



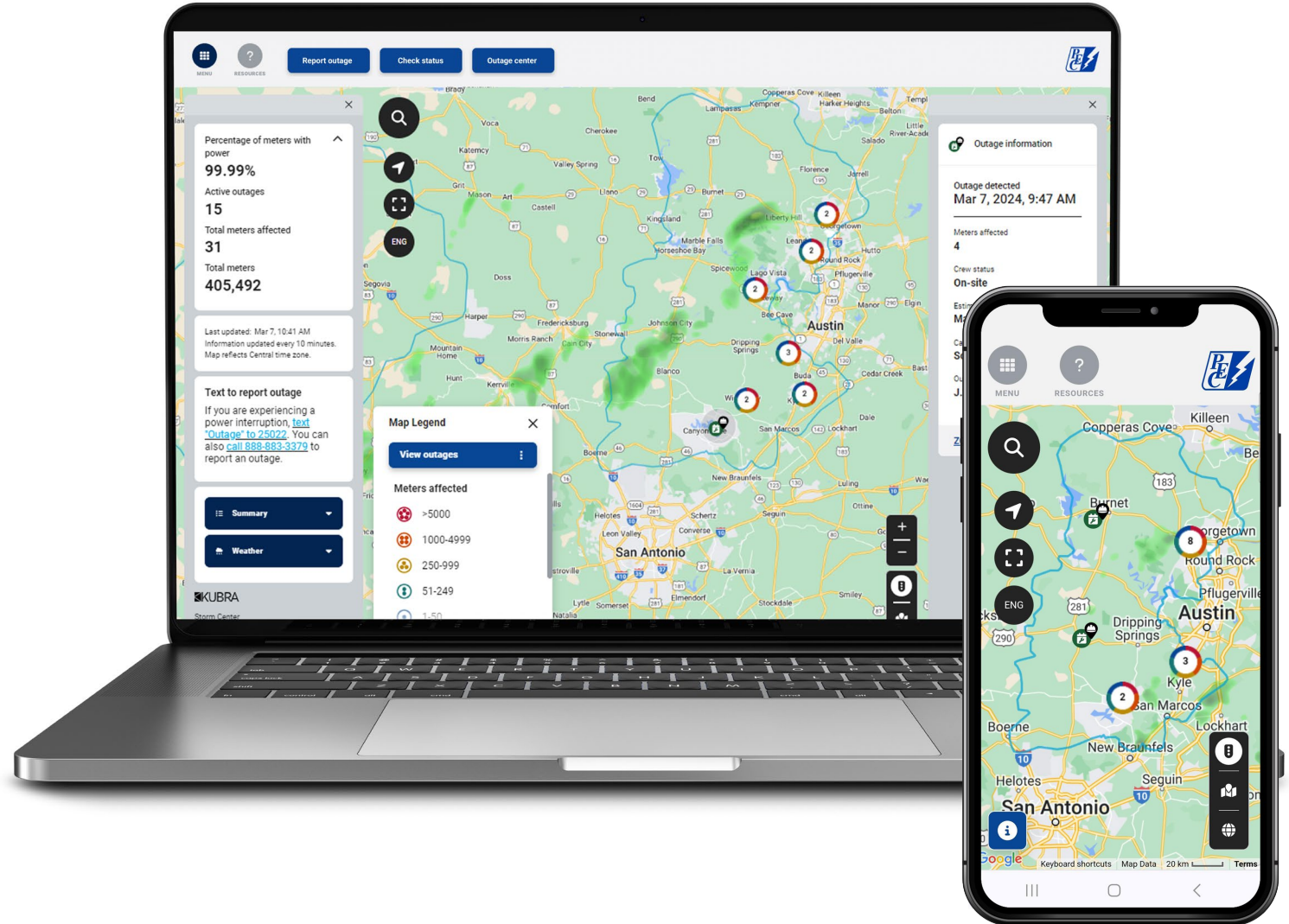
Outage Mapping Enhancements

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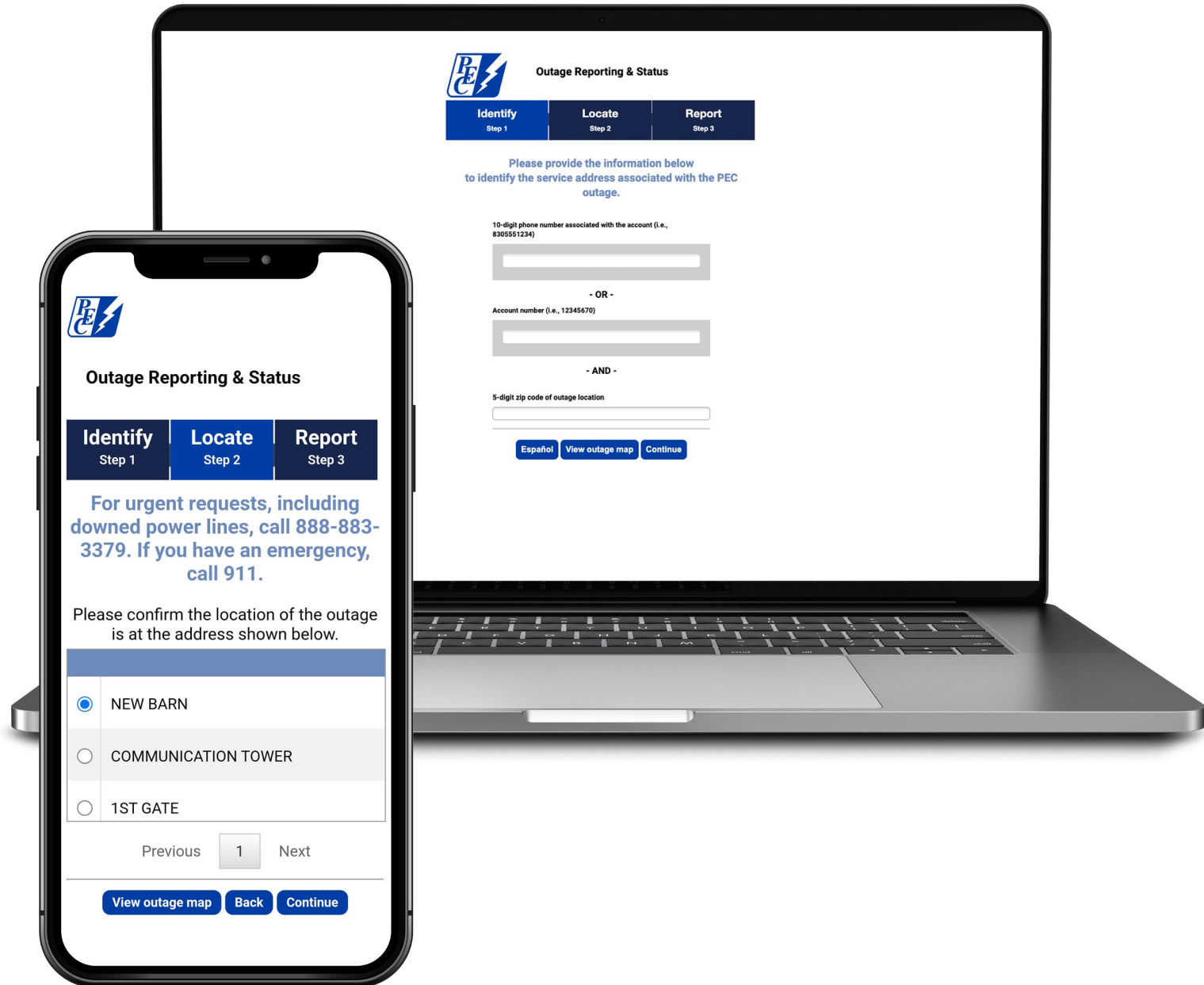
Outage Map — map.pec.coop

- Improved interface
 - Full screen map
 - Mobile friendly
 - Search by address
 - Outage reporting
- Additional information
 - Crew status
 - ETRs
 - Weather radar
- Launched internally in December
- Live for members in March



Outage Reporting

- Easy identification
 - Phone # (or account #) and ZIP
- Select the service location
- Report outage



Member Messaging

- Share with members in April utilizing all communications channels
 - TCP
 - Bill insert & messaging
 - Social media
 - Website
 - Email
- Communications focus on how to read the new map and report an outage

Let our new outage map be your guide

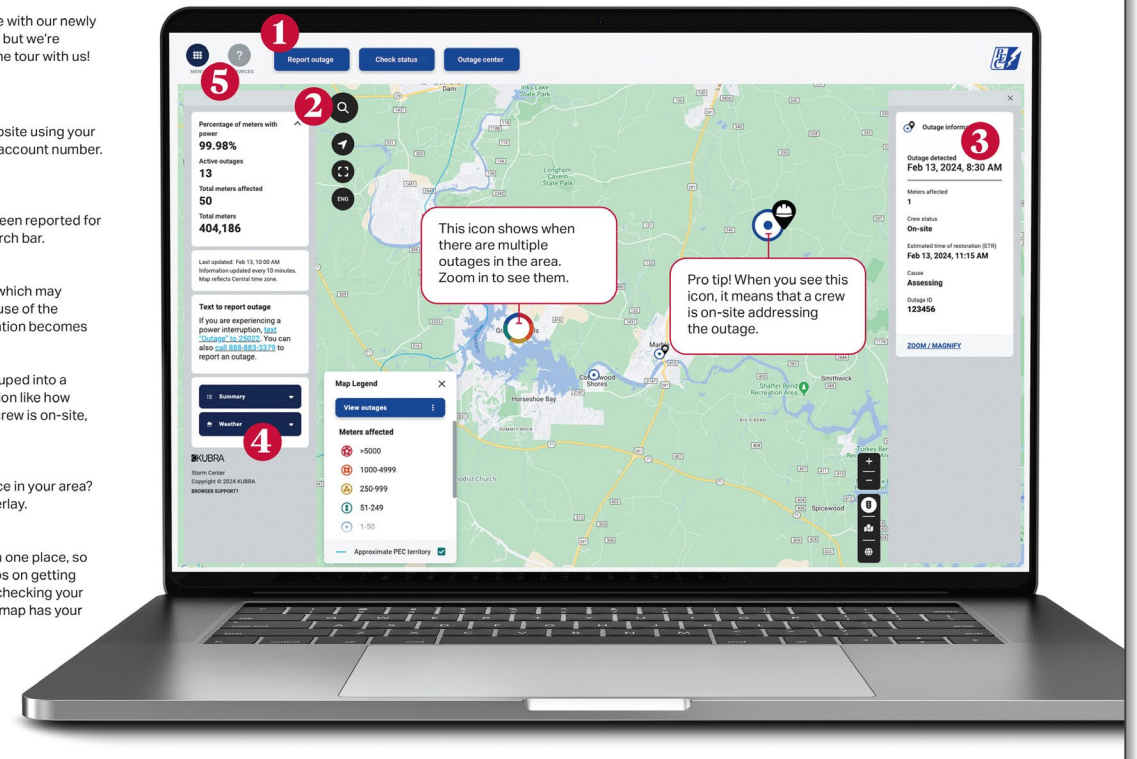
IT'S EASIER THAN EVER TO REPORT AND TRACK YOUR OUTAGE WITH PEC'S NEW OUTAGE MAP

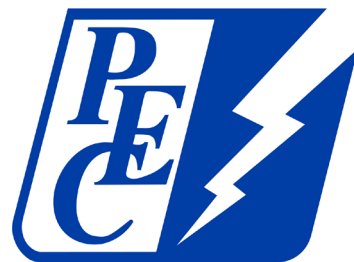
PEC is making reporting outages as painless as possible with our newly enhanced outage map. Finding your way around is easy, but we're pointing out some of the features we're proud of. Take the tour with us!

- 1 Report your outage online**
You can easily report an outage through our website using your ZIP code and either your phone number or PEC account number. Then, use the map to track updates.
- 2 Search by address**
Quickly check the map to see if an outage has been reported for your location by typing the address into the search bar.
- 3 Get details about your outage**
The map will display details about your outage, which may include an estimated time of restoration, the cause of the outage, and the crew's status when that information becomes available.

Outages that cover a significant area will be grouped into a shaded polygon. Helpful icons provide information like how many meters are part of the outage, whether a crew is on-site, and if the outage was scheduled ahead of time.
- 4 Check the weather**
Want to see how the weather is impacting service in your area? Click on the weather tab to turn on the radar overlay.
- 5 Help is just a click away**
We've gathered our outage-related resources in one place, so you'll know how to handle any situation. From tips on getting your home ready for a storm to instructions on checking your home breakers before reporting an outage, our map has your back.

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