

Memorandum

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CITY SECRETARY
DALLAS, TEXAS



CITY OF DALLAS

DATE June 4, 2024

TO Oncor Electric Delivery Company

SUBJECT **Urgent Investigation Request: Delayed Restoration of Power to East Dallas Residences Following Severe Storms**

I am writing on behalf of the residents of East Dallas who have experienced prolonged power outages following the recent severe storms. While we appreciate the work done in the aftermath of the storms, our East Dallas community experienced a significant impact to their quality of life during their loss of power. We would like to understand what happened and how we can work together to create a resilient community.

Background:

- On [5/28/24], a severe storm swept through Dallas, causing widespread damage to power lines, transformers, and other infrastructure.
- Many residents were left without electricity for an extended period of time, affecting their safety, well-being, and daily lives.

Concerns:

- Despite the severity of the situation, power restoration efforts were delayed in several neighborhoods throughout District 9 and East Dallas as a whole.
- Residents reported difficulties in accessing accurate information regarding power-outage status and/or restoration timelines from Oncor communication systems.
- Communication channels between Oncor and affected residents appeared strained.

Request for Investigation:

We kindly request that Oncor conduct a thorough investigation into the reasons behind the delayed power restoration. Specifically, we seek answers regarding:

- the extent of damage to infrastructure;
- crew deployment and response times;
- communication protocols during emergencies; and
- measures to prevent similar delays to power restoration in the future for City of Dallas residents and Oncor customers.

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Immediate Action:

We urge Oncor to take immediate steps to address any systemic issues and improve communication with residents and the City of Dallas. One example is to share power outage locations with the City of Dallas so city resources can be effectively deployed to reduce the impact to our resident's quality of life following a power outage.

Next Steps:

We look forward to working together in understanding what transpired this past week and what can be done to prepare for the next severe storm. Additionally, we request a community meeting with Oncor representatives to present these findings and find ways to collaborate better with the City of Dallas.

Conclusion:

Our priority is the well-being of East Dallas residents. We appreciate Oncor's commitment to service and hope for improved transparency and communications between Oncor, the City of Dallas, and City of Dallas residents during future power outages. Thank you for your attention to this matter. Please feel free to reach out to my office at 214-671-8916 if you require any further information.

Sincerely,



Paula C. Blackmon
City of Dallas
Councilmember- District 9

c: Kim Bizzor Tolbert, (I) City Manager
Honorable Members, Dallas City Council
Tammy Palomino, City Attorney
Brita Andercheck, Chief Data Officer
Dominique Artis, (I) Chief of Public Safety
Justin Ball, (I) Fire Chief
Mark Swann, City Auditor
Billierae Johnson, City Secretary
Preston Robinson, Administrative Judge
Jon Fortune, Deputy City Manager

Alina Ciocan, Assistant City Manager
Donzell Gipson, Assistant City Manager (I)
Robin Bentley, Assistant City Manager (I)
Majed A. Al-Ghafry, Assistant City Manager
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Jack Ireland, Chief Financial Officer
Elizabeth Saab, Chief of Strategy, Engagement and Alignment (I)
Directors and Assistant Directors