



# Summary of May 28, 2024 Storm

.....  
June 28, 2024



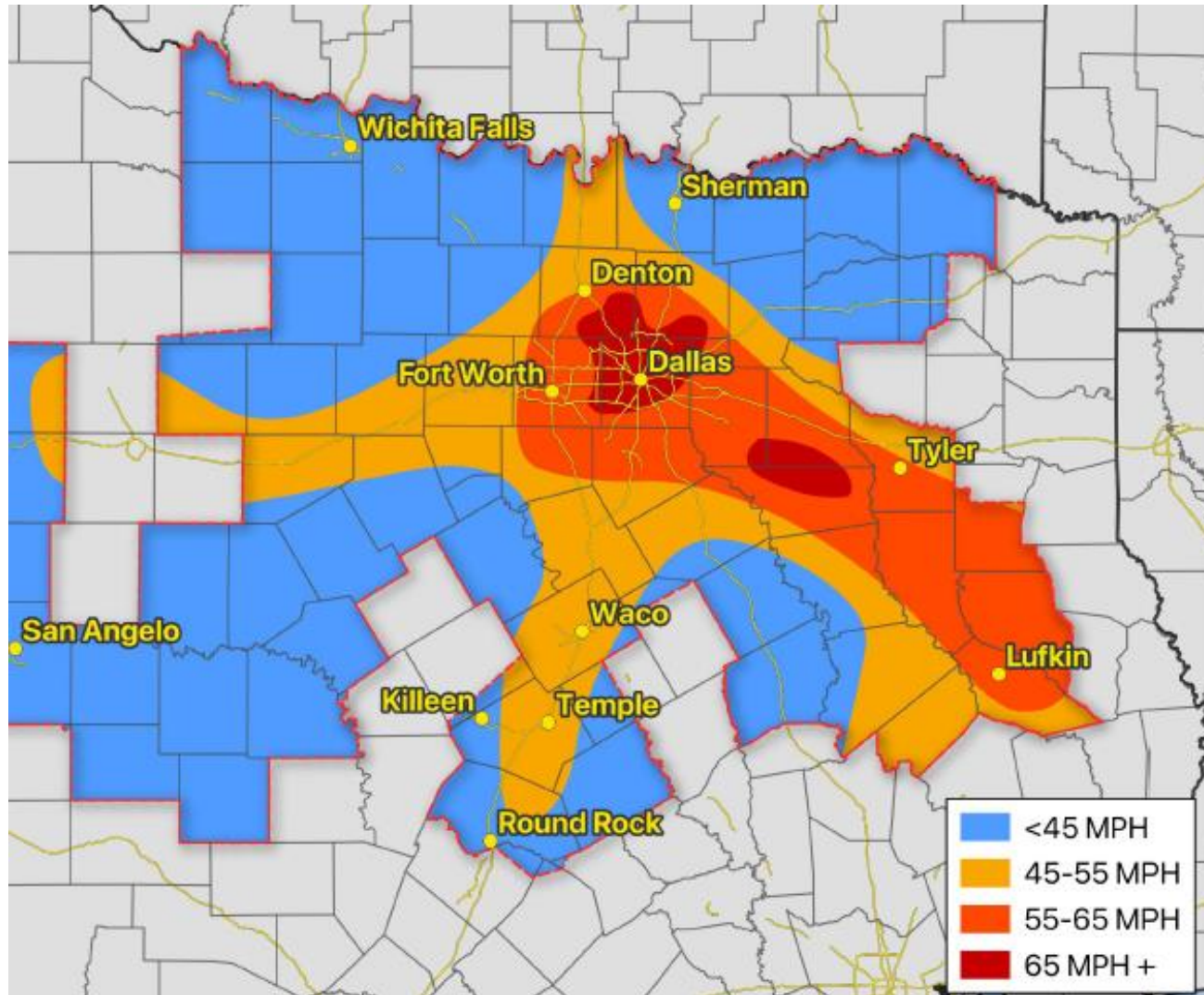
# Key Points



- The May 28 storm was the most impactful storm ever in Oncor's Dallas County service area<sup>1</sup>
  - The storm was the second most damaging storm Oncor system-wide<sup>1</sup>
- Oncor began implementing its Restoration Plan within minutes of the storm hitting
- Oncor and other local personnel were at work immediately and additional "off system" resources began arriving within 1-2 hours
  - Total workforce grew from 4,800 resources to nearly 12,000 over a three day period
- Speed of restoration was negatively impacted by severity of damage and debris clogging roads and alleys
- Additional storm system of May 30 forced work stoppage for safety reasons, effectively losing one-half day of restoration effort
- It was impossible to provide customer or neighborhood specific restoration estimates due to the severity of damage and amount of tree and brush removal required to gain access

1. As measured by both total Oncor customers affected and peak number of customers affected

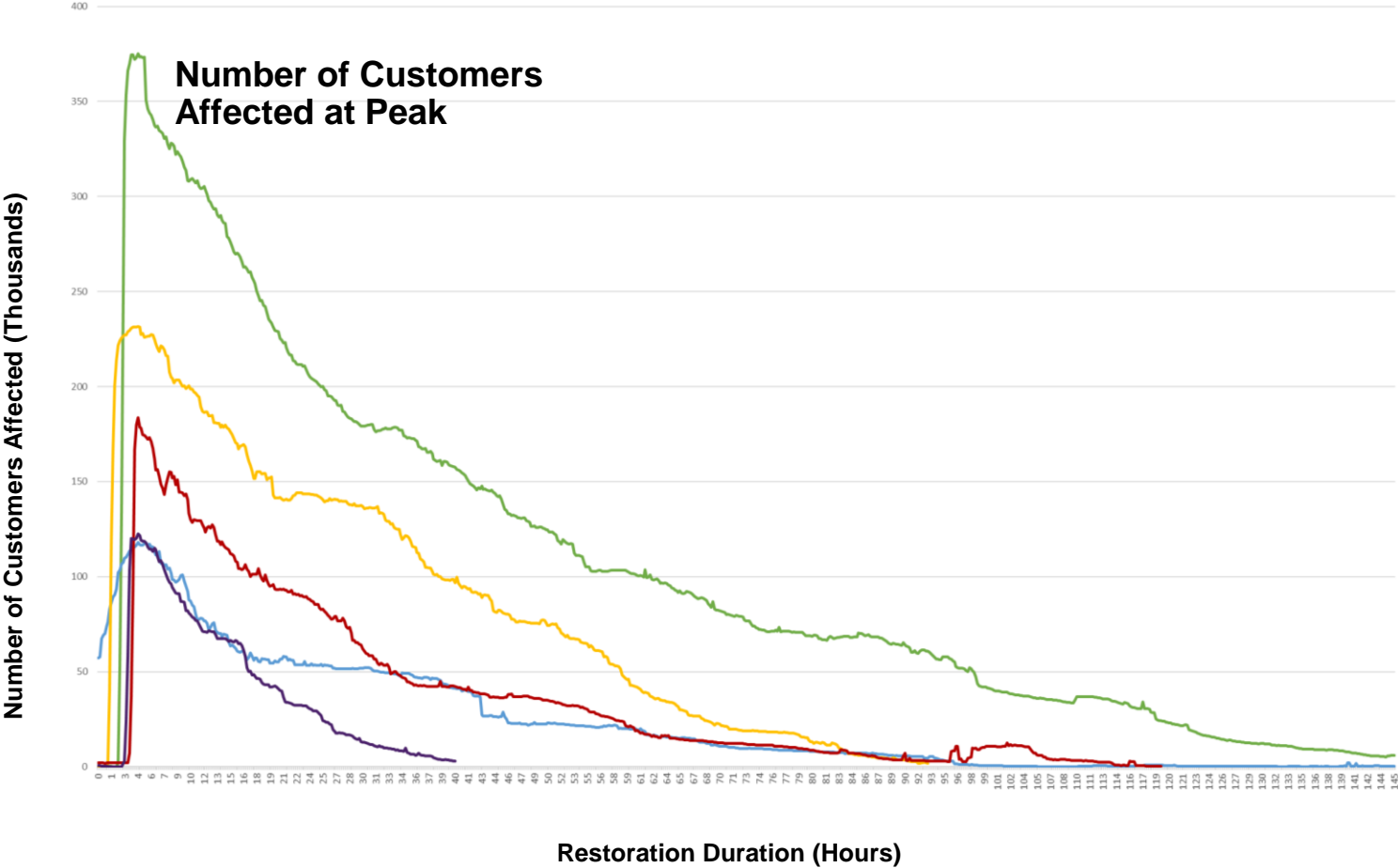
# Maximum Observed Wind Speeds on May 28



Wind speeds at specific area locations:

Location	Max Recorded Winds
The Colony	95 MPH
Little Elm	77 MPH
Arlington	77 MPH
DFW Airport	77 MPH
Richardson	76 MPH
Dallas Love Field	75 MPH
Irving	71 MPH

# Top Five Dallas County Storms<sup>1</sup>

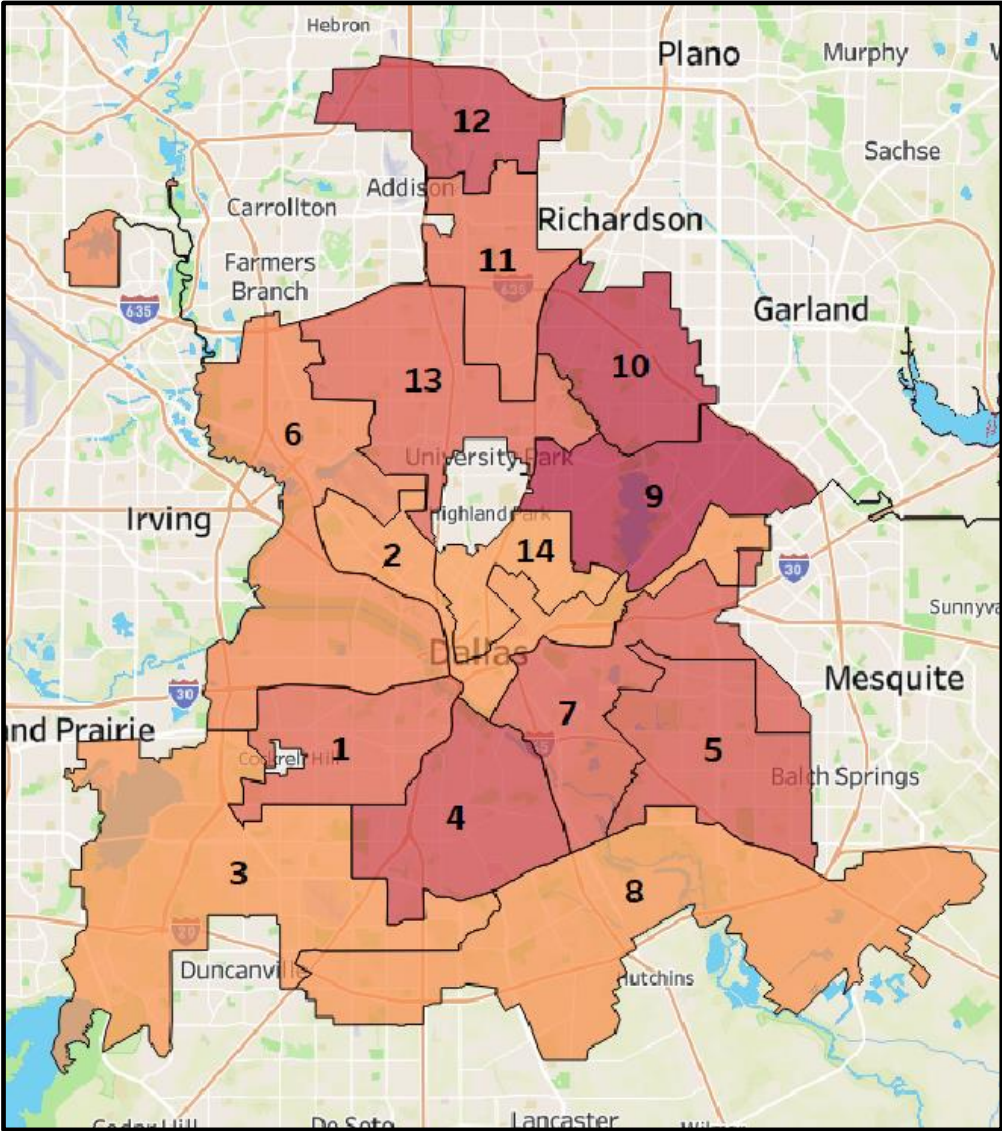


	Date	Total Customers Affected	Peak Customers Affected	Description
	5/28/2024	821,968	375,044	Thunderstorm with High Winds
	12/5/2013	442,140	117,960	Ice Storm
	6/9/2019	411,462	231,606	Thunderstorm with High Winds
	10/2/2014	385,350	186,660	Thunderstorm with High Winds
	9/1/2022	266,065	122,420	Thunderstorm with High Winds and Tornadoes

Note: For comparison, the 10/20/2019 tornado affected a total of 211,676 customers, with a peak of 69,085 customers affected.

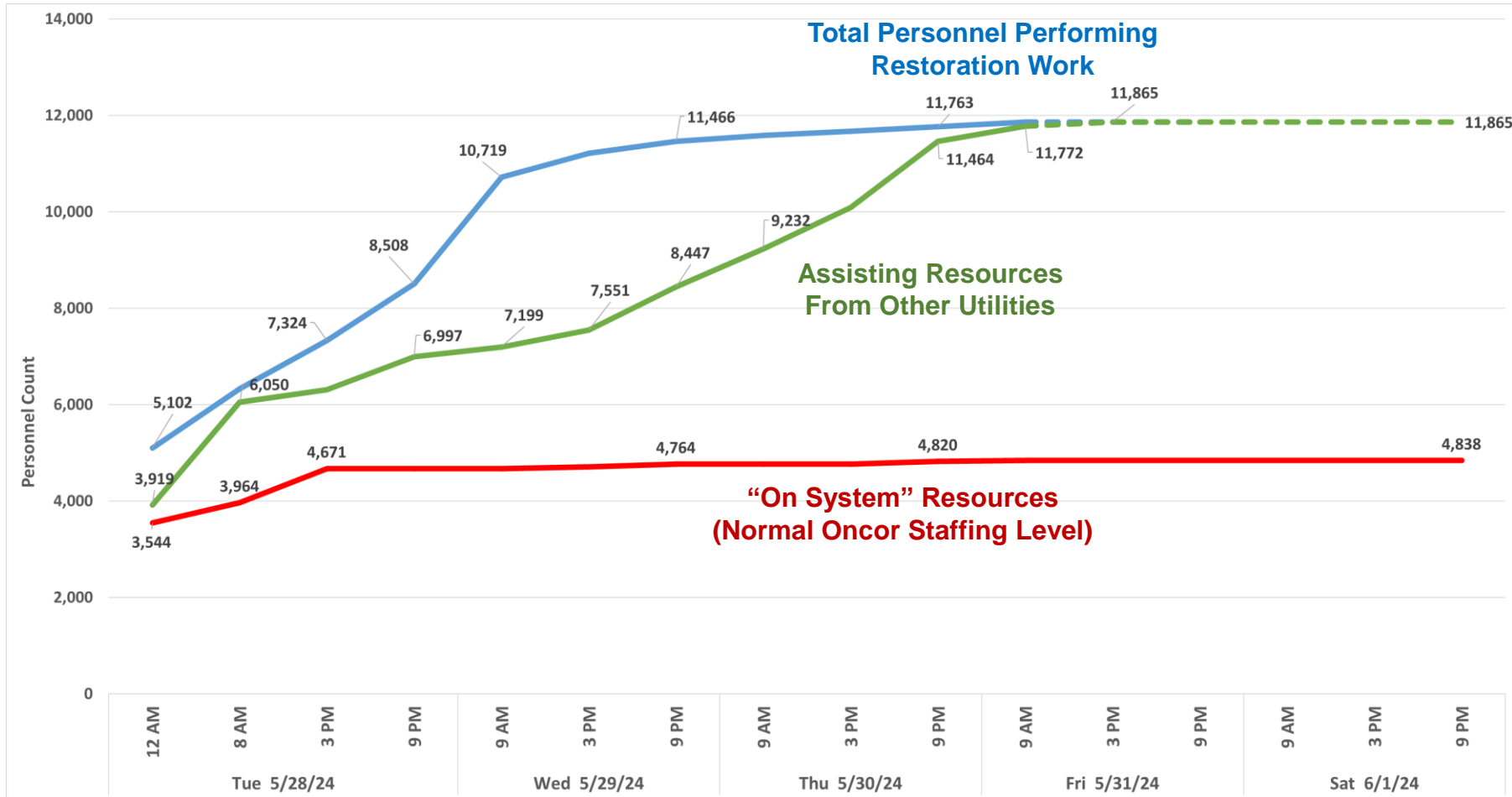
1. As measured by both total Oncor customers affected and peak number of customers affected

# Percent of Customers Affected by Council District



District	Total Customers Affected (Approximate)	Percent of Customers Affected in District
1	21,000	67%
2	28,000	45%
3	15,000	44%
4	25,000	81%
5	18,000	75%
6	22,000	52%
7	26,500	72%
8	16,500	45%
9	36,500	94%
10	42,000	91%
11	29,000	63%
12	45,500	85%
13	27,500	68%
14	28,500	42%

# Restoration Resource Timeline



## Assisting Utilities:

- American Electric Power
- Alabama Power
- City Public Service San Antonio
- Dominion South Carolina
- Dominion Virginia/NC
- Duke Carolinas
- Duke Florida
- Entergy Louisiana
- Entergy Mississippi
- Baltimore Gas and Electric
- Florida Power and Light
- Georgia Power

# Summary of Restoration Methodology

- Once storm has passed, priority circuit switching is performed (remote and manual) in order to:
  - Attempt to reroute power through undamaged Oncor facilities
  - Focus on restoring service to emergency services and hospitals
  - Restore power to main circuit branches
- Damage Evaluators are deployed to collect information on location and severity of damage
  - On the ground personnel are supplemented by drones and helicopters
- Typically Vegetation Management (tree trimming) work is needed before electric infrastructure repair is possible
  - Work with City resources to clear roadways and alleys to gain access for crews
- Construction crews rebuild damaged Oncor facilities
- Follow up crews will replace individual transformers
- Service lines to individual customers are repaired or replaced
  - Customers may have to engage electricians to repair their facilities
- Vegetation Management crews will typically work long after the restoration is complete to remove brush and to address situations that may present safety or reliability issues

# Customer/External Communications Timeline



Date	Key Messages
Tuesday, May 28 – 11:30 a.m. Press Conference with Dallas County Officials, Banner Messaging, News Media Updates	This will be a multi-day storm restoration. Check on elderly, neighbors & seek alternate accommodations.
Wednesday, May 29 – Morning News Release 1:30 p.m. City of Dallas Storm Response Briefing / Virtual Press Conference	Restored more than 340,000 customers in less than 24 hours. Expect restoration to be substantially complete by Friday evening, weather permitting. Harder hit areas to be restored by Saturday.
Wednesday, May 29 – Evening News Release	As of 4 p.m., more than 400,000 restored
Thursday, May 30 – Morning News Release	More than 480,000 customers restored, additional resources on hand to aid with restoration efforts.
Thursday, May 30 – Evening News Release	Oncor Focused on Restoring Outages to about 117,000. Hardest hit areas include: East Dallas, North Dallas, Mesquite. Also, monitoring incoming weather.
Friday, May 31 – Midday News Release	New storms slow restoration work. Majority customers that are still out of service to be restored by Friday evening. Work continues in hardest hit areas through weekend.
Saturday, June 1 – News Media Update	Commitment to make repairs as quickly as possible. Hardest hit areas expanded to also include Lufkin and Balch Springs.
Saturday, June 1 – Evening News Release	Customers impacted by Tuesday’s storms substantially complete by Sunday morning. Customers impacted by storms later in week restored by Sunday evening.

Information shared with media and on Oncor digital channels including: Oncor.com, Oncor Storm Outage map, social media and direct messaging.



# Customer Engagement

(May 28 – June 2)



## PROACTIVE STORM SOCIAL MEDIA

vs. non-storm 6-day period

- Proactive Social Media Posts – 249 vs. 20 total on avg
- Inbound Social Media Engagements – 9,992 vs. 900 – 1200 engagements on avg. Includes, likes, comments, shares

ONCOR May 30, 2024 at 19:06pm

#OncorWeatherCurrent Update - Our teams continue to respond to impacts from this week's severe weather while also monitoring the potential for additional storms overnight. Meteorologist Kaiti Blake says the main threats with any storms will be damaging straight line winds & flash flooding. Storms will develop in West TX & will move east, affecting North, Central & East TX through early Friday morning. We encourage our customers to continue to stay weather aware. #24wex #24wex

ONCOR May 28, 2024 at 19:30pm

More than 100K customers restored: Oncor damage assessment and power restoration personnel have been deployed across Dallas-Fort Worth and surrounding counties following a line of destructive storms Tuesday morning. While we do not have a specific time for power to return, resources will continue working day and night until power is restored.

The storms & straight-line winds heavily damaged homes, businesses, schools as well as electric equipment. The storms also produced winds as high as 95 mph, frequent cloud-to-ground lightning, large hail, and flooding rain.

The damages caused to our facilities is extensive and restoration will likely take multiple days, depending on damage and the impact from additional incoming weather systems. Customers are encouraged to check on neighbors and elderly or vulnerable residents, and to seek alternate accommodations if their power is not on.

ONCOR May 30, 2024 at 05:30am

Restoration Update: Oncor Restores Power to 480K+ Customers, Additional Resources Join Massive Effort

As of 4 a.m. Thursday morning, power had been restored to more than 480,000 customers and additional mutual assistance personnel joined Oncor teams to help on restoration efforts, bringing the total resources to more than 9,000.

Utility partners from 8 different states responded to a request for mutual assistance and are working alongside Oncor personnel and contractors to help trim vegetation, reconstruct heavily damaged equipment and reestablish power to families and businesses.

ONCOR May 30, 2024 at 21:29pm

As community recovery work continues through the week following the destructive storms & hurricane-force winds that impacted many, it's important to remember to use extreme caution during clean-up and debris removal around homes and businesses:

- Do not attempt to trim, cut or remove trees or vegetation from your property if power lines are in the area.
- If you see a downed power line, stay away, keep children and pets away, and call 911 immediately.

**AFTER STORM POWER LINE SAFETY TIPS**

- Always treat a power line as if it is energized.
- Do not touch trees or limbs on power lines.
- Stay clear of debris or puddled water near power lines.
- If you see a downed power line, leave the area and call 911 immediately.

## CUSTOMER SUPPORT AND DIGITAL ENGAGEMENT

vs. non-storm 6-day period

- Sara Digital Assistant Conversations - 255,983 vs. 3,840
- MyOncor Alerts Text Messages Sent – 1,182,711 vs. 96,570
- Inbound Social Media Messages – 19,251 vs. 270
- Total Call Volume – 839,560 vs. 25,963

