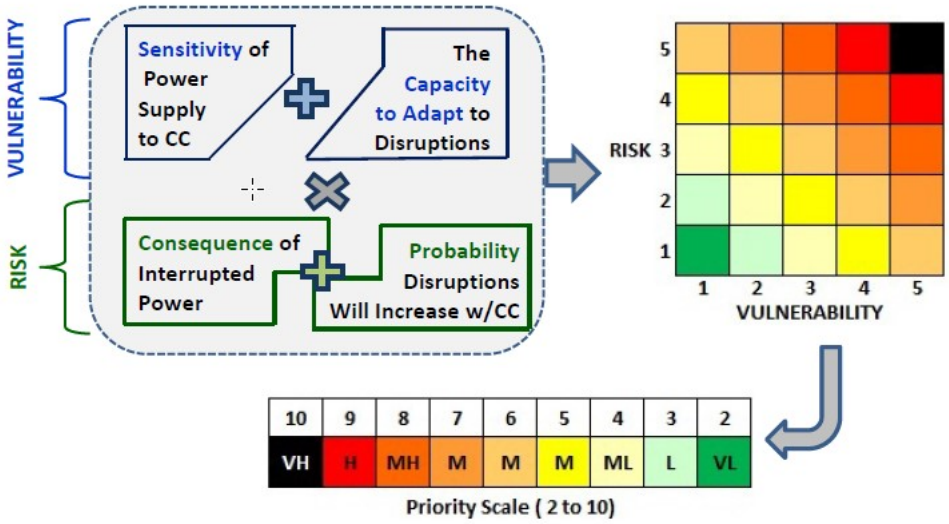


Figure 2. Combining information about climate vulnerability and risk to estimate adaptation priorities. Example is for disruption to power supply. Here, CC denotes climate change.

In April 2021, we reviewed the Fourth National Climate Assessment and determined that the locations of our delegated facilities have the same vulnerabilities as our review in 2014. Furthermore, updated climate information from the Fourth National Climate Assessment indicates the following generalized vulnerabilities for the 11 delegated facilities on our HQ campus, the NSC, SSC, and our 5 regional delegated facilities:

- **Northeast Region**: Vulnerabilities include those associated with snowstorms, drought, heat waves, sea level rise, and flooding as shown in Figure 1. This region includes our HQ, NSC, Wilkes-Barre Data Operations Center, Mid-Atlantic Social Security Center, and Addabbo Federal Building.

- **Southeast Region**: Vulnerabilities include those associated with heat, sea level rise, and water supply as shown in Figure 1. This region includes our SSC.

- **Midwest Region**: Vulnerabilities include those associated with water supply, wild fires, sea level rise, and heat as shown in Figure 1. This region includes the Harold Washington Social Security Center.

- **Southwest Region**: Vulnerabilities include those associated with water supply, wild fires, sea level rise, and heat as shown in Figure 1. This region includes the Frank Hagel Federal Building.

In the following tables, we discuss five vulnerabilities directly tied to agency functions that require developing management functions and decision points for managing procurement, real property, public lands and waters, and financial programs. For each of these, there are no technological barriers to adaptation implementation. The timeline and resource implications are tied to the progress of detailed adaptation planning and design, which will be determined along with other inputs to agency decision-making. If we need additional resources to address these threats and impacts, we will disclose the additional funding impact in our financial reporting.

Climate Threat	Resulting Impact(s)	Agency-Specific Impacts	Agency Actions
• Increased storm wind and ice storms resulting in downed power lines • Extreme heat events resulting in brownouts due to inability of utility to meet cooling demands on hot summer afternoons.	Increased disruptions to power supply from the electricity grid	• Computing organizationwide, including capacity to hear and decide disability cases • Facility electricity supply	We can improve resilience by diversifying power generation options (i.e., backup generators and on-site renewables); and reducing demand through improved energy efficiency in facilities and data centers (e.g., hot aisle/cold aisle layout). Utilities can bury power lines and increase generation capacity. However, some measures carry fairly high upfront costs.
Increased average temperature, which results in illnesses that expand the range of vectors such as mosquitos carrying diseases (e.g., malaria and West Nile virus)	Illness due to expanded range of vector-borne disease	Employee and customer health	Adaptation actions are available through readily accessible healthcare.
Increased precipitation intensity	Increased flooding	Facility infrastructure damage	We can take measures to protect facilities from temporary flood conditions and control siting of future facilities.
• Sea level rise • Increased wind intensity (wind is a key factor in coastal storm surges)	Increased flooding or inundation in coastal locations (i.e., permanent sea level rise)	Facility infrastructure damage	Protecting existing facilities from storm surges or inundation is very costly, although we can control siting of future facilities.
• Reduced precipitation • Increased average temperature resulting in wildfire	Facilities damaged by wildfire	Facility infrastructure damage	Although we can do little, if anything, to prevent damage from wildfires, we can take protective measures in vulnerable areas.

Five Priority Adaptation Actions

We have identified the following five priority adaptation areas of climate change at our delegated facilities that are located in four of the ten climate regions identified in the Fourth National Climate Assessment Report. Our Office of Budget, Finance, and Management will lead our facility-scale efforts in all of these areas. As we implement our priority actions and our overall CAP, we will coordinate government-wide, where appropriate, including attending interagency meetings; obtaining information from the National Climate Task Force; and attending the Federal Energy Management Program (FEMP) Energy Exchange.

Priority Action #1: Prepare for Increased Disruptions to the Power Supply from the Electricity Grid from Storms or Heatwaves	
Description	We achieve resiliency and reduced energy demand with back-up generators and improved energy efficiency in facilities and data centers. All of our delegated facilities have back-up generators and uninterruptible power supply (UPS) systems for critical loads. We also have energy reduction plans that go into effect when the grid is reaching its capacity, usually during heat waves. We will remain aware of any increased risk by following information from the National Climate Task Force, the National Climate Assessment reports, and through interagency initiatives. We will continue to update and assess any needs that arise to bolster our adaptation.
Goal	Avoid a facilities shutdown due to lack of electricity.
Risk or Opportunity	The risk is lack of reliable supply of electricity to carry out our mission.
Timeframe	Ongoing
Implementation Methods	As needs arise, we will purchase and install updated equipment.
Performance	Utilize advanced metering systems to identify high-energy usage and determine if we can reduce electrical load, if possible, and assess the need for any additional emergency generators and UPS systems.
Resource Implications	This action requires no additional human capital resources.
Challenges/Further Considerations	As opportunities arise, funding may be a challenge.
Highlights of Accomplishments to Date	In addition to our back-up generators, we have installed a campus cross tie system that allows us to supply 100 percent electrical power to the facilities on our HQ campus.

Priority Action #2: Plan Backup Water Supply to Respond to Reduced Water Supply For Facilities	
Description	In severe water shortages, we may need a backup water supply for our employees, although it will not likely impact the ability to operate our facilities.
Goal	Avoid closing facilities because of water shortage.
Priority Action #2: Plan Backup Water Supply to Respond to Reduced Water Supply For Facilities	
Risk or Opportunity	The risk of an extended water shortage could affect the health of our employees.
Timeframe	Ongoing
Implementation Methods	Implement weather-related telework and purchase water as needed.
Performance	Maintaining and tracking the adequate supply/stock of water in the event of a shortage.
Resource Implications	This action requires no additional human capital resources.
Challenges/Further Considerations	If a severe water shortage happens, funding may be required.
Highlights of Accomplishments to Date	None at this time.

Priority Action #3: Prepare for Coastal Flooding, Including Increased Flooding or Inundation in Coastal Locations	
Description	Be prepared for floodwaters related to hurricanes or for inundation of coastal areas due to sea level rise.
Goal	Avoid closing facilities because of short-term coastal flooding related to storms.
Risk or Opportunity	Real property infrastructure damage or destruction.
Timeframe	Ongoing
Implementation Methods	Continue to monitor coastal flooding and maintain plans for possible relocation in the case of inundation or large damages.
Performance	Continue to monitor the distance above sea level at our delegated facilities and any resulting flooding that may be getting closer to these facilities due to sea level rise. Some scenarios predict as much as two feet of sea level rise by 2040 and three feet by 2050. Any sea level rise is going to slow down how much water empties into the sea from rivers and may cause flooding to get closer to our facilities in the future.
Resource Implications	This action requires no additional human capital resources.

Challenges/Further Considerations	There is a very high probability for sea level rise, which is a well-understood ongoing phenomenon. If we experience or foresee any inundation, funding will be required to reduce the risks.
Highlights of Accomplishments to Date	No highlights at this time.

Priority Action #4: Prepare for Increased Flooding in Non-Coastal Locations	
Description	Be prepared for non-coastal floodwaters caused by extreme weather and heavy precipitation.
Goal	Avoid closing facilities because of non-coastal flooding.
Risk or Opportunity	Real property infrastructure damage or destruction.
Timeframe	Ongoing.
Implementation Methods	As the climate changes and an increase in typical storm water runoff is imminent, we would plan and implement measures needed for flood protection or expedient measures (e.g., sandbags, retaining wall) flood proofing.
Performance	Continue to monitor any changes in flood plain areas that may affect our delegated facilities.
Resource Implications	This action requires no additional human capital resources at this time.
Challenges/Further Considerations	Facilities located near certain rivers and in areas that will become flood plains with climate change have a high sensitivity to periods of high precipitation. If the need arises for additional storm water runoff measures or to build flood protection, funding will be needed.
Highlights of Accomplishments to Date	In July 2004, a flood closed down one of our HQ leased buildings. We successfully relocated our staff to an alternate facility to maintain operations.

Priority Action #5: Prepare for Increased Disruptions and Damage to Transportation Infrastructure	
Description	Repair damage, remove snow and ice from parking lots, and Government-owned roads on property. Correct any issues with standing water.
Goal	In addition to the maintenance of Government-owned roads and parking lots, we will use telework for employees, full-time if needed, in emergencies, and provide electronic services via the internet for customers in the day-to-day conduct of business.

Risk or Opportunity	Damaged or disrupted transportation infrastructure (such as sidewalks and roads) can result from extreme weather, but sensitivity to our delegated facilities is relatively low because of our maintenance programs. We routinely inspect sidewalks and roads; the campus is seal coated and restriped every five years; and concrete repairs are done after the winter season as needed.
Timeframe	Ongoing.
Priority Action #5: Prepare for Increased Disruptions and Damage to Transportation Infrastructure	
Implementation Methods	Continue our maintenance programs and snow removal standard operating procedure. Update telework technology and our electronic services for the public.
Performance	Facilities management will continue to oversee and inspect the results of the road and parking lot maintenance programs. Our Snow Team will continue using our snow removal procedures to keep our employees safe. Some specifics on our snow removal process include: • Schedule a "Before Action Meeting" approximately 72 hours before a forecasted event. • Use available resources and data to determine if road conditions are safe for employee travel within the region, and communicate weather and road conditions to agency leadership to make recommendations regarding closure or late opening. • Activate the Snow Team and associated snow contractor or our Ground Shop, depending on severity of snow event. • Develop a plan prior to each event in the Before Action Plan. • Inspect the site to oversee snow contractor's work to ensure parking lots, sidewalks, and emergency exits are clear of snow and ice. • Tour the site and communicate findings until the weather event has ended and hazardous conditions have been mitigated. • Capture actions taken and lessons learned in an After Action Report at the conclusion of each event.
Resource Implications	This action requires no additional resources.
Challenges/Further Considerations	While the agency has an annual budget line to deploy inclement weather procedures, depending on the number of inclement weather incidents in a given year, additional funding may be required.
Highlights of Accomplishments to Date	None at this time.

Examples of actions we have taken in the past to reduce the impacts of climate change

We recently worked with GSA to incorporate climate adaptation and climate resilience to modernize the Altmeyer Building, which is part of our HQ campus in Baltimore. GSA completed the project and turned the building back over to us in May 2021. Baltimore's climate is characterized by humid summers, moderate intermediate seasons, and moderate winters. Baltimore is also susceptible to heavy rainfall, with the wettest month being April and the driest month being October.

In completing the Climate Change Risk Assessment, it has been projected that the Baltimore region will experience an increased frequency of intense rainfall over the next 50-100 years and an increased number of 'very hot' temperature days, which will increase the number of cooling days for the mechanical system. This analysis suggests that, for the longevity of the building, there will be a higher demand on the building's performance from the building's façade, mechanical system, and an overall reduction in building loads, such as lighting and plug loads.

In designing the modernized Altmeyer, we included the most effective passive design strategies within Baltimore's climate, including sun shading at windows; natural ventilation and fan-forced ventilation for cooling; passive solar direct gain (low mass); and dehumidification. Upon initial studies, from May through September, the building may benefit most from sun shading on the windows, while from October through April the building could benefit most from passive solar direct gains.

We used window glazing as a passive means of shading the building. Maximum glazing is used on the north end where there is less solar heat gain. Where the building would receive the most solar heat gains, to the west, east, and south, the glazing apertures are limited in size, which in turn maximizes the benefits of daylight, while minimizing solar heat gains. We will look at similar environmental and climate considerations in future building projects.

Continuity of Operations Program (COOP)

Our COOP plans cover many of the contingencies for our resilience to climate change effects for our delegated facilities. Our COOP plans address all threats and hazards, including weatherrelated problems, fire emergencies, and diseases that are pandemic, infectious, and/or communicable.

We will ensure that our staff at HQ and other delegated facilities review their COOP plans and other relevant plans according to their annual review cycles and update them, as needed, to ensure that they remain current as changes to the operational environment occur, or are anticipated to occur, including changes due to climate change. As referenced above, continuity of electronic services is critical to our resiliency in the face of challenges presented by climate change.

Agency Efforts to Enhance Climate Literacy in Its Management Workforce

To track our progress in achieving the priority actions in this CAP, along with developing other adaptation and sustainability actions, we established an internal working group consisting of key stakeholders. The internal workgroup will lead an effort to provide general climate literacy awareness, including equity (per E.O. 13985) and Environmental Justice (per E.O. 14008), where applicable, for all agency employees. Climate literacy will include agency-specific climate policies, how the agency responds in the event of a climate emergency, and a link to the agency's COOP.

In addition to tracking our CAP progress, the working group will develop a plan to meet the clean and zero emissions vehicle mandated by E.O. 14008. This plan will provide all offices involved with strategic input into the facilitation of large-scale sustainable projects at the agency, while also ensuring management support. Subsequently, these actions will increase climate awareness. In addition, involving the budget office in the climate action ensures funding is available to implement our adaptation goals.

Our facilities and acquisition staffs are integral parts in achieving our climate adaptation and sustainability goals. The Office of Facilities and Logistics Management (OFLM) includes staff responsible for our buildings' management, media and logistics management, and our environmental health and safety occupation program, all critical to our climate initiatives. The Office of Acquisition and Grants (OAG), our centralized office for all procurement-related activity, also fully participates in our climate action initiatives and will participate in climate adaptation activities.

We leverage the Federal Building Personnel Training Act of 2010 for our current sustainability program to ensure OFLM and OAG employees receive specialized trainings to address climate literacy. We plan to include contracting officer representatives (COR) across the agency who support our goal for climate change in these specialized training courses to enhance their knowledge of climate literacy.

Agency Actions for Climate-Ready Sites and Facilities

We plan to advance climate adaptation actions in all aspects of managing our delegated facilities, including design, construction, operations, maintenance, and asset management. Specifically, we plan to take the following actions:

- Survey staff in our delegated facilities to determine their climate change vulnerabilities.
- Generate a report that analyzes and summarizes the various vulnerabilities revealed by the survey.
- Use survey results to revise the CAP; re-visit the prioritization of climate change issues for the agency based on the survey results; and update and revise the CAP, as appropriate, based on new information.

- Vet the CAP with staff in our delegated facilities to 1) increase their awareness of our efforts to improve climate resilience; and 2) solicit any insights for proactively addressing projected climate change impacts based on experience and best practices preparing for weather-related situations and emergencies, and synthesize feedback into recommendations.

- Incorporate adaptation into existing HQ contingency planning, as needed, to incorporate climate change considerations.

- Continue improving our understanding of climate change risks through interagency initiatives to improve the accessibility and coordination of climate change science for decision-making, including the Interagency Climate Adaptation Task Force and the U.S. Global Change Research Program National Climate Assessment.

- Continue improving our understanding of climate change risks through coordination with GSA to acquire knowledge relevant for planning, such as assessing vulnerabilities and risks and identifying space and infrastructure requirements for field offices, hearing offices, and data centers.

Agency Actions to Ensure a Climate-Ready Supply of Products and Services

We plan to advance a climate-robust supply of products and services that prioritize climate readiness and innovation in materials and products in many ways. Specifically, our centralized acquisition office plans to take the following actions:

- Amend our agency-specific acquisition policy to include climate considerations during the market research and acquisition planning phases of all acquisitions. When climate or sustainability considerations are applicable, contracting staff will work with agency component CORs to consider:

    - Including environmental supply chain criteria;
    - Incentivizing contractors to plan for and address impacts of climate change;
    - Including continuity of services terms and conditions due to climate-related disruptions; and
    - Integrating climate risks and interoperable supply chain requirements when developing applicable statements of work (SOW).

- Consider awarding multiple-award contracts for vulnerable supplies/services.

- Require contracting staff and CORs to leverage existing standards (e.g., continue to follow current Federal sustainable acquisition policy) and look for sustainable opportunities in supply chains. We will place particular focus on a zero-emissions fleet, low carbon fuel/low emissions transportation, carbon-free electricity, net zero buildings, water and energy efficiency, renewable energy, and hydrofluorocarbon reduction.

In addition, contracting staff will:

- Examine SOWs to ensure CORs:
  - Make climate requirements clear;
  - Encourage energy and water efficiency and waste reduction requirements;
  - Promote reuse and recycling practices; and
  - Include climate considerations as evaluation factors, as applicable (e.g., including the consideration or preference for the social cost of greenhouse emissions).

- Ensure contract terms and conditions:
  - Guarantee delivery, regardless of weather disruptions;
  - Require contractors to provide climate projection plans; and
  - Include proper contract sustainability clauses (e.g., Federal Acquisition Regulation clause 52.223-5, Pollution Prevention and Right-to-Know Information).

Our acquisition office will include agency management stakeholders in climate-ready considerations to ensure buy-in. We also plan to initiate joint climate planning by including appropriate staff across the agency in acquisition planning. We also hope to participate in joint government initiatives by working with other agencies to develop strategies to influence supply chains and drive climate-related innovation.

Our five critical (or priority) supplies and services most at risk to extreme weather events or long-term climate change are court reporting; medical/psychiatric consultation; information technology (IT) and telecommunications services; IT software; and IT hardware (i.e., central processing units, support equipment, and other components). Extreme storms, wildfires, elevated ground level ozone, increased disruptions to the power supply, and non-coastal flooding conditions have the potential to negatively affect our contracted court reporters, medical consultants, and IT professionals from commuting to, or having access to, IT that allows them to perform their jobs. These conditions could also affect the IT supply chain, inhibiting the agency from receiving timely delivery of IT software and hardware.

We will consider extreme storms, wildfires, ozone, electricity, and flooding vulnerabilities when planning these types of acquisitions and make plans to mitigate/avoid acquisition disruptions caused by them.

We have been able to mitigate some climate vulnerabilities by aiding in water conservation measures and building damage through procurement. Our contracting staff work with agency components to purchase and update stockpiles of water to ensure employee access to a potable water supply in the event of emergencies; they also work very closely with other agency components to restore building damage after unexpected, extreme storms.

We also have an interagency agreement in place for the guaranteed delivery of fuel for our backup generators, which we use during power losses at our data centers and HQs. The generators allow us to 'island' our power, meaning we take our facility load off of the power grid and power our facilities through the generators. When our utility provider detects a strain on the electrical grid due to high demand (i.e., during extremely hot weather), we receive a notification to transfer to island mode to ease the high demand on the power grid.