

Winter Storm Mara After-Action Review

February 17, 2023

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Winter Storm Mara: After-Action Review

Winter Storm Mara was created by an Arctic cold passage making its way across the Southern United States, where it met with warm and moist air from the Gulf of Mexico, creating an ice storm over Central Texas.

Initial forecasts from the National Weather Service called for freezing rain and sleet across North, Central, and West Texas from Monday, January 30, through Thursday, February 2, with ice accumulations up to 0.50”.

I. Storm Overview

II. Event Preparation

III. EOP Coordination

IV. PEC Vegetation
Management Program

V. Outage Communications

VI. Safety & Kudos

VII. Next Steps



1. Storm Overview

Winter Storms Uri and Mara Challenges

Winter Storm Uri

- Load shed event with significant ERCOT-wide electric generation failures in addition to damaged PEC infrastructure.
- Previous OMS unable to distinguish load shed from individual outages.
- Load-shed requirements and infrastructure outages overloaded outage map and PEC communication systems.
- Once load-shed requirements ended, restoration efforts were quickly completed.
- Restoration efforts centered around fuses and transformers, not rebuilding lines.

Winter Storm Mara

- Severe damage to PEC infrastructure due to ice accumulation and vegetation — worst damage PEC has experienced in more than 25 years.
- Extensive damage required more time, crews, and materials to repair — high frequency of outages with low impact to outage totals once restored.
- Outage volume quickly escalated when multiple substations lost service from transmission providers.
- Restoration efforts required significant, time-consuming construction due to icing.

Winter Storms Uri and Mara

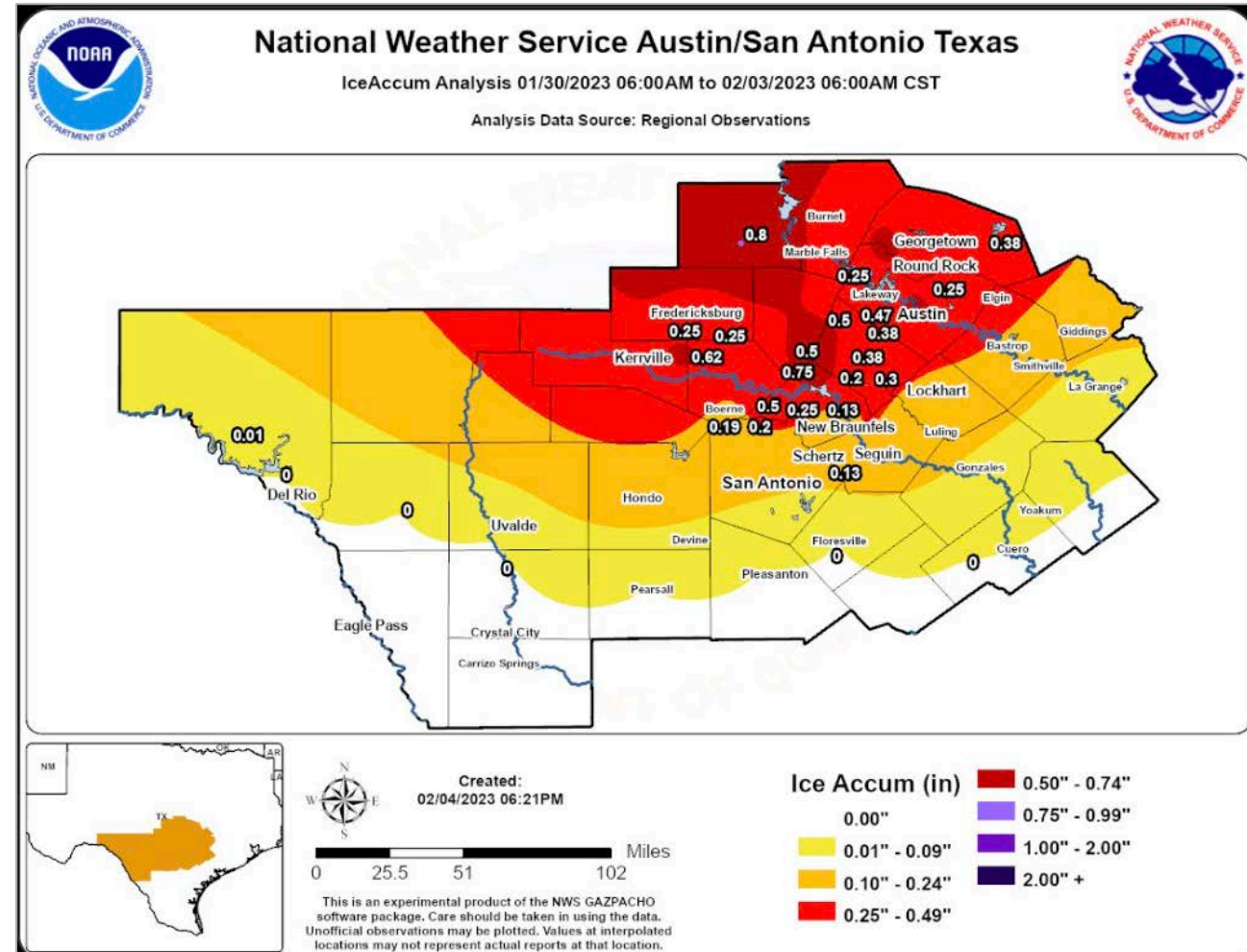
Winter Storm Uri Major Challenges and Recommendations from After-Action Reviews were addressed and solutions were introduced:

- ✓ Improved Control Center systems for situational awareness, load shed management, outage volume management, outages entered from the field, and communication between Control Center and District Operations.
- ✓ Improved internal communication networks to harden internal telecommunication systems and created redundancies for networks.
- ✓ Established distributed communication channels across districts and departments, utilized mass-messaging platforms to the membership and employees (email and SMS), maintained constant communications with local officials and communities, created regular coop-wide updates, and utilized the website for emergency-specific updates.
- ✓ Improved outage mapping system to distinguish load-shed outages from standard outages.



2. Event Preparation

National Weather Service Forecast



Operations Preparation

Pre-EOP: Staff began preparing for inclement weather and prolonged outages.

Operations

- Held daily meetings, with crews shifting schedules to 24/7 support on Monday, January 30 before icing
- Warehouse inventory, Vegetation Management, and contract crews readied for support
- Suspended planned construction and service work in districts

Member Relations

- Readied staff with talking points on Sunday, January 29
- Finalized 24/7 schedule on Monday, January 30; implemented on Tuesday, January 31, including accommodations so staff was available for membership in case of prolonged EOP

External Relations

- Pushed early communications on storm awareness and preparation tips on multiple platforms

Pre-Event Messaging

Monday, January 30: Communications to membership began

SMS Message to all Members with a Mobile #:

PEC: Report power loss by replying OUTAGE to this text. The mobile # must be associated with your account. Learn more at pec.coop/outage. Text STOP to OptOut.

Email Message to all Members with an Email Address:

“A winter storm warning has been issued for parts of our service area through noon on Wednesday, February 1. While freezing rain with ice accumulation may affect operations, PEC crews are ready to respond in the event of an emergency, and staff is monitoring the system around the clock. We also want to help you be prepared and stay safe. Plan ahead with [our tips for winter weather](#).”

Website:

Homepage updated with storm preparation, safety precautions, energy conservation tips, and outage reporting instructions; homepage ticker deployed.

Social Media:

Post alerting members of winter storm warning with link to winter preparedness.

Storm Progression

- Monday, Jan. 30:** Clear skies with increasing humidity and temperatures below freezing.
- Tuesday, Jan. 31:** Below freezing temperatures continued. Periods of freezing rain and sleet moved into the area and intensified overnight.
- Wednesday, Feb. 1:** Freezing rain and sleet continued through the day, with temperatures below freezing. Heaviest icing of the storm occurred through the night.
- Thursday, Feb. 2:** Temperatures began reaching above freezing. Thawing brought additional damage.
- Friday, Feb. 3:** Overcast skies with high reaching 50 degrees.



Storm Progression

Saturday, Feb. 4: Sunshine and thawing, with highs in the 60s.

Sunday, Feb. 5: Continued sunshine, with highs in the mid 70s.

Monday, Feb. 6: Cloudy skies and increasing humidity; highs in the low 70s. Weather alert for potentially significant thunderstorms and flash flooding Tuesday.

Tuesday, Feb. 7: Rainy day and thunderstorms overnight, with 60% chance of lightning and high winds across service area.

Wednesday, Feb. 8: EOP deactivated following no significant overnight damage and fair weather



Outage Management

Outage restoration before EOP:

- Outage restorations were underway in the initial icing event, Monday, January 30, through Wednesday, February 1.
- District operations held two coordination meetings per day with District Operations, Control Center, Transmission and Substation Engineering, Vegetation Management, Member and External Relations.
- Specialized contract crews were in the field and additional support crews were enroute.

Multiple substations in Canyon Lake District experienced non-PEC transmission outages, and repairs by the transmission owner took longer than expected.

EOP was activated Thursday to support system-wide restoration management.





3. EOP Coordination

EOP Activation

Daily Reports

- Tuesday, Jan. 31:** Outages through the day were in the 200-300 range.
- Wednesday, Feb. 1:** Outages grew substantially when non-PEC transmission to 3 substations went down. Outages continued through Wednesday in localized areas. Ice accumulation grew substantially overnight.
- Thursday, Feb. 2:** **EOP activated.** One Canyon Lake substation restored early however 6 other substations went down throughout the day. Outages increased Thursday afternoon to 76K meters. Outages improved to 40-50K range through Thursday evening. All substations restored by late Thursday night.
- Friday, Feb. 3:** As substations came on, individual outages were then identified within those feeders due to infrastructure damage. Also, a semi-truck snagged communications line in West Dripping Springs, taking down six poles and further delaying Henly-area restorations by 36 hours.

Outages AM: 12,500 PM: 18,900	Outages AM: 42,900 PM: 40,800	Outages AM: 23,900 PM: 21,800	Outages AM: 12,700 PM: 8,800	Outages AM: 4,600 PM: 3,500	Outages AM: 1,000 PM: 850	Outages AM: 60 PM: 30	Outages AM: 10 EOP Ended
Wed. 2/1	Thu. 2/2	Fri. 2/3	Sat. 2/4	Sun. 2/5	Mon. 2/6	Tue. 2/7	Wed. 2/8

EOP Activation

Daily Reports:

- Saturday, Feb. 4:** PEC crews, with the help of contractors and neighboring utilities, worked to restore power — often this meant reconstructing multiple spans of line. Restorations were labor and time intensive. Additional vehicle accidents took down poles in Blanco and Leander slowing progress.
- Sunday, Feb. 5:** Majority of minor damage was repaired, leaving the hardest hit areas as Canyon Lake, Oak Hill, and Cedar Park. Available resources from across the cooperative reported to these most impacted districts. More than 125 lineworkers saturated West Blanco to West Dripping Springs.
- Monday, Feb. 6:** A strongly coordinated restoration effort completed overnight. Remaining restorations focused in Canyon Lake and Oak Hill. Crews began preparing for the threat of flash flooding and thunderstorms across all districts.
- Tuesday, Feb. 7:** Flash flooding did not materialize, and lightning was not severe. Final outages restored; at 10:15 p.m. PEC had one meter without power.
- Wednesday, Feb. 8:** **EOP deactivated.** Cooperative returned to normal operations.

Outages AM: 12,500 PM: 18,900	Outages AM: 42,900 PM: 40,800	Outages AM: 23,900 PM: 21,800	Outages AM: 12,700 PM: 8,800	Outages AM: 4,600 PM: 3,500	Outages AM: 1,000 PM: 850	Outages AM: 60 PM: 30	Outages AM: 10 EOP Ended
Wed. 2/1	Thu. 2/2	Fri. 2/3	Sat. 2/4	Sun. 2/5	Mon. 2/6	Tue. 2/7	Wed. 2/8

Restoration Efforts

Damaged Infrastructure

Through the event, PEC experienced over **98,000** individual location outages. This storm brought significant equipment damage to PEC's transmission and distribution systems — the worst storm damage PEC has seen in more than 25 years. Restoration efforts to feeders also included reconstruction of sections of line.

In most cases, each outage location required:

- An assessment of specific structure damage
- Vegetation work
- Reconstruction of spans with new poles, wire, and equipment
- Resolving logistical challenges to move equipment to impacted sites

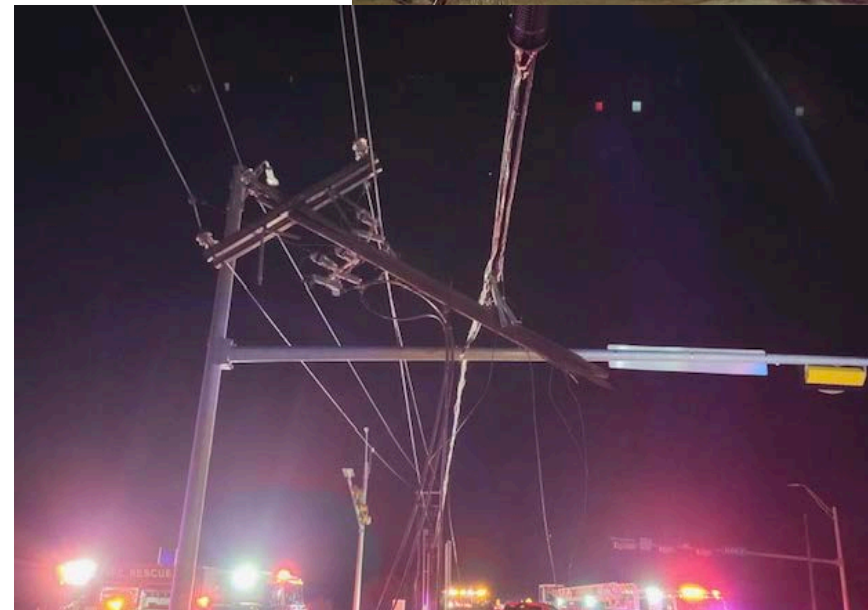
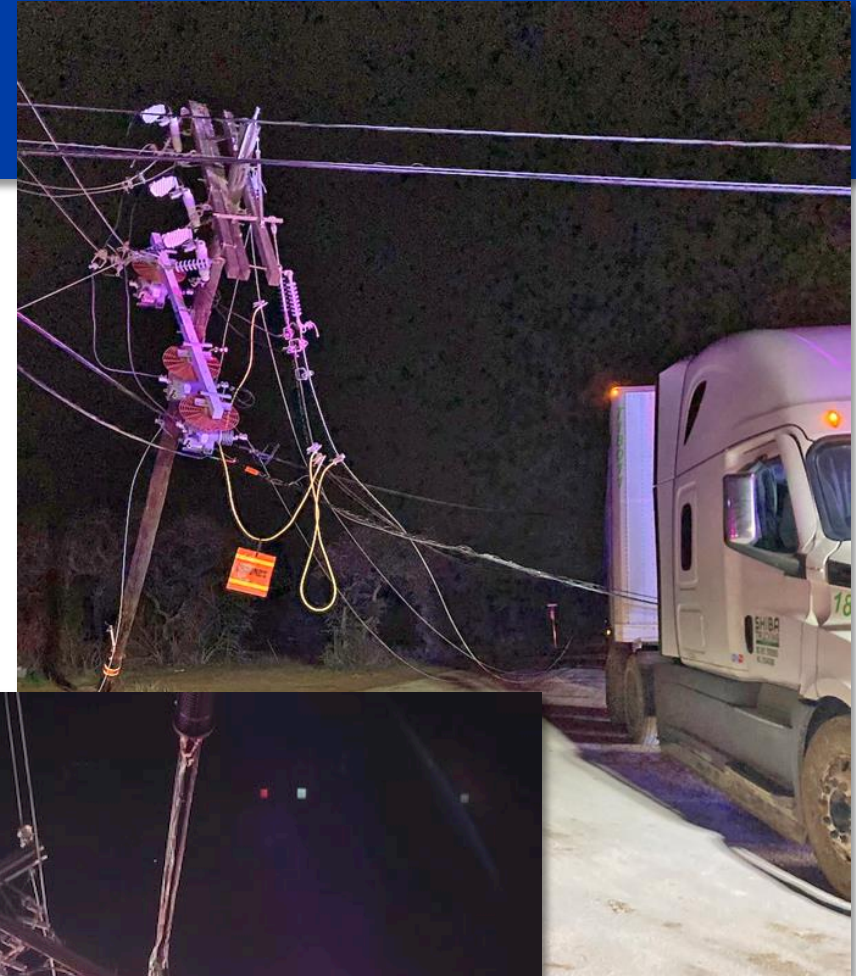
Crews were unable to quickly and efficiently bring large sections online due to damage. Rather, crews worked span by span through every impacted feeder. Progress was steady but slow due to difficult terrain, complex repairs, and the need for specialized equipment.

Restoration Efforts

Vehicle Accidents Extended Member Outages

- Leander – Vehicle struck and broke a 3-phase pole:
 - 4,800-member outage for 1.5 hours.
 - Replaced pole and 3-phase URD riser.
- Oak Hill – High-speed vehicle struck a PEC service truck.
- Dripping Springs – Truck snagged a communications line, pulling down four poles.
 - Over 5,000-member outage.
 - Delayed restoration by more than 36 hours in the Henly area.
- Canyon Lake – Two vehicle accidents:
 - Pedestal struck, minor outage.
 - Pole broken in Blanco, 300-member outage.

These accidents required crews to be pulled from restoration work.



Restoration Efforts

Substation Issues

Through the event, nine (9) substations were taken offline:

- Seven (7) substations lost service from the transmission provider for line repair.
 - Impacted areas included most of Canyon Lake District and portions of Cedar Park, affecting 16,289 meters.
- One (1) substation lost service from a PEC transmission line that went down due to icing.
 - Cedar Valley area outside of Oak Hill, affecting 8,182 members.
- ERCOT mandated load reduction in LCRA's system resulting in a PEC substation being temporarily taken offline 2.5 hours.
 - Seward Junction area, including Liberty Hill and Georgetown areas, affecting 31,484 meters.
- Transmission issues were primarily due to ice on the static line.

Restoration Support

District Support

Areas that were less impacted shared resources to the harder hit areas: Canyon Lake, Cedar Park, and Oak Hill.

Departmental Support

All-hands-on-deck from cooperative staff to support phone volumes, verify outage locations, and provide meals.

Contract Crew Support

Mutual aid shared from out of state and nearby utilities. In addition to the 252 PEC lineworkers in the field, 464 contract workers also helped restore PEC members.

Regular Updates

EOP updates to employees, management, local officials, communities, and the Board were scheduled and provided relevant updates on critical areas.



3. EOP Coordination

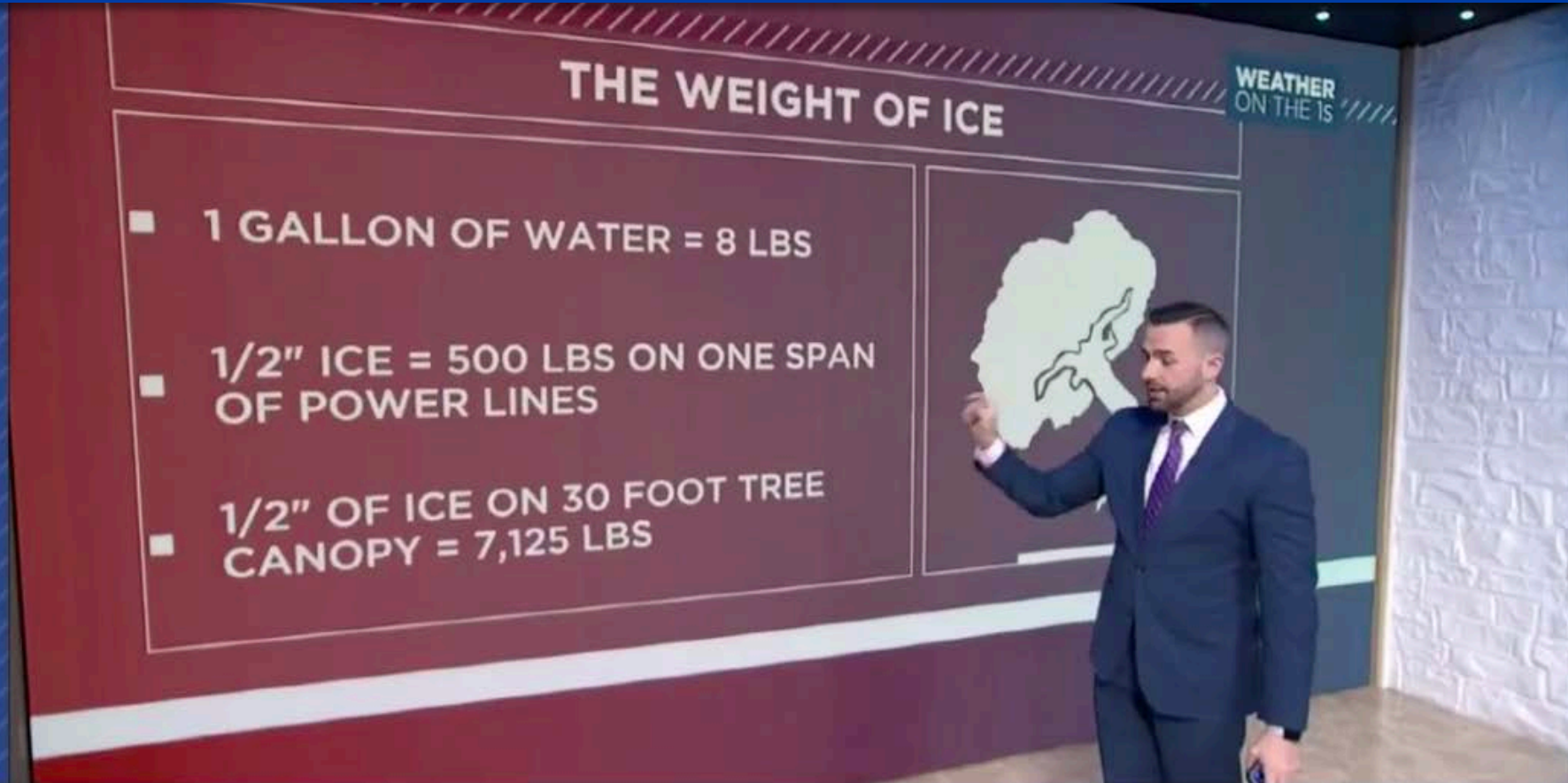
Restoration Challenges





4. PEC Vegetation Management

Impact of Icing on Lines and Vegetation



LAKEWAY

2:10 30°

SPECTRUM
NEWS 1

CLOSINGS

AESA PREP ACADEMY
VIRTUAL/REMOTE ON THURSDAY
AUSTIN COMMUNITY COLLEGE
CLOSED ON THURSDAY

AUSTIN ISD
CLOSED ON THURSDAY
AXTELL ISD
DELAYED BY 2 HOURS

WEATHER ALERT THROUGH TONIGHT. DANGEROUS TRAVEL CONDITIONS WILL CONTINUE INTO THURSDAY

Proactive Vegetation Methods

PEC Vegetation Management

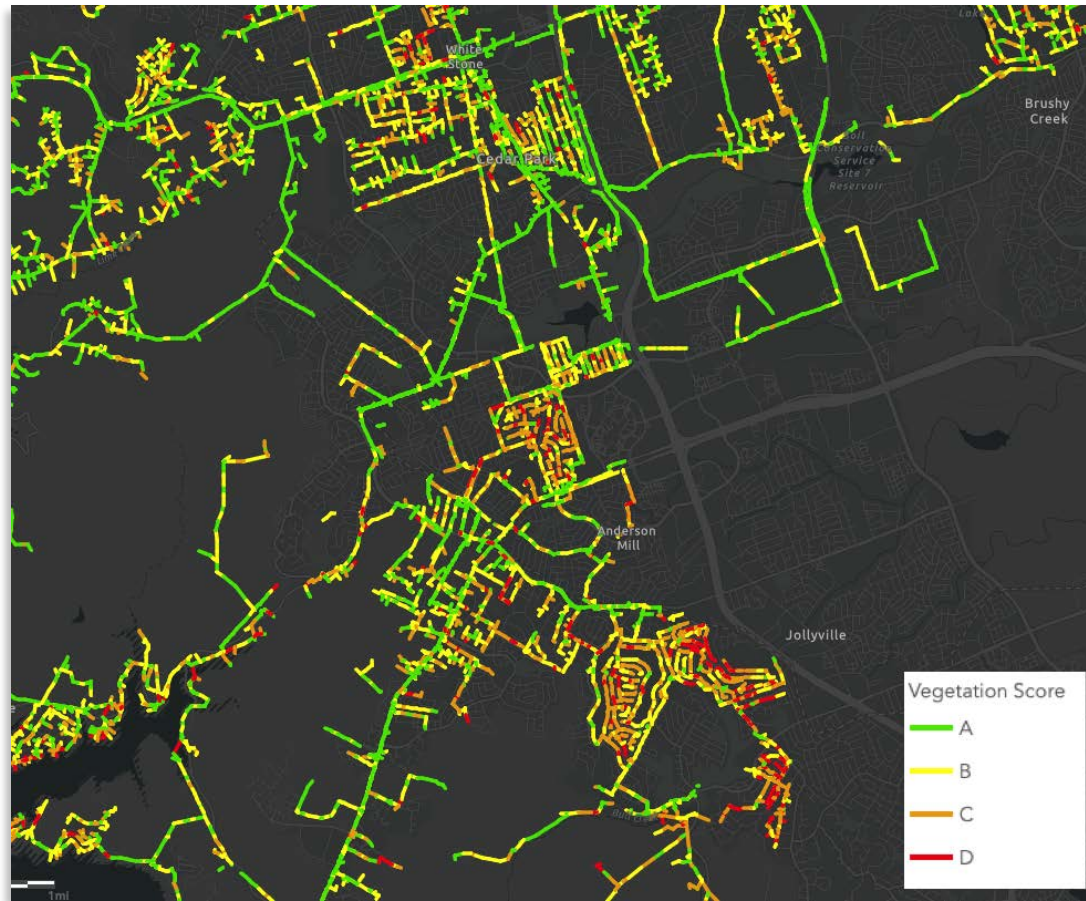
- PEC completes pruning of trees or brush within 10 feet of the electric space.
- Directional pruning methods are applied for good wound closure and protecting solid tree structure.
- The fall distance of trees (experienced during the icing event) can still impact the electric space.

Strategic Approach

- After Winter Storm Uri, PEC made a concerted effort to improve the program using advanced technology to identify and prioritize pruning work by level of risk and impact to the system.
- PEC uses LiDAR scanning to accurately review 3-dimensional data of vegetation to conductors.



Advanced Technology



2021 Geiger-Mode LiDAR Scan



2022 Geiger-Mode LiDAR Scan

Post Storm Analysis

Damage Assessment

- PEC is scheduling an additional flyover in April 2023, to capture the impact of the storm and reprioritize maintenance as needed.
- This technology has proven to be valuable in supporting PEC’s system and is providing cost savings from previous approaches to system maintenance.
- There is a strong likelihood that many of PEC’s damaged poles were due to vegetation pulling on communication lines attached to PEC poles.
 - Pole contacts are obligated to maintain their lines.
 - Staff is investigating and will have further analysis in future updates.

C & D-Rated Locations Identified in 2021

29,768 Total

Locations Completed by Year		
2021	722	2%
2022	14,062	47%
2023 YTD	3,052	10%

Locations Remaining in 2023		
2023	9,529	32%

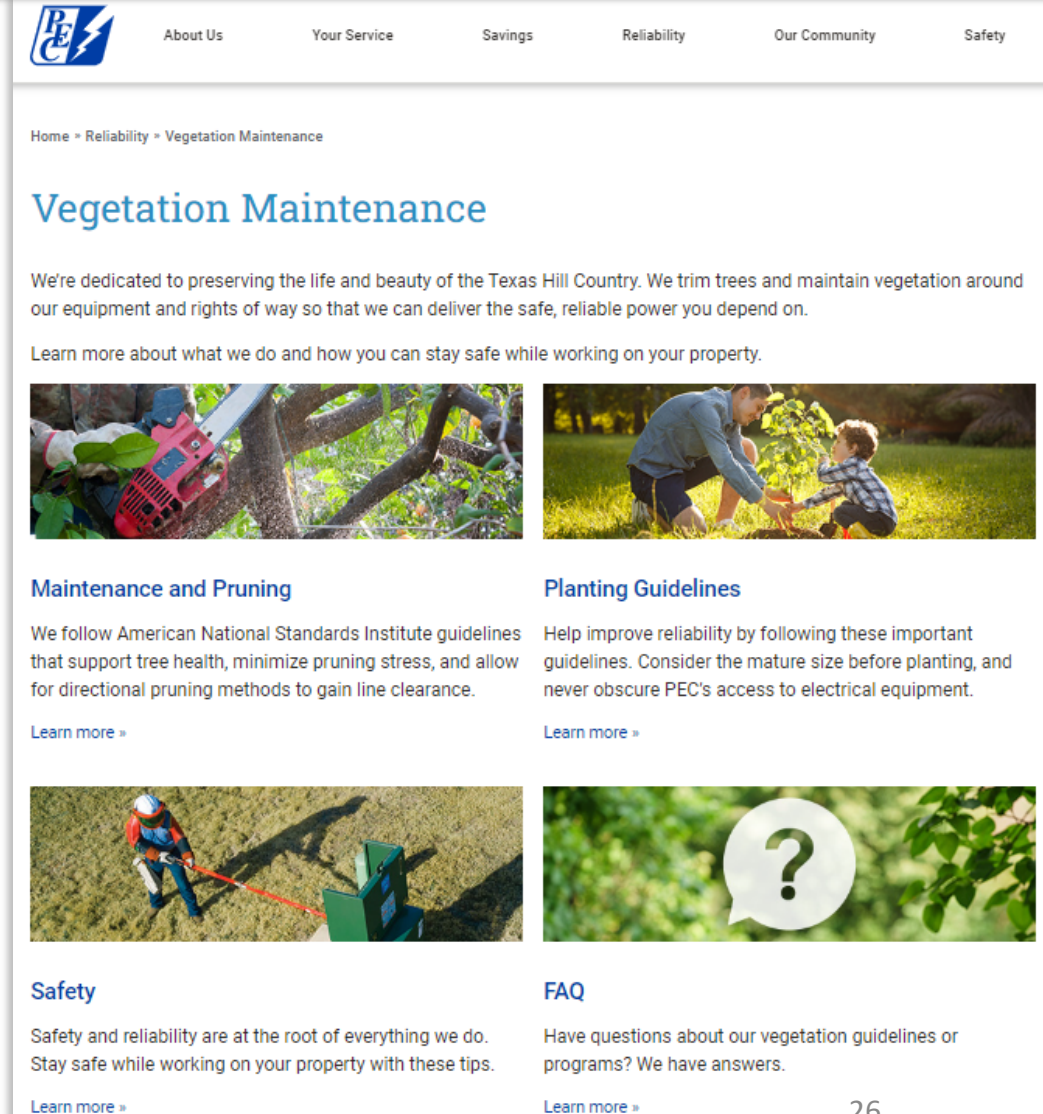
Remaining locations:

- 3-phase locations to be complete by April.
- Single-phases complete by end of year.

Vegetation Education

www.pec.coop/reliability/vegetation-maintenance

- PEC's Vegetation Maintenance website is available to educate PEC members on pruning, planting, and safety guidelines around equipment.
- Members can learn what tree-trimming practices to expect for PEC to maintain a safe and reliable system, as well as how to contact PEC for discussing maintenance.
- PEC has a strong and effective vegetation program that endures risks of icing, high winds, and wildfire. Enforcement of PEC's clearance standard is necessary to ensure a reliable system.




The screenshot shows the PEC website's 'Vegetation Maintenance' page. At the top is a navigation bar with the PEC logo and links for 'About Us', 'Your Service', 'Savings', 'Reliability', 'Our Community', and 'Safety'. Below the navigation bar is a breadcrumb trail: 'Home » Reliability » Vegetation Maintenance'. The main heading is 'Vegetation Maintenance' in blue. A paragraph states: 'We're dedicated to preserving the life and beauty of the Texas Hill Country. We trim trees and maintain vegetation around our equipment and rights of way so that we can deliver the safe, reliable power you depend on.' Below this is a link: 'Learn more about what we do and how you can stay safe while working on your property.' The page features four content blocks, each with an image and a title: 1. 'Maintenance and Pruning' with an image of a chainsaw cutting a tree branch. 2. 'Planting Guidelines' with an image of a man and a child planting a tree. 3. 'Safety' with an image of a worker in a hard hat and safety gear. 4. 'FAQ' with an image of a green leafy background and a white speech bubble containing a question mark. Each block includes a short paragraph of text and a 'Learn more »' link.

Home » Reliability » Vegetation Maintenance

Vegetation Maintenance

We're dedicated to preserving the life and beauty of the Texas Hill Country. We trim trees and maintain vegetation around our equipment and rights of way so that we can deliver the safe, reliable power you depend on.


Learn more about what we do and how you can stay safe while working on your property.



Maintenance and Pruning

We follow American National Standards Institute guidelines that support tree health, minimize pruning stress, and allow for directional pruning methods to gain line clearance.


[Learn more »](#)



Planting Guidelines

Help improve reliability by following these important guidelines. Consider the mature size before planting, and never obscure PEC's access to electrical equipment.


[Learn more »](#)



Safety

Safety and reliability are at the root of everything we do. Stay safe while working on your property with these tips.

[Learn more »](#)



FAQ

Have questions about our vegetation guidelines or programs? We have answers.

[Learn more »](#)



5. Outage Communications

Outage Communications

The Control Center's outage management system (OMS) map is used to dispatch crews for outage restoration. It also provides data to the external outage map.

The external outage map is a communication tool used by PEC to communicate with members regarding outages. It provides an automated, estimated time of restoration (ETR) based on historical data.

During the event, two main issues were discovered concerning the external map updates:

- Unavailable estimated times of restoration due to lack of historical data
- "Disappearing outages" meaning outages not seen by members on the external map.

The concerns raised regarding ETRs and outage reporting are the primary after-action improvement items from Winter Storm Mara.



Communicating ETRs

After Winter Storm Uri, PEC implemented a new Outage Management System (OMS) that was stress-tested to distinguish individual outages from forced, load-shed outages.

Estimated Time of Restoration

During normal operations, OMS external mapping systems have built-in automation to provide Estimated Times of Restoration (ETR) based on sophisticated calculations of historical data.

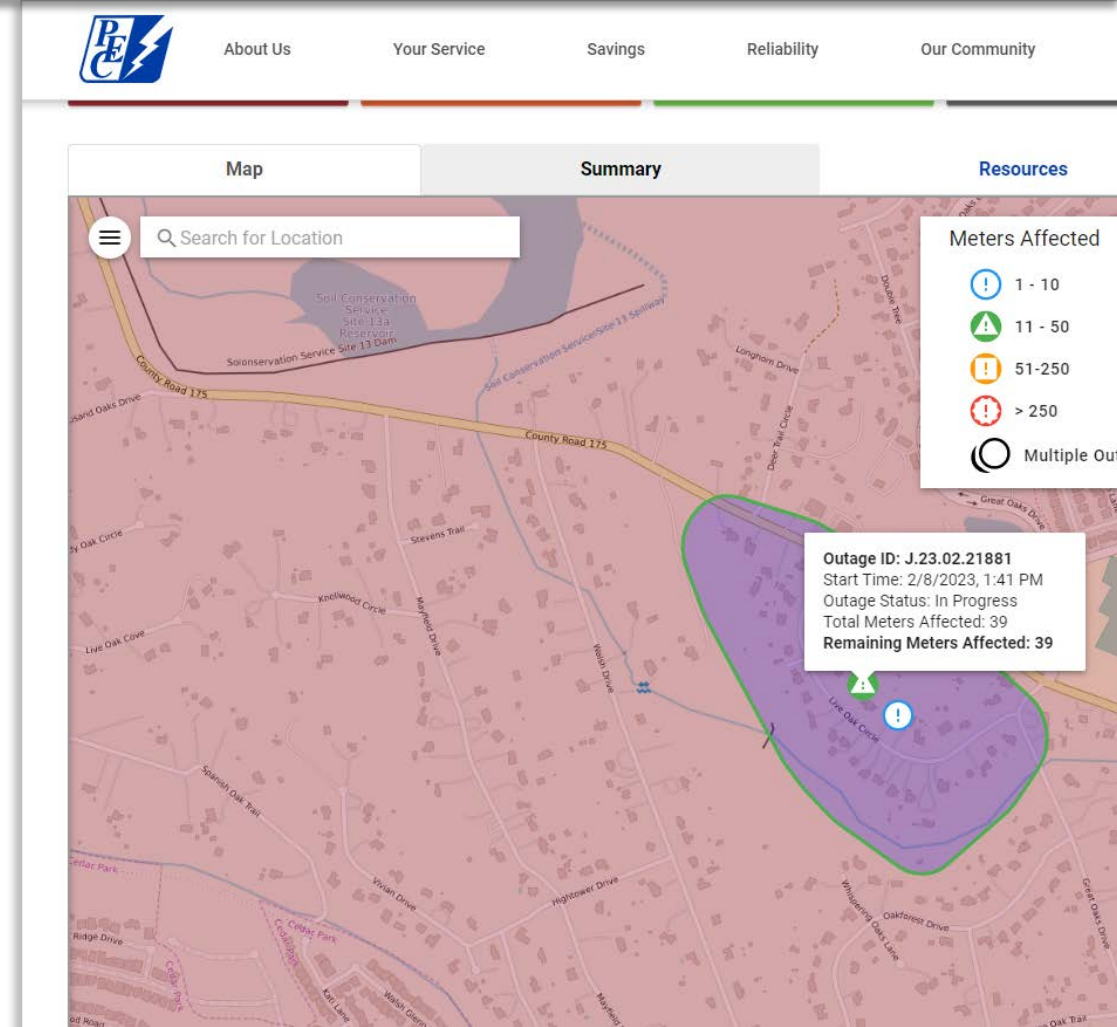
- Events requiring additional restoration efforts, such as extensive reconstruction work, requires ETR updates from the field that are manually entered.
- Due to the extensive damage on the system during Winter Storm Mara, manual ETR and crew status updates were necessary, and the high number of outages made that manual process extremely difficult.
- When it became apparent that these manual processes were inaccurate, the ETR and crew status on the outage map were changed to reflect that restoration was in-process.
- On Friday, February 3, External Relations worked with District Operations to establish broad ETRs for large outages, and a manual notification process for affected members was implemented.

“Disappearing” Outages

“Disappearing” Outages

Members reported not being able to see their specific location on the outage map:

- The outage map is designed to enable efficient dispatch of crews.
- When multiple individual outages are reported in an area, the map links those outages together as a single, larger outage represented by a polygon.
- If a member reports an outage in an area that has already been identified, their individual outage will not appear on the outage map but will become part of the existing polygon.
- When viewing the map on a mobile device, it zooms into the outage area making the polygon difficult to recognize.
- For members, this can cause difficulty in recognizing individual outages.

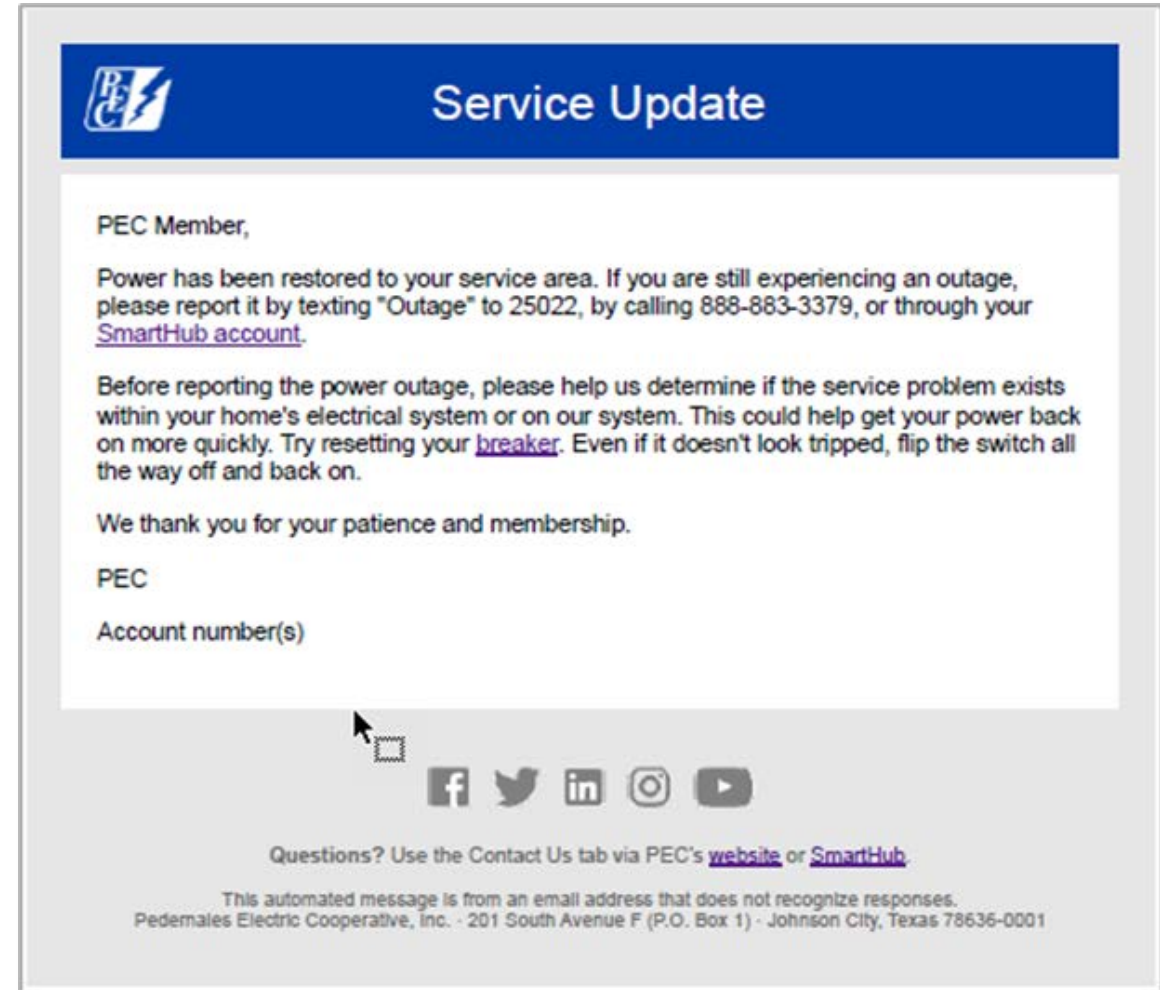


“Disappearing” Outages

Communicating “Disappearing” Outages

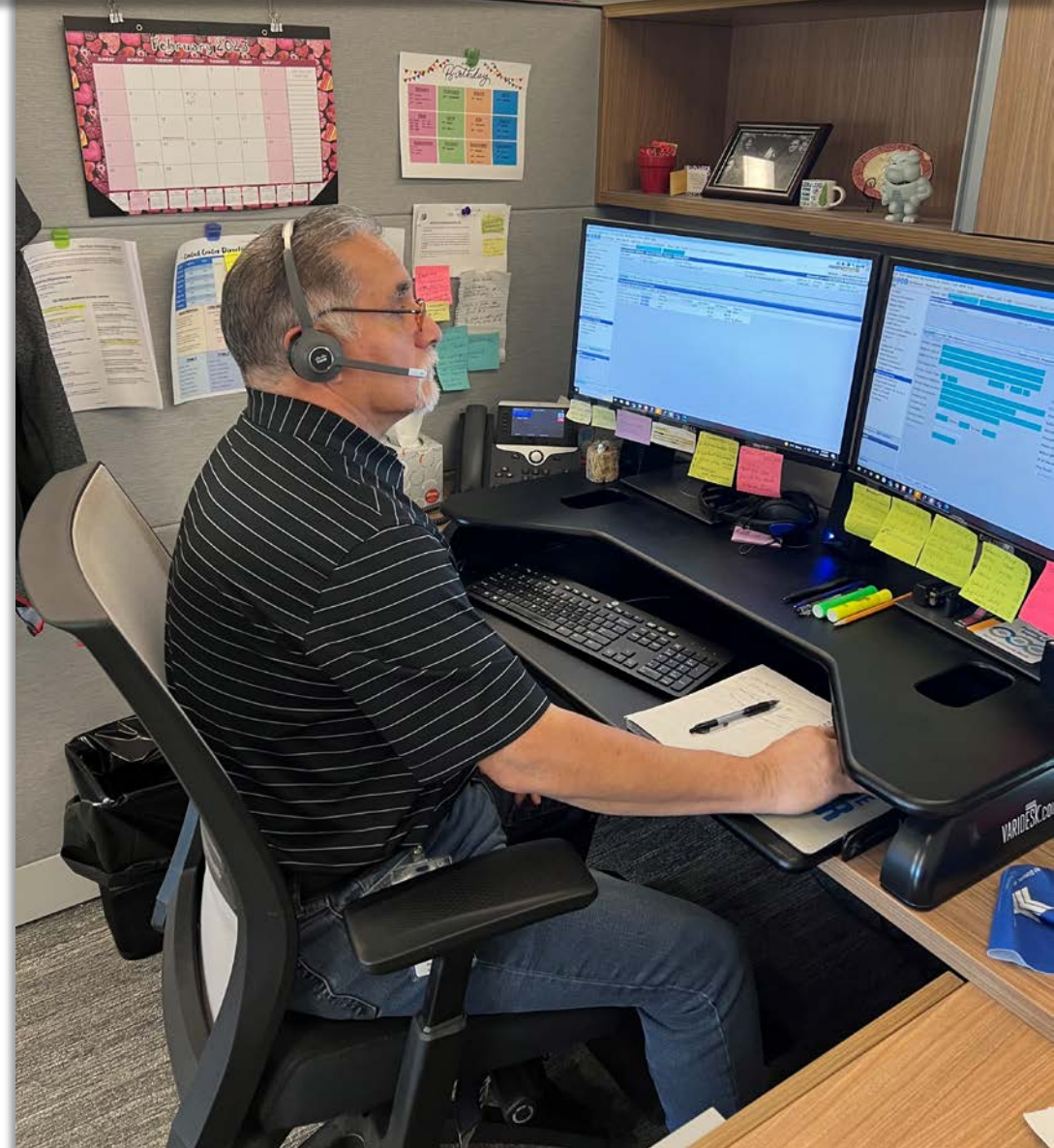
As large outages are restored, the polygon is removed from the map, clearing individual members who might still be experiencing an outage off the map.

- During Winter Storm Mara, staff developed a manual workaround to identify outages that remained after larger, rolled-up outages were restored.
- When outages were cleared, emails and texts were sent to members letting them know a large outage in their area had been restored; if they were still without power to please report to 25022 or call outage hotline.
- There is an existing CEO Action Item for 2023 to support automating the TWACS meter ping process; also, AMI “last gasp” meters will support this process in the future as more AMI meters are deployed.



Communication with Members

- For significantly impacted feeders, staff pivoted to manually pulling member contact information to create customized, targeted messaging by SMS text and email.
- PEC's website and social media platforms were updated continuously with conservative ETRs so members could make educated decisions regarding their safety.
- Member Relations staff fielded more than 16,000 member calls.
- Member Relations operated on a 24-hour shift schedule with accommodations for overnight sleeping.




Messaging During Event

Targeted SMS and Email Messaging

Staff developed methods to identify and focus messaging to members in areas with prolonged outages:

- 29 separate text messages distributed; 37,340 messages received.
- 37,019 email messages distributed.
- Examples:
 - Bulverde area members are experiencing an extended outage that is not part of the PEC system. Restoration is expected late in the evening.
 - PEC is working on your power outage. Power in your area is estimated to be restored by 8 p.m. on Feb. 4. Updates available at pec.coop. Text STOP to opt out.
 - Your PEC service has been restored. If you are still experiencing an issue, reply “Outage”, use the SmartHub app, or call 888-883-3379. Text STOP to opt out.

 **PEC crews making progress on remaining outages**

PEC Member,

Thank you all for the support you have given to our crews and for your patience during this weather event. Our crews are making great progress as we address the remaining outages. The prolonged outage times are due to significant infrastructure damage from heavy ice and downed trees and branches, as well as difficult terrain. We will continue working tirelessly through the night to address these outages. All of PEC's lineworkers, including 58 additional contractor crews, are dedicated to the restoration efforts.






As of 5:30 p.m. today, we estimate your service will be restored at DATE/TIME. Restoration times are an estimate; we will provide updated information at pec.coop/winter-storm-mara.

As power is being restored, more local equipment issues may be discovered. We will work through all outages as quickly and safely as possible.

Thank you,

PEC

Account number(s)



Questions? Use the Contact Us tab via PEC's [website](#) or [SmartHub](#).

This automated message is from an email address that does not recognize responses.
Pedernales Electric Cooperative, Inc. - 201 South Avenue F (P.O. Box 1) - Johnson City, Texas 78636-0001

SMS Outage Reporting

Text “25022” to Report Outage

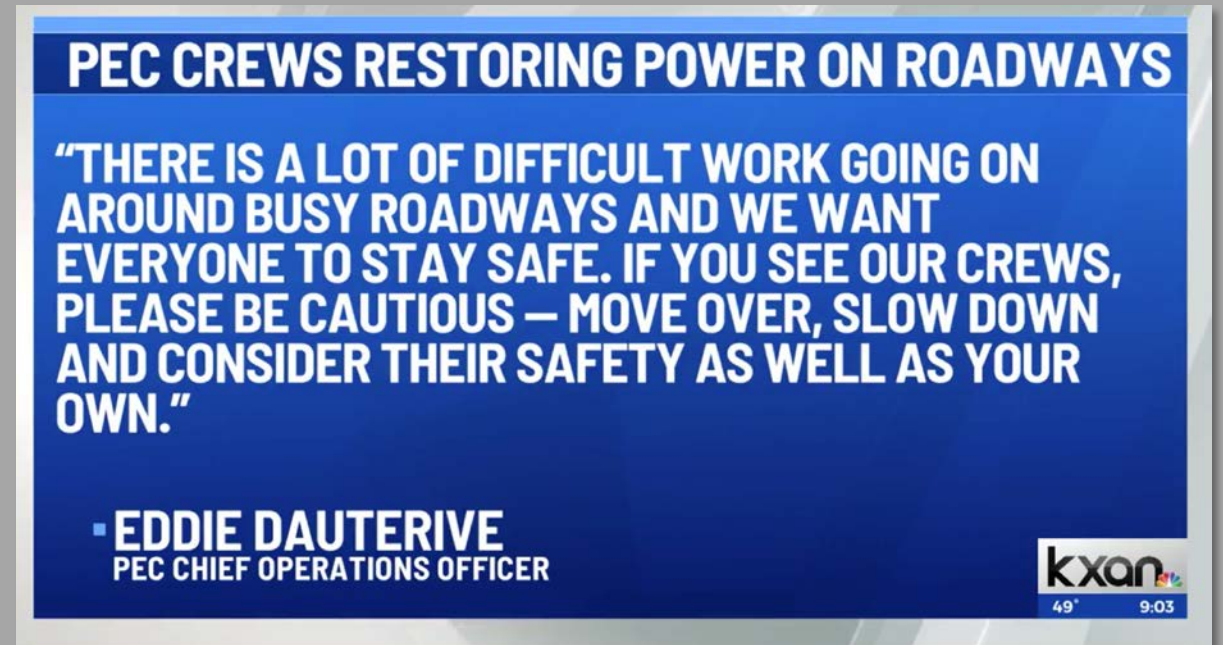
- Over 44K new outages were reported.
- An additional 20k texts were received for outages PEC had already confirmed.
- Members with multiple meters were directed to the Outage Center site to accurately select the affected meter.
- PEC is directly messaging members who texted from unrecognized numbers instructions on how to update their information.

SMS “Outage” Received	Total #
New Outage Created	44,047
Confirmed Outage	20,708
Multiple Meters	6,717
Phone Not Recognized	10,541
Total Inbound Received	82,399

Improving Responses

- Staff recognized that when feeders re-energized, some members received messages stating “your power has been restored” while they may have still had individual damage at their location.
- Staff has taken this as a process improvement for when and how to better automate restoration messages.


Proactive Media Outreach



External Relations worked with media partners and reporters to provide timely updates and safety messages to the public.

Social Media:

 **Pedernales Electric Cooperative** ✓
Communications Department • 1 Feb



Freezing rain and accumulating ice continue to affect PEC operations. Crews will continue to work around the clock to restore service to all our members, but due to icy conditions, it's difficult to estimate restoration times. Some outages may require more extensive repairs and could take several hours. While restoring our members' power is our top priority, we recommend having an emergency plan in case of an extended outage. Call 911 if you have an emergency. Read more: <https://shr.link/update>

Posted to **Subscribers of Pedernales Electric Cooperative**


 275 · 35,151 Impressions  Like  120 Comments  Share


 **Pedernales Electric Cooperative** ✓
Communications Department • 1 hr ago



Please use caution when removing fallen vegetation. Never trim trees near electrical equipment. Contact PEC to clear any vegetation that is near electric equipment at 888-554-4732. To report a downed line, please call 888-883-3379 or 911.





Posted to **Subscribers of Pedernales Electric Cooperative**

 **Pedernales Electric Cooperative** ✓
Communications Department • 6 days ago




Crews made significant progress today and will continue to work around the clock to restore all our members. We're prioritizing the hardest-hit areas to get the most See more...


Posted to **Subscribers of Pedernales Electric Cooperative**

 141 · 18,986 Impressions  Like  33 Comments  Share

[See 19 previous comments](#)

 **Jim H.** · Deer Meadow Estates
Your approach is right on.

4 days ago [Like](#) [Reply](#) [Share](#)

 1

Maintaining Strong Relationships

City, County, and State Officials

- Maintained contact with officials throughout weather event, including daily updates and multiple touchpoints by phone.
- Targeted outreach to most impacted communities.

Critical Load Registrants and Industrial Accounts

- Consistent outreach and communications utilized during the event from the critical load registry and Commercial Accounts; contacts received a minimum of two daily communications, including updates following EOP meetings.
- Established list of critical load sites with feeder designation allowed for targeted communications in affected areas.

Maintaining Strong Relationships

Member Relations Wellness Checks

- Member Relations staff coordinated wellness checks with department field technicians to check on vulnerable members.
- Stayed in contact with members experiencing hardship and duress.

Regulatory Updates

- Presented daily operational status updates from February 2 – February 7 to the following:
 - Texas Department of Emergency Management
 - Texas Energy Reliability Council
 - State Operations Center
- Filed Significant Interruption Summary Report to the PUC on February 13.
- Working with Government and Community Relations to review and merge contact lists for expedited communications.



6. Safety and Appreciation

Safety Support in the Field

- Nearly 200 hours worked with minimal incidents and injuries. Stressed hydration, focus, and rest during onsite safety meetings.
- Text messages sent to Operations staff with safety reminders.
- Safety mobilized in the field and remained there to assist throughout the entire event. In some instances, Safety assisted with power restoration.



Appreciating Our Utility Neighbors

James Power Line

Townsend

Axis Power

STRADA

Pannell

GVEC

AMP Utilities

Standard Utility

Linetec

JPL

PRIME

Sequoias Tree

Pulido & Co. LLC

AMP

Chain Electric

Kasparian

Mastec

Bandera Electric
Cooperative

Strata

Ferriera Power

Maslonka

Arbol Tree Service

South Power

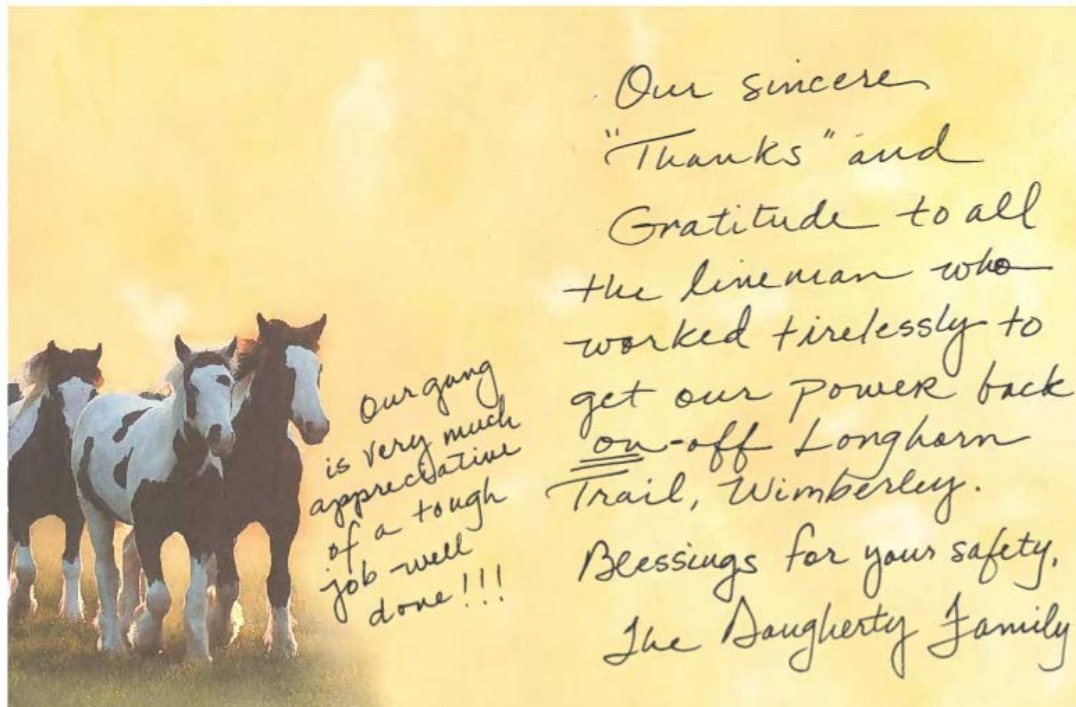
CPS Energy

Lone Star

6. Safety and Appreciation

Kudos from Members

Blaine,
We are so
appreciative of
your help &
support resulting
in the restoration
of power to our ranch.



S
Schwab Ranch
P. O. Box 418
Kendalia, Texas 78027

Pedernales Electric Cooperative
Attn: Eric V.
P. O. Box 1
Johnson City, Texas 78636-9989

RE: Randy Williams.

Dear Eric,

First I apologize for using your first name but I could not get your last name when I called PEC to ask who to address this letter to. Seems a little strange to me but I can handle it.

I am writing to let you know that during the recent ice storm one of your employees went above and beyond to restore power to our ranch as soon as possible. Randy Williams of Kendalia on Feb. 2 at approximately 8:30 AM came out to the ranch in a couple of hours. He and his crew worked on a part of the family ranch. The procedure would be the following day. It was a relief to have power again given the outage.

On approximately 9:00 AM and said that the crews were out to the ranch in a couple of hours. The power was restored by 5:30 that night our power was back on.

We are sure that everything was working and there was no more outages. I know he had Randy still with him with a smile. Randy is the kind of employee who goes above and beyond. Please let him know how much he is appreciated.

"Thy word is a lamp unto my feet, and a light unto my path."
—Psalm 119:105

Rec'd 2/19/2023
Pedernales Elect. Coop
P.O. Box 1, Johnson City, Tex. 78636

To whom it may concern,
We would like to thank every-
one that worked non-stop to
restore power to our homes.
For nights we watched one of those
big towers all lit up by flood lights
and men working way up on top
all night long.

Julie Caruthers Parsley
Chief Executive Officer
Pedernales Electric Cooperative
PO Box 1
Johnson City, TX 78636

Ms. Caruthers Parsley,
I am writing to commend all the personnel at PEC who worked tirelessly and under extreme conditions to restore power to customers. I personally experienced two outages - one lasting approximately 12 hours beginning in the early morning of 31 January; and then again from the early morning of 1 February through the afternoon of 4 February. Total power outage lasted approximately 84 hours.

On the evening of 3 February, I received a text from PEC that estimated my power would be restored on the evening of 6 February. On the afternoon of 4 February, the lights came on! I wish I could personally thank each person from management, staff, the field crews of PEC, and the contractors who assisted with this operation. Each and every person deserves a standing ovation from customers.

May God the Father of our Lord and Savior Jesus Christ be with you all, bless you, and keep each one safe and secure.

Sincerely,

Ronald Gamble
961 Mantell Road
Wimberley, TX 78676
830-389-1005
rkg961@gmail.com



Kudos to PEC Staff

K

Kay Wolking B. • Spicewood at Balcones Village


Us on Friday at 6:00PM after 48 hours of no power!!! Praise God and Thank you PEC Lineman!!!



1 day ago

Like Reply Share

6




Emelie M. • Buttercup Creek

Wow these pics are so scary! A very special thanks to all PEC crews out risking yourselves, working 24/7 to fix these massive scary issues! THANK YOU!

C

Carol W. • Scenic Heights

Thank you to all PEC crews working to restore power! Y'all are the best!!



Patricia W. • Ramms Drive

Thank you PEC linemen. Mine was restored this morning around 6:00 after

K

Kay Wolking B. • Spicewood at Balcones Village


HUGE THANK YOU'S to Pedernales Electric Cooperative ... HUGE THANK YOU'S TO PEC LINEMEN for working around-the-clock in horrible freezing conditions to get POWER ON for us & 100's of our Austin friends and neighbors!!! #PECrocks #PEClinemenROCK #ThankYouPEC #2023icestorm #2023AustinTX #linemenrock #heroes #pedernaleselectriccoop #welopepeclinemen



1 day ago

Like Reply Share

7



Debbie M. • Granite Shoals

Kudos to PEC Staff



Kay Wolking B. · Spicewood at Balcones Village

THANK YOU ❤️❤️❤️ We got power last night at 6pm after 48 hours with no power! PEC LINEMEN ROCK!!



**Kay Wolking Bratton is with
Richard Bratton.**

8m · 🧑🧑

**HUGE THANK YOU'S to Pedernales
Electric Cooperative ... THANK YOU PEC
LINEMEN for working around-the-clock in
horrible freezing conditions to get POWER
ON for us & 100's of our Austin friends and**

2 days ago Like Reply Share



Mimi B. · River Chase

Heroes!!! Thank you!

2 days ago Like Reply Share



Debbie M. · Granite Shoals

True hero's

1 day ago Like Reply Share



Peaches K. · Canyon Lake Shores

Thank you PEC. Praying that all these men and women stay safe during these trying times.



Patricia W. · FM 967/Cole Springs Rd

Thank You PEC Linemen and Women 🙏

2 days ago Like Reply Share



Jackie A. · Zyle Road

Thank you PEC for all your hard work getting us up and going again!

2 days ago Like Reply Share



Kathy B. · Spicewood at Balcones Village

Thank you for working so hard to help us get back to life!! Got power back Fri night and our neighborhood is a mess with down transformers, lines and trees. I can't image what it took to make this happen in freezing temps. Appreciate you all so very much. Gratitude and blessings 🙏

2 days ago Like Reply Share



Kudos to PEC Staff

5d Like Reply Share



Katelyn T. • Johnson City

Thank you @PEC for having people who are willing to go out and restore power in the cold icy weather! Grateful for all the linemen and their families! Stay warm!

5 days ago Like Reply Share



Skort T. • Shelly Drive
Great job PEC crew!

5 days ago Like Reply Share



Jo C. • Summit Rock

You guys are ROCK STARS!!! Thnx so much for all your hard work.



Michelle A. • Goldenwood West

PEC rocks!!! After last years snowpocolypse they prepared in advance and replaced electrical lines in our neighborhood!!! We have power this year.

5 days ago Like Reply Share



Debbie A. • Tobeyville

Thank you PEC for keeping everyone updated!

5 days ago Like Reply Share



Shannon R. • Kendalia

These are the type of men who have made America what it once was... hardworking!!! Try to encourage your children to choose a trade, College isn't a perfect fit for everyone!

2 days ago Like Reply Share



Carol D. • Trails End
@Shannon so true!!

1 day ago Like Reply Share



Peggy B. • Mystic Shores Canyon Lake

Thank you soooo much 🙌❤️

1 day ago Like Reply Share



Kay Wolking B. • Spicewood at Balcones Village

AWESOME WORK PEC LINE MEN & WOMEN!!! 💜💜💜 (edited)

1d Like Reply Share



Mary D. • Sun Valley Drive

Kay Wolking B. Absolutely!!!

1 day ago Like Reply Share





7. Next Steps

Next Steps

Following EOP, PEC remains in Recovery Operations:

- Crews are cleaning sites of damaged equipment
- Repairing equipment and reactivating protective devices
- Pulling reports and analyzing data
- Completing damage assessments:
 - Pole contacts
 - Member claims
 - Local and state reporting requirements

Management is preparing an after-action assessment for improvement items.





pec.coop