



Winter Preparedness Report

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Winter Preparedness Overview

PEC is proud to operate in a “stay ready” posture

To understand improvements made this year and expectations for capabilities into the winter season, this review will cover:

1. Operational Preparedness
2. Workforce Preparedness
3. Member Messaging



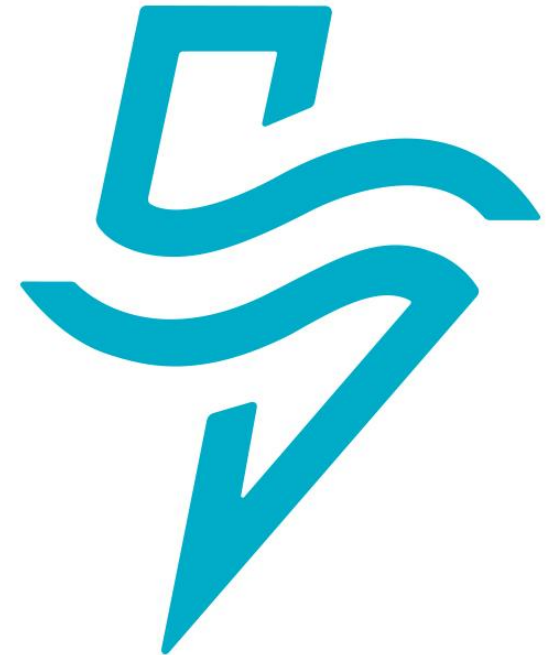


1. Operational Preparedness

ERCOT Operations Training

Transmission Control Center staff participates in weather planning and training with ERCOT:

- National Weather Service Winter Weather Outlook
- ERCOT Weather Emergency Preparedness FAQ
- ERCOT Black Start Training for all operators
Oct. 7 – Nov. 13
- ERCOT Monthly Outlook for Resource Adequacy (MORA)



Transmission Operations

Transmission Operations Training and Preparation

- Operations Training:
 - Coordinated Transmission Control Center (“TCC”) & Distribution Operation Center (“DOC”) Load Shed Training
 - Operator training on NERC Winter Reliability Assessment (WRA)
 - PEC-wide participation in GridEx Nov. 18 – 19
- Emergency Operations Preparation:
 - Review TCC Readiness Check List
 - Review emergency procedures and tools



Transmission System Maintenance

System Improvements

Several transmission line overhauls and substation upgrades will be completed ahead of winter weather months.

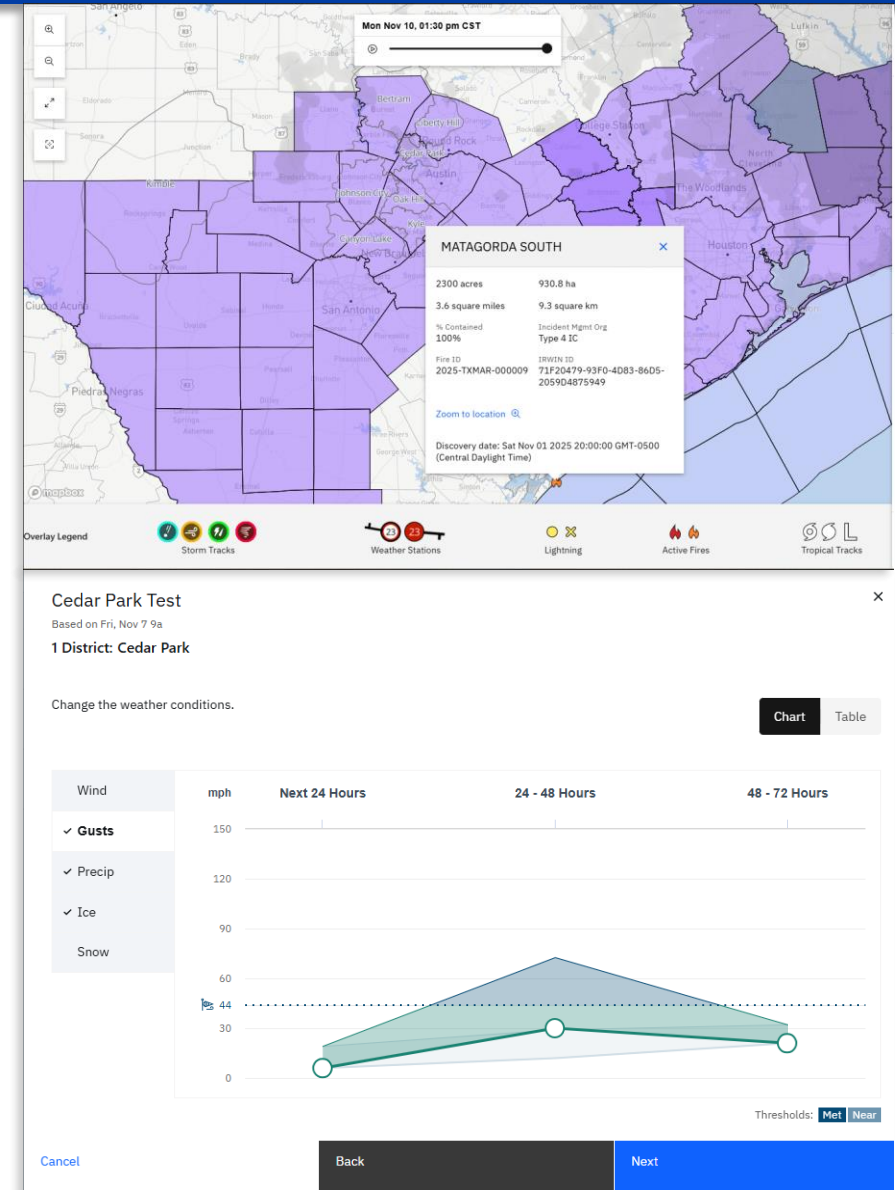
Weatherization Inspections

- 2025 YTD, maintenance teams completed 947 substation inspections.
- Monthly substation inspections during the winter months concentrate on critical components:
 - Battery Banks
 - Transformer oil and nitrogen pressures
 - Gas circuit breakers and SF6 gas pressures
 - Transformer and breaker control cabinet heaters
 - Visual inspection of equipment for physical damage



Weather and Storm Prediction Software

- Advancing the accuracy of localized forecasts for predictive data on the impact of approaching weather.
- Modeling is built upon historical data, national weather forecasts, and customizable inputs to prepare for the effects of an anticipated storm.
- Inputs to volumes of increased rain, ice, or wind in certain areas will indicate localized outage volumes and impact to the PEC system.
- Utilized and refined during recent flooding events, provided accurate modeling.



Distribution Maintenance

Pole Testing & Treatment (PTT)

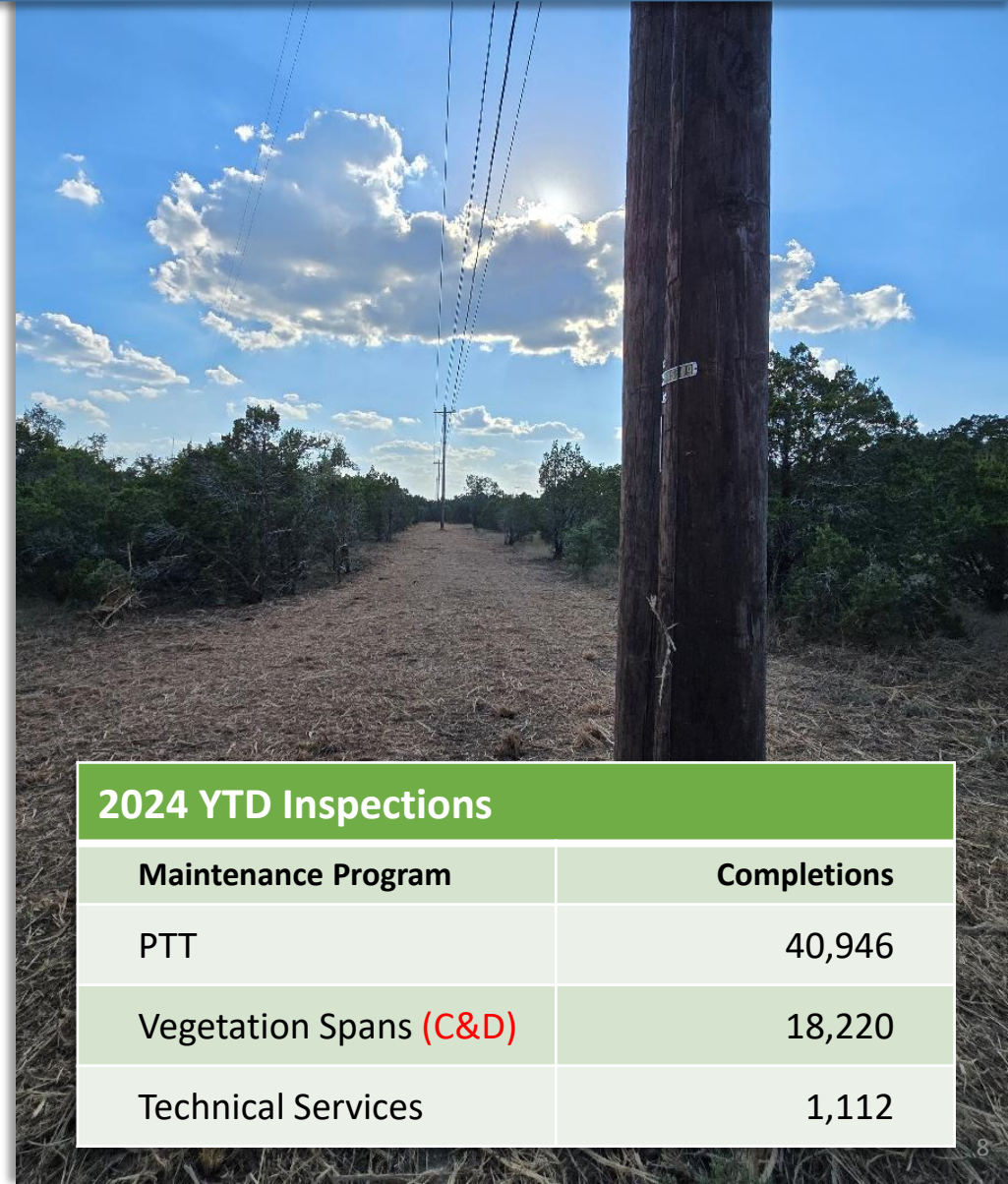
- Over 31K poles treated to extend life and prevent decay.
- 1,500 poles replaced or restored with C-Truss supports that improve design strength.

Vegetation Maintenance

- From PEC's LiDAR assessments, addressed 18,220 critical locations in Wildlife Urban Interface areas.
- Vegetation-related outages now make up less than 3% of all outages in the PEC system.

Technical Services

- Completed 637 YTD switchgear inspections, including DGA samples on oiled-filled units, setting verifications, and an infrared scan of terminations at each location.



2024 YTD Inspections

Maintenance Program	Completions
PTT	40,946
Vegetation Spans (C&D)	18,220
Technical Services	1,112



2. Workforce Preparedness

Emergency Staffing Plan

Equipment and Staff Readiness

- Transmission and Distribution teams conduct annual training on winter weather preparations and operations
- Review emergency staffing plans and ensure staff are scheduled on standby and ready for response
- Review transportation and vehicle readiness
- EOP drill held in October focused on wildfire response. Demonstrated the continued improvement in the simulation and engagement across teams participating in these drills.



Emergency Staffing Plan

Employees are prepared for calls-to-action this winter:

- Support member escalations and communications
- Support outage verifications and phone queues at nearby offices
- Support district offices by providing employees with food, water, bedding, supplies, etc.
- Support travel arrangements if capable of safely traversing winter road conditions.

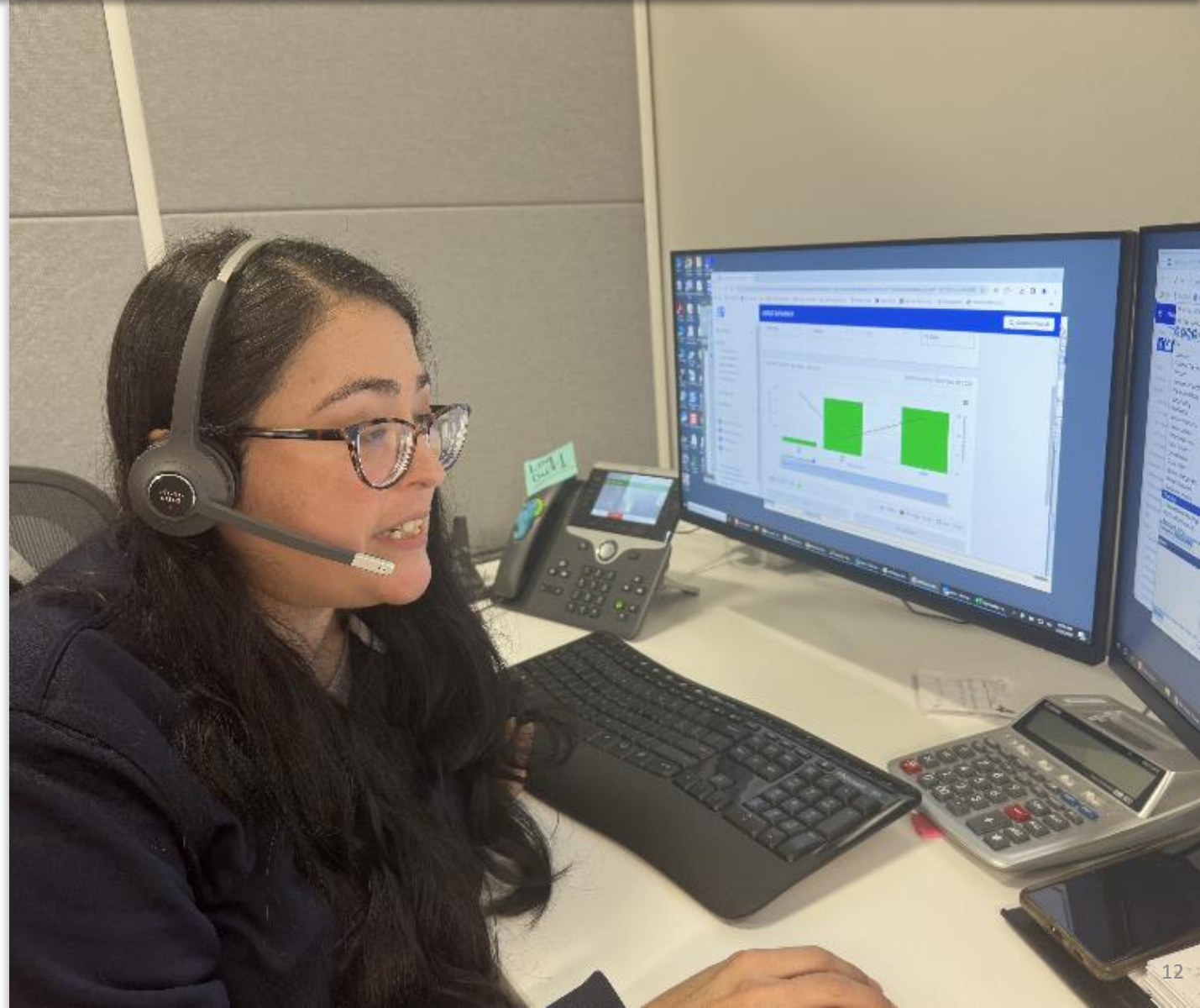
Our employees are prepared for a multi-day event.



Agent Remote Work Program

Member Relations Agents have flexibility to work remotely and are prepared to take calls and enter outages from home, if needed.

- More than 40 agents are currently eligible for non-EOP remote work.
- During winter season, further training, availability, and equipment will be reviewed for any EOP activation.





3. Member Messaging

Streamlined Outage Reporting



Texting

Benefits:

- Report/confirm outage
- Estimated Time to Restoration (ETR) updates
- Restoration updates

Notes:

- 82% of accounts with # on file
- 19,700 #'s added in 2025
- 362,000 unique #'s in system



Outage Map

Benefits:

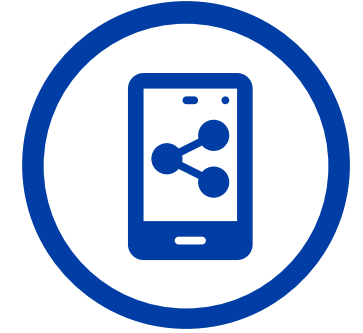
- Report without login
- Check outage report status
- Desktop and mobile
- During extreme weather, ETRs may be paused



Dedicated Outage Line

Benefits:

- Automated High Volume Call Answering system with 500 lines
- Report/confirm outage
- Option to escalate to live agent



SmartHub

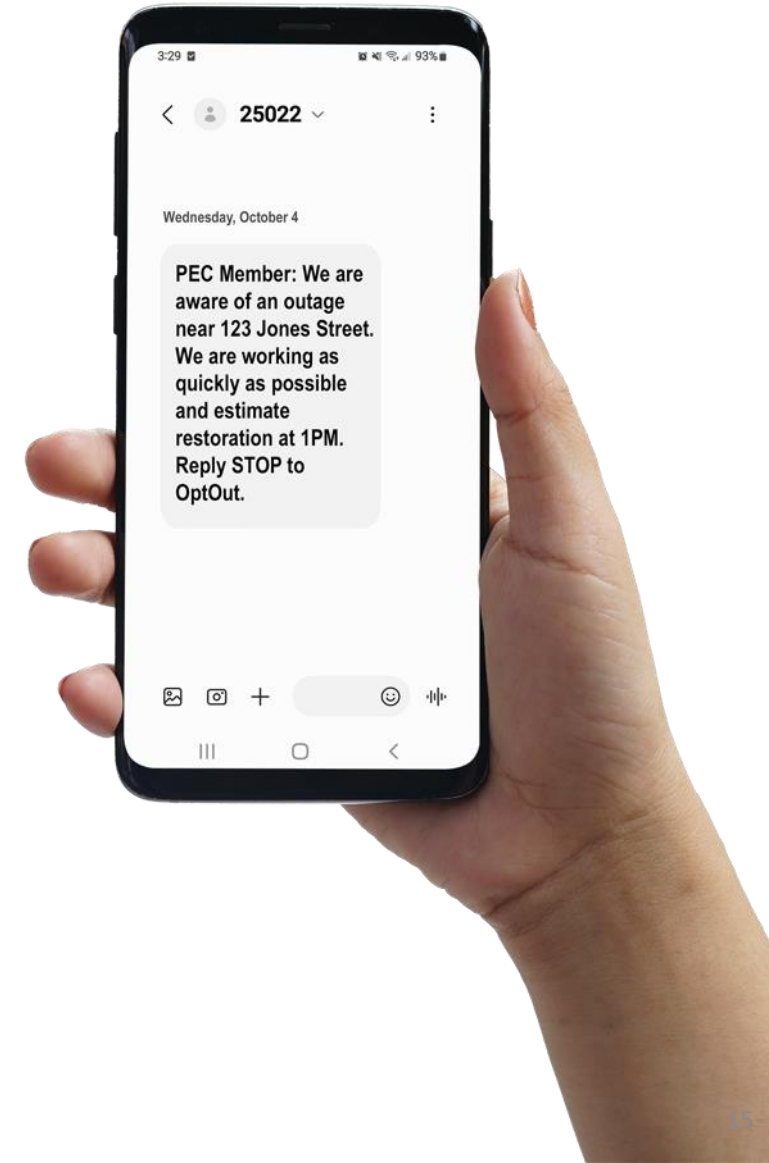
Benefits:

- Outage reporting only

Proactive Member and Public Messaging

PEC continues to evaluate and enhance our emergency communications cadence to improve messaging accuracy and timing. The Cooperative has also reviewed best practices to communicate during inclement weather.

- Prepared to issue communications to PEC members, employees, and the media and public before inclement weather hits.
- Strengthened relationships with local radio stations and television news desks to quickly amplify PEC's messages.

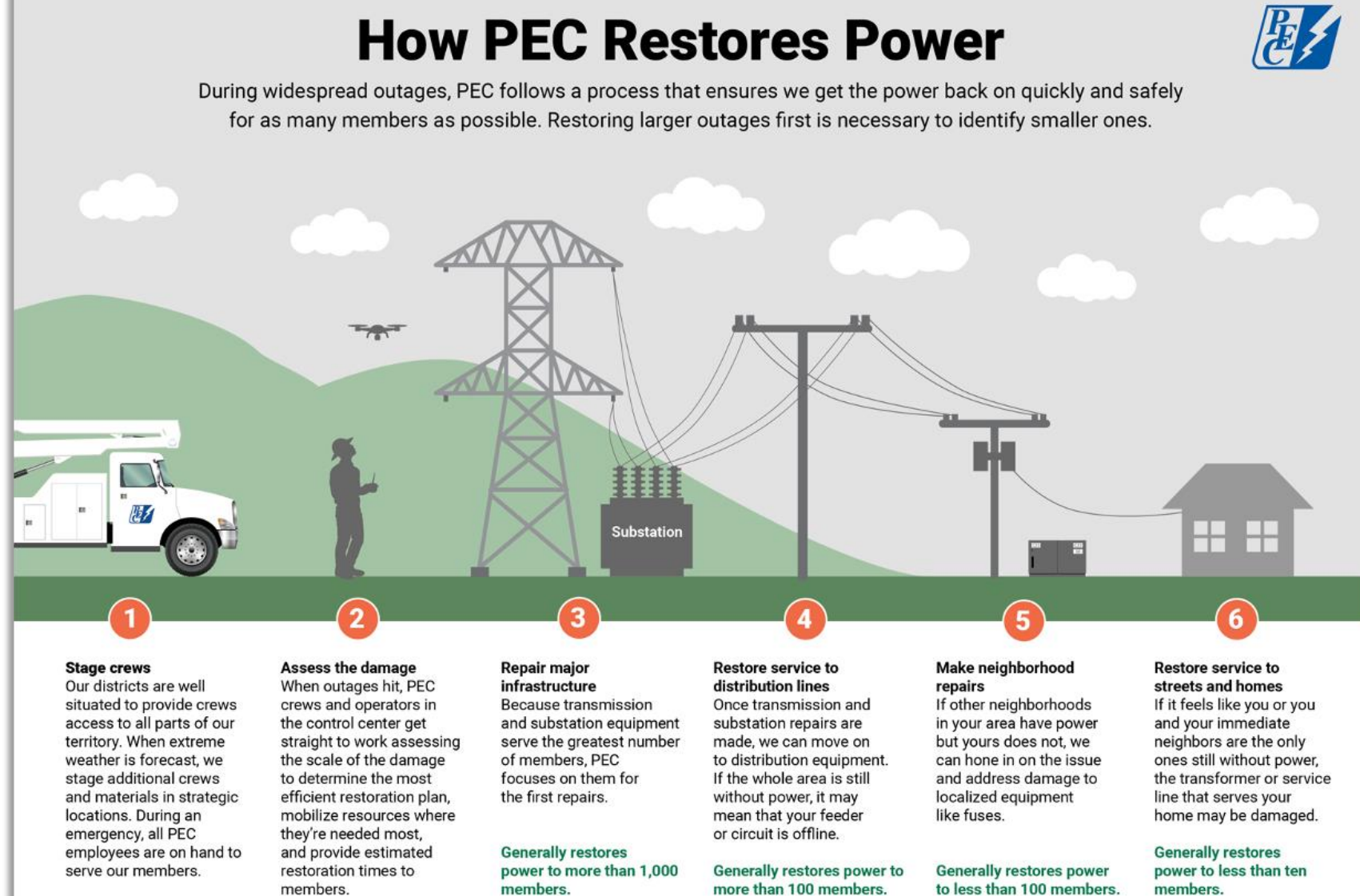


Key Steps to Restoration

Member communications focus on how PEC restores power.

Simplified communications have been created to demonstrate stages of restoration efforts.

PEC will lean on infographics and improved data reporting to offer twice daily updates to PEC staff, members, and media and public officials.



PEC's Commitment

Despite all efforts for preparedness, PEC members may still experience outages during a storm event.

What PEC Can Control

PEC understands our members depend on our services and timely communication.

Our responsibility to the membership is also balanced with our responsibility to employees' safety.

What PEC Cannot Control

Transmission services, falling trees, vehicle accidents, high winds, lightning, pole failure, downed lines, equipment failure, and rotating load-shed can cause service outages of any size across the service territory.

Despite designations for critical load or medical necessity, these sites cannot be guaranteed an uninterrupted, regular, or continuous power supply.

PEC personnel strive to promptly and safely respond to the membership, as well as help educate the membership of their need for preparedness for emergency events.



PEDERNALES ELECTRIC COOPERATIVE