



# 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

# Transmission Operations

## 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

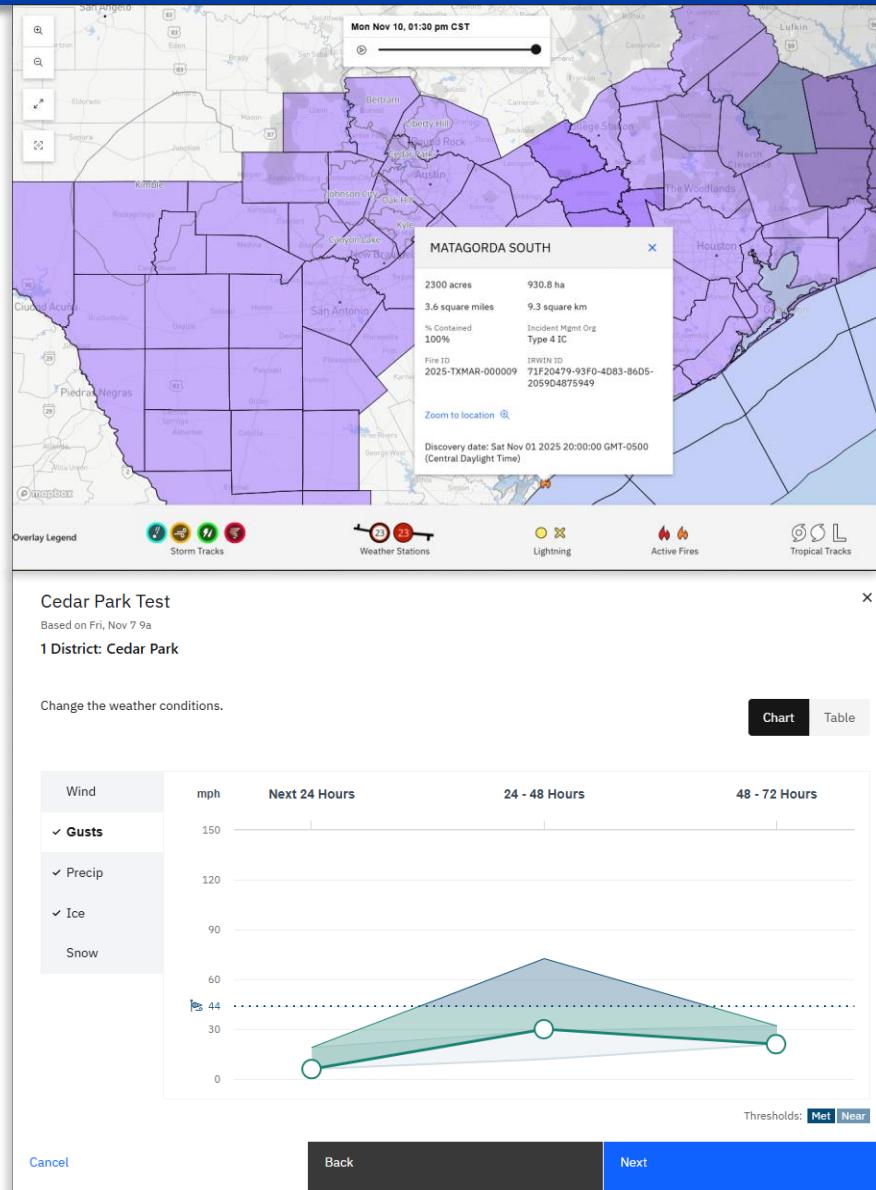
- 2025 YTD, maintenance teams completed 947 substation inspections.
- Monthly substation inspections during the winter months concentrate on critical components:
  - Battery Banks
  - Transformer oil and nitrogen pressures
  - Gas circuit breakers and SF6 gas pressures
  - Transformer and breaker control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



# Advancing Systems

## 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)

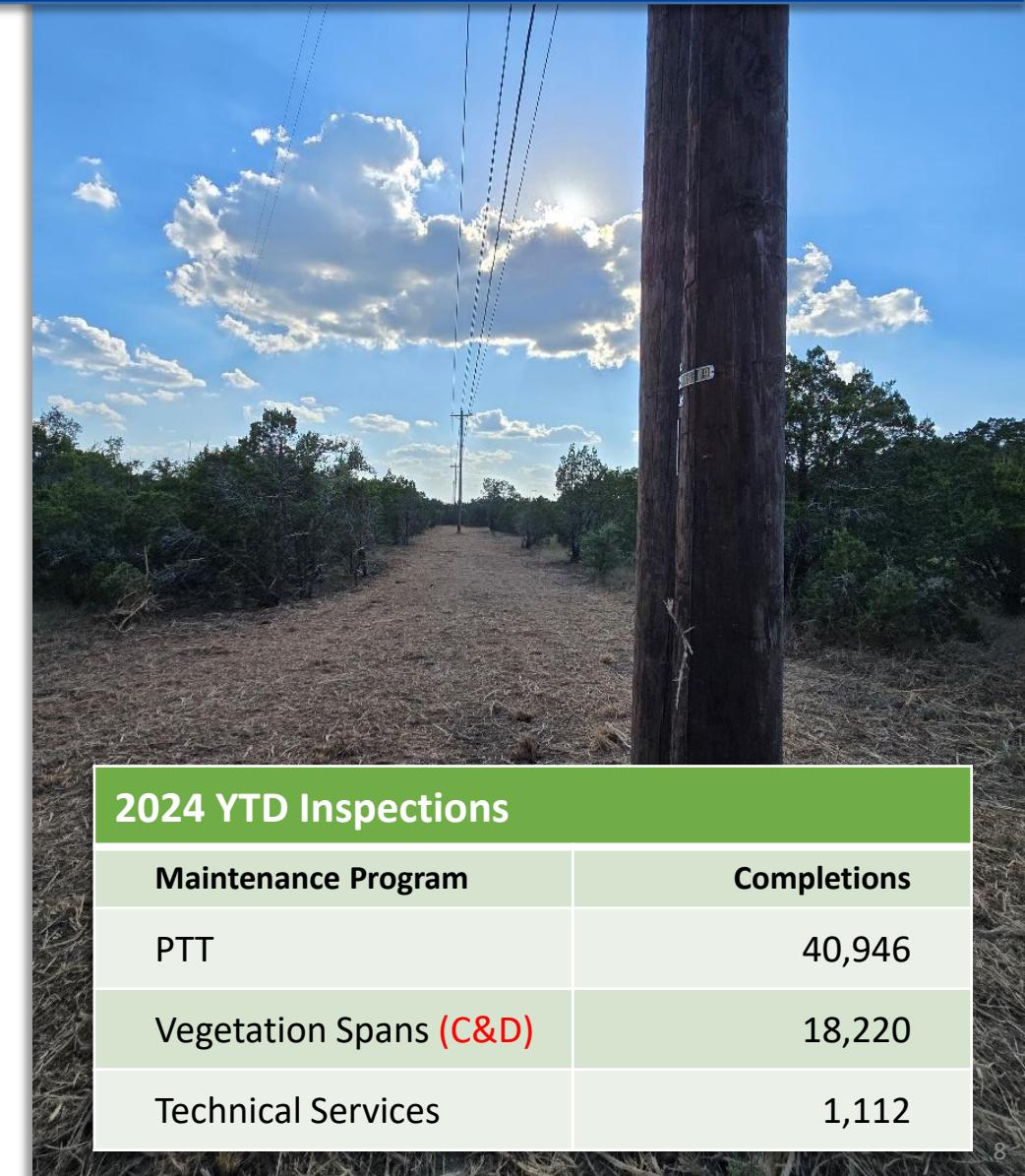
- Over 31K poles treated to extend life and prevent decay.
- 1,500 poles replaced or restored with C-Truss supports that improve design strength.

## 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.

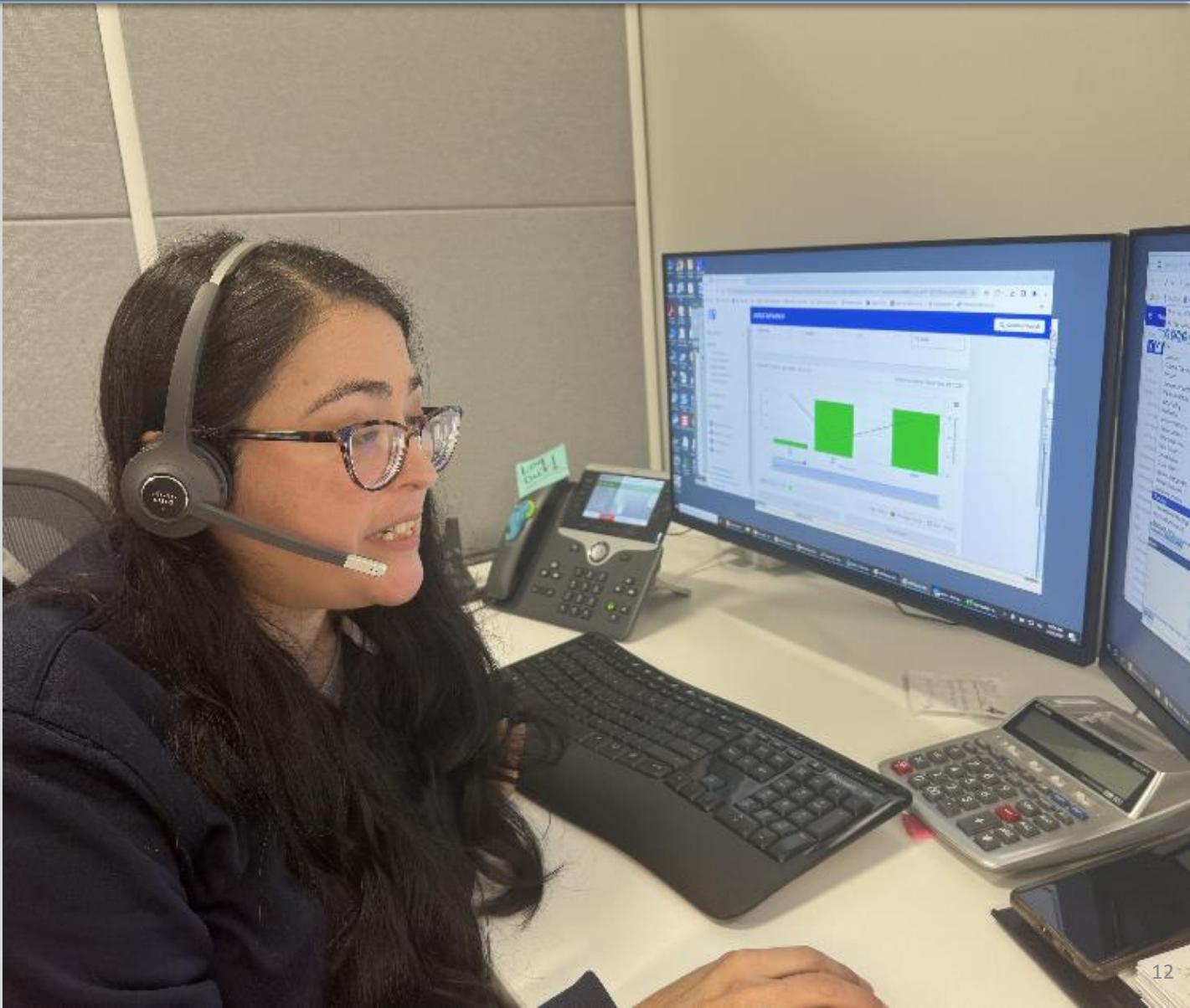
Our employees are prepared for a multi-day event.



# 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:

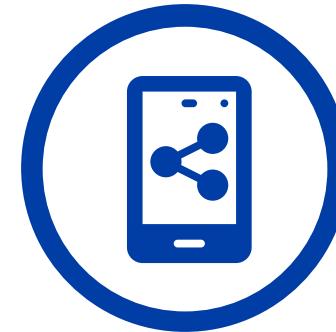
- Report without login
- Check outage report status
- Desktop and mobile
- During extreme weather, ETRs may be paused



## Dedicated Outage Line

### Benefits:

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



## SmartHub

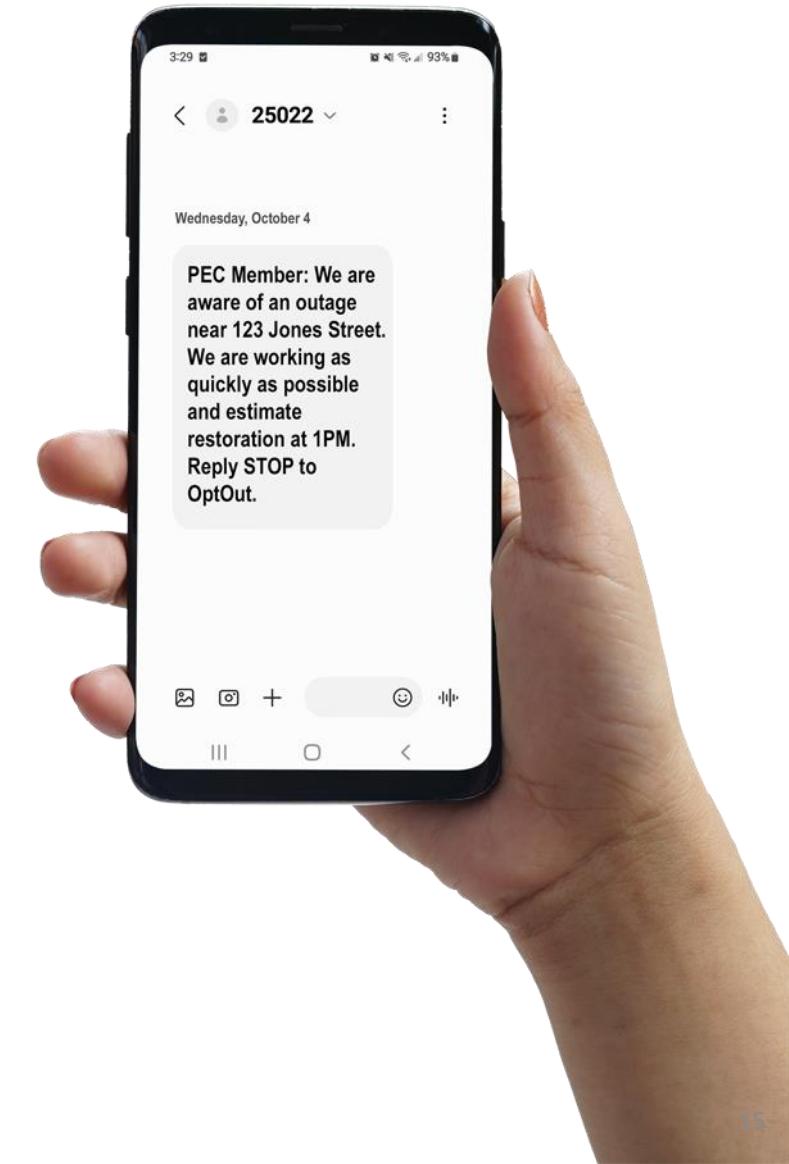
### Benefits:

- 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.



## How PEC Restores Power

During widespread outages, PEC follows a process that ensures we get the power back on quickly and safely for as many members as possible. Restoring larger outages first is necessary to identify smaller ones.



1

**Stage crews**  
Our districts are well situated to provide crews access to all parts of our territory. When extreme weather is forecast, we stage additional crews and materials in strategic locations. During an emergency, all PEC employees are on hand to serve our members.

2

**Assess the damage**  
When outages hit, PEC crews and operators in the control center get straight to work assessing the scale of the damage to determine the most efficient restoration plan, mobilize resources where they're needed most, and provide estimated restoration times to members.

3

**Repair major infrastructure**  
Because transmission and substation equipment serve the greatest number of members, PEC focuses on them for the first repairs.

4

**Restore service to distribution lines**  
Once transmission and substation repairs are made, we can move on to distribution equipment. If the whole area is still without power, it may mean that your feeder or circuit is offline.

5

**Make neighborhood repairs**  
If other neighborhoods in your area have power but yours does not, we can hone in on the issue and address damage to localized equipment like fuses.

6

**Restore service to streets and homes**  
If it feels like you or your immediate neighbors are the only ones still without power, the transformer or service line that serves your home may be damaged.

**Generally restores power to more than 1,000 members.**

**Generally restores power to more than 100 members.**

**Generally restores power to less than 100 members.**

# 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