



Dominion Energy Storm Preparation and Outage Restoration Presentation

York County Board of Supervisors Meeting

September 17, 2024

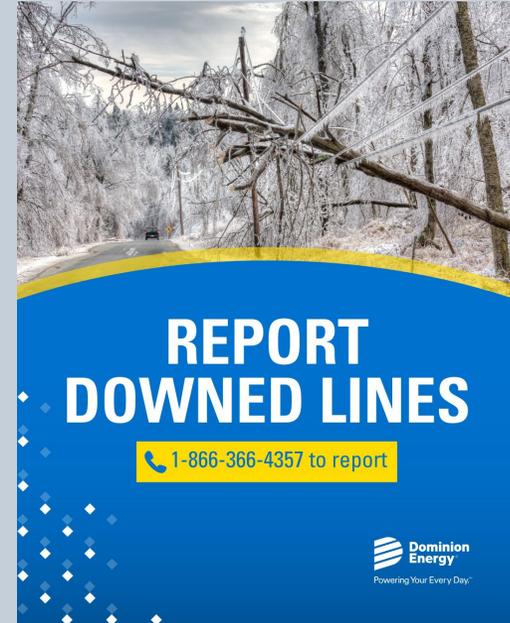
The Importance of Safety

Safety is *paramount* before, during, after a storm

- Safety and preparation tips shared via social media and media partners
- Customers with medical needs notified in advance of possible multi-day power outage

Crews and support teams follow strict safety guidelines to:

- Keep employees and customers safe during inclement weather
- Allow for adequate rest time throughout the restoration effort



Power Delivery Overview

Electric Infrastructure

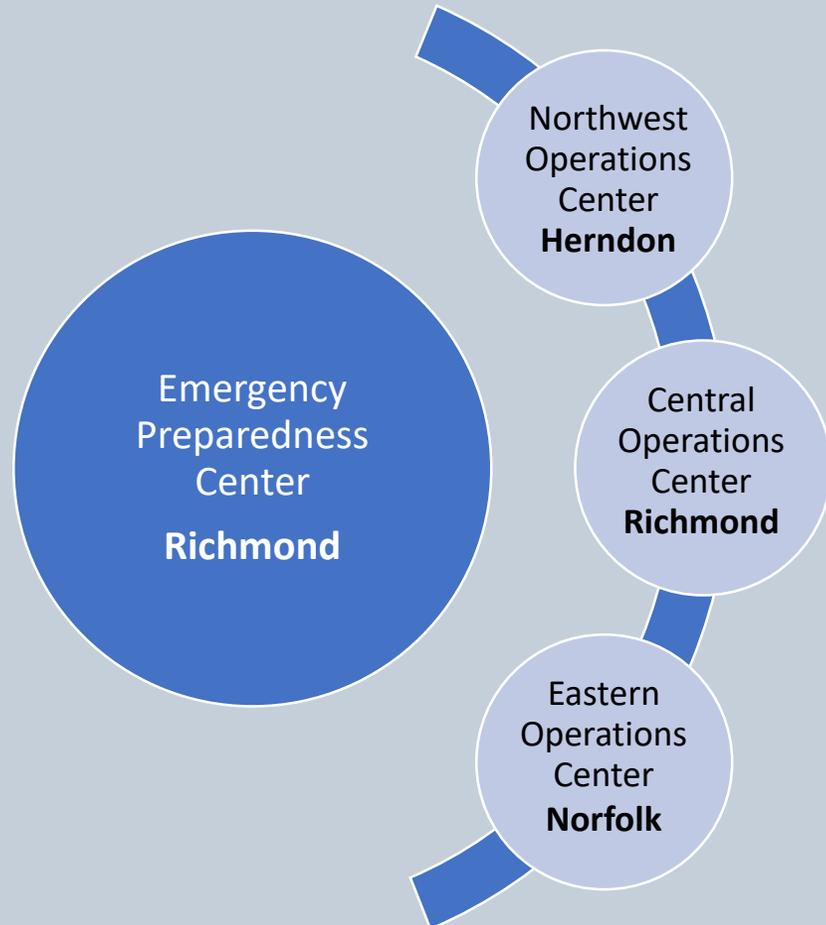
- Serves **2.7** million franchise customers in NC and VA
- **400,000+** new connects in 10 years
- **60,357** miles of distribution lines in VA and NC
- **6,966** miles of electric transmission lines in NC, VA and WV
- **609,242** transformers
- **1.1** million distribution poles
- **2,294** circuits
- **979** substations

Dominion Energy Power Delivery York County

York County:

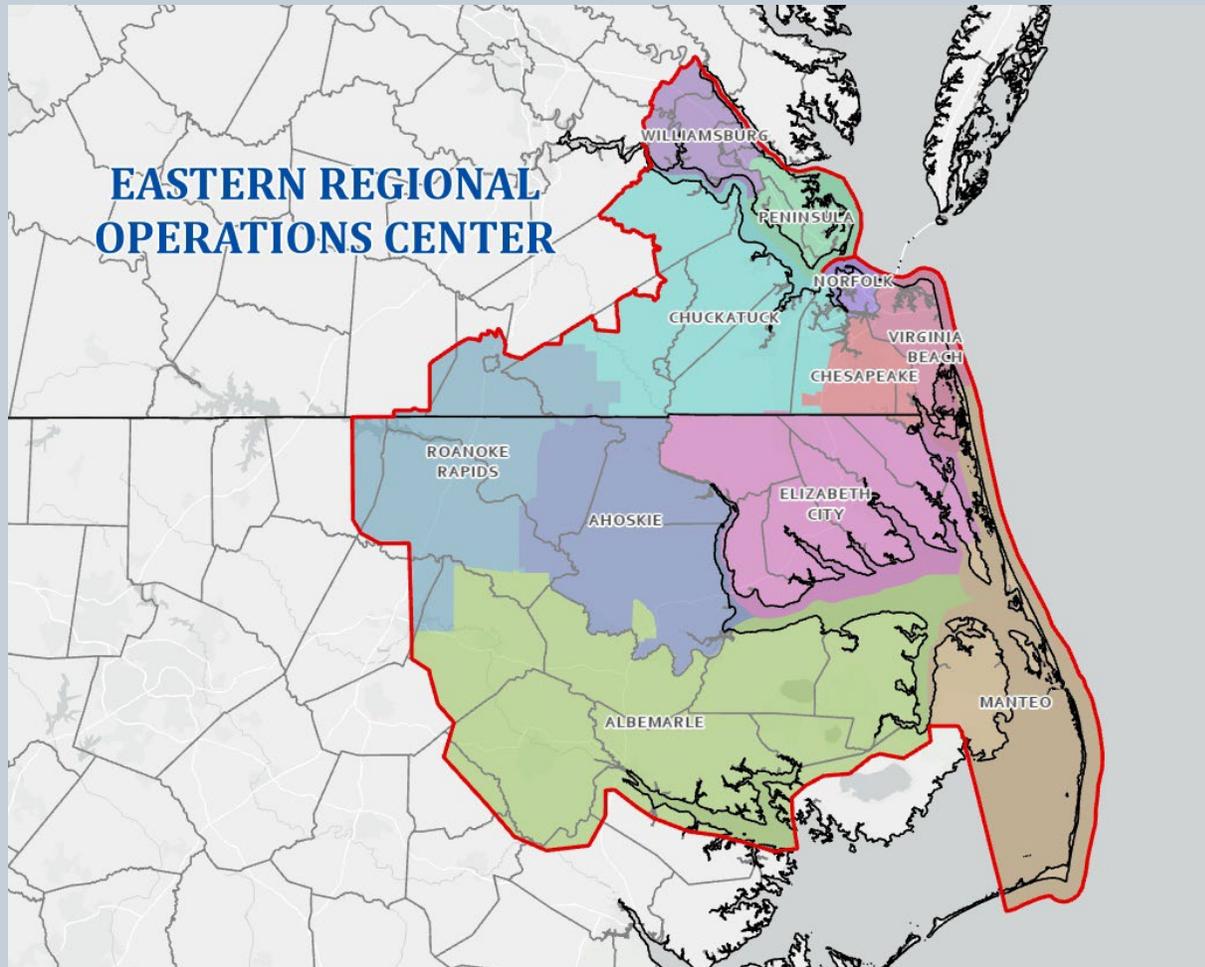
- **33,146** customers
- **126** Special Condition Customers
- **639** miles of distribution lines (includes overhead & underground)
- **7,031** transformers (includes overhead & underground)
- **1,620** devices
- **9** substations
- **95** miles of electric transmission lines

Electric Distribution Regional Operations Centers - ROC



- Can Transfer Responsibilities to any ROC
- Resource and Restoration Management
- Crew Communication and Circuit Switching

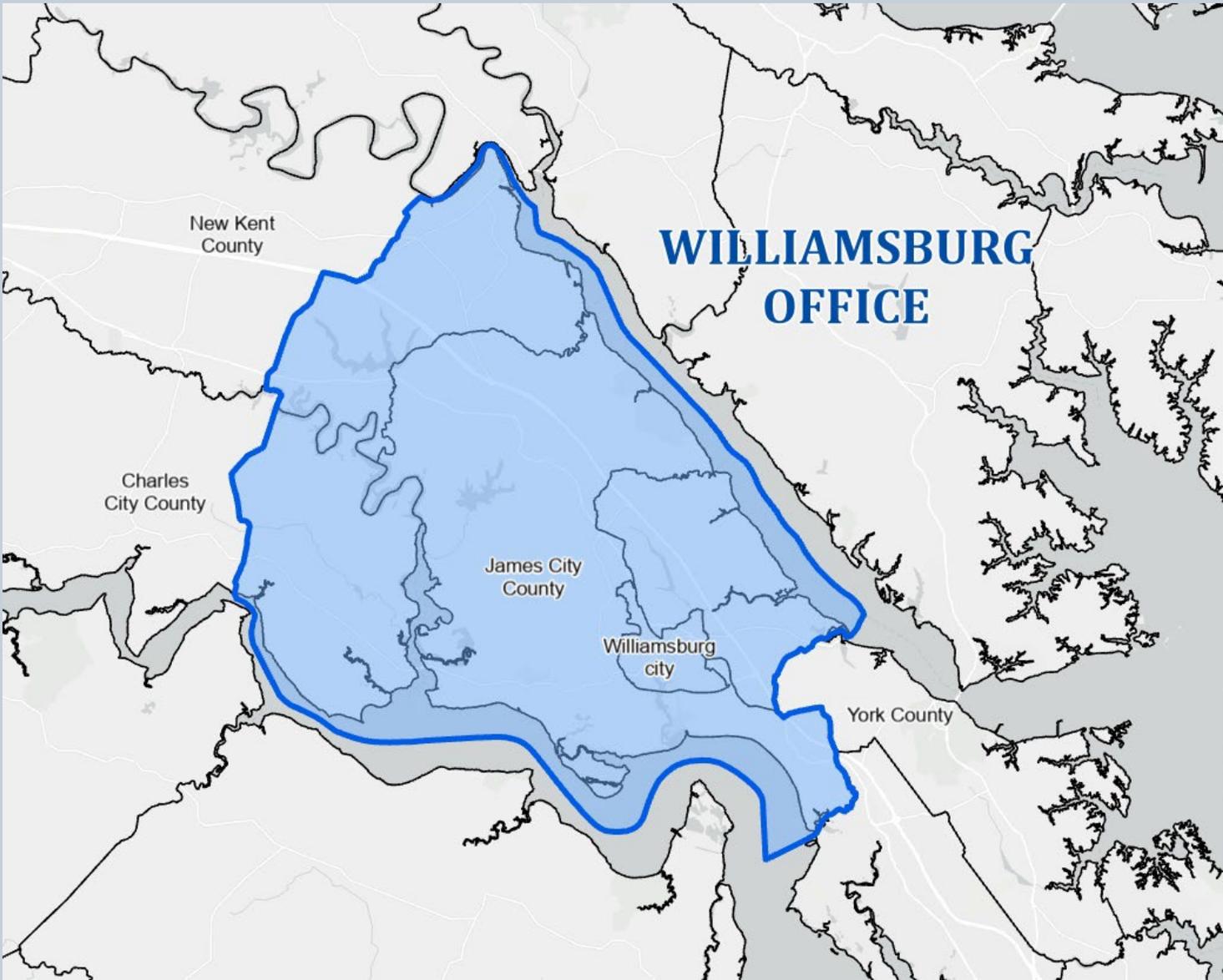
Regional Operations Center (ROC) Dispatching



ROC Analyst is responsible for work in:

- **Peninsula District – 180,698**
 - Hampton
 - Newport News
 - Poquoson
 - York County (partial)
- **Williamsburg District – 60,106**
 - York County (partial)
- **Albemarle/Williamston District – 21,164**

Dominion Energy Power Delivery Peninsula and Williamsburg District Coverage Area



External Partnerships

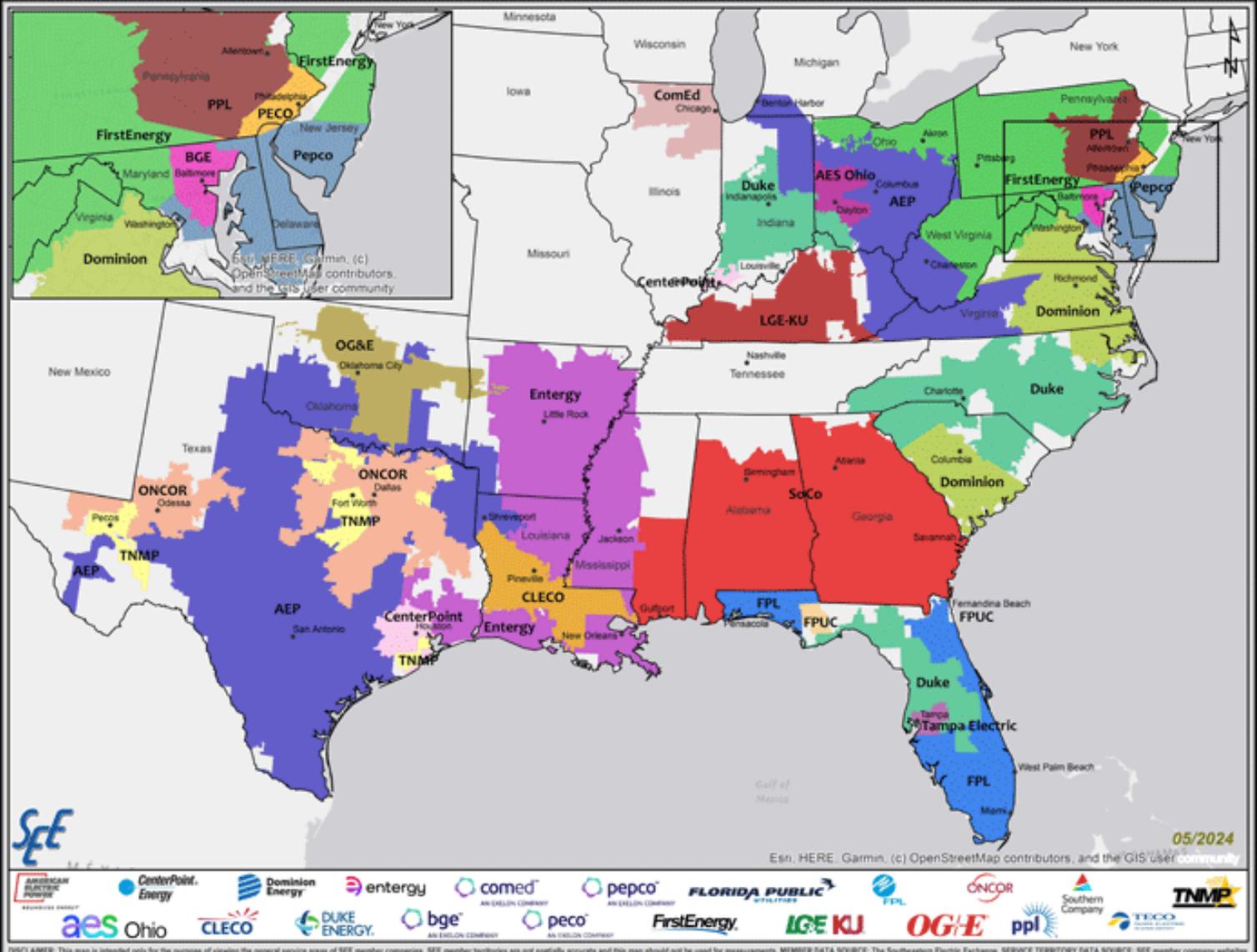
The Emergency Preparedness Center actively engages with VDEM partners

- Member of the Virginia Emergency Support Team (VEST)
 - Participates in Emergency Support Function (ESF) 12 (Energy) and 14 (Cross-sector Business and Infrastructure)
- Provides a liaison with State EOC during restoration and other emergency response events, ensuring constant communication with the Commonwealth
- Participate in ESF training, seminars, and exercises

External Partnerships

- Regional Operations Centers are actively involved in regional emergency management groups:
 - Hampton Roads Emergency Management Committee (HREMC)
 - Emergency Management Alliance of Central Virginia (EMACV)
 - Northern Virginia Emergency Response System (NVERS)
- Dominion Energy is a member of the Southeastern Electric Exchange (S.E.E.).

External Partnership – S.E.E.



Preparation and Restoration Process

Year-Round Preparation



Pre-storm Planning

Proactive Planning:

- Daily forecasts
- Processes and systems
- Internal and external resources
- Logistics
 - Material
 - Processing & Staging
 - Lodging
- Mutual Assistance

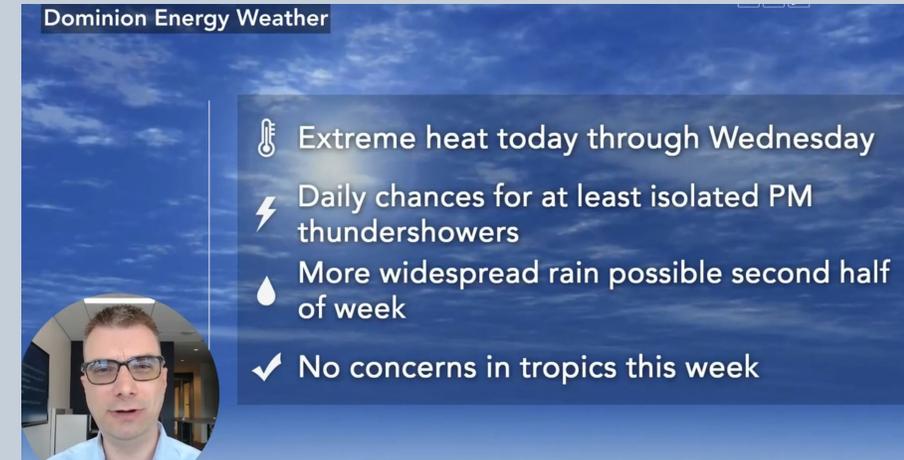
Communications:

- Medical-need notification
- Media releases
- Public Utility Commissions
- State Emergency Management
- Jurisdictional partners
- Internal/external stakeholders
- Individual outage projects information
- Social media

Dominion Energy Weather Team

- It all starts with a weather forecast
- Translate weather to outage projections and corresponding operational decisions
- Weather forecasts drive internal and external communication
- Prepare to respond safely, quickly, and efficiently when the lights go out

Dominion Energy Weather



Extreme heat today through Wednesday

Daily chances for at least isolated PM thundershowers

More widespread rain possible second half of week

✓ No concerns in tropics this week

City	Temp	Dew Pt	Wind	Gust
Alexandria	75	64	SSW 9	9
Charlottesville	70	66	SW 6	6
Richmond	71	64	S 8	8
Norfolk	72	64	SSW 10	10
Kitty Hawk	72	65	SW 4	6
Columbia	75	71	S 4	4
Charleston	74	68	N 0	1

Dominion Energy Weather

Right Now



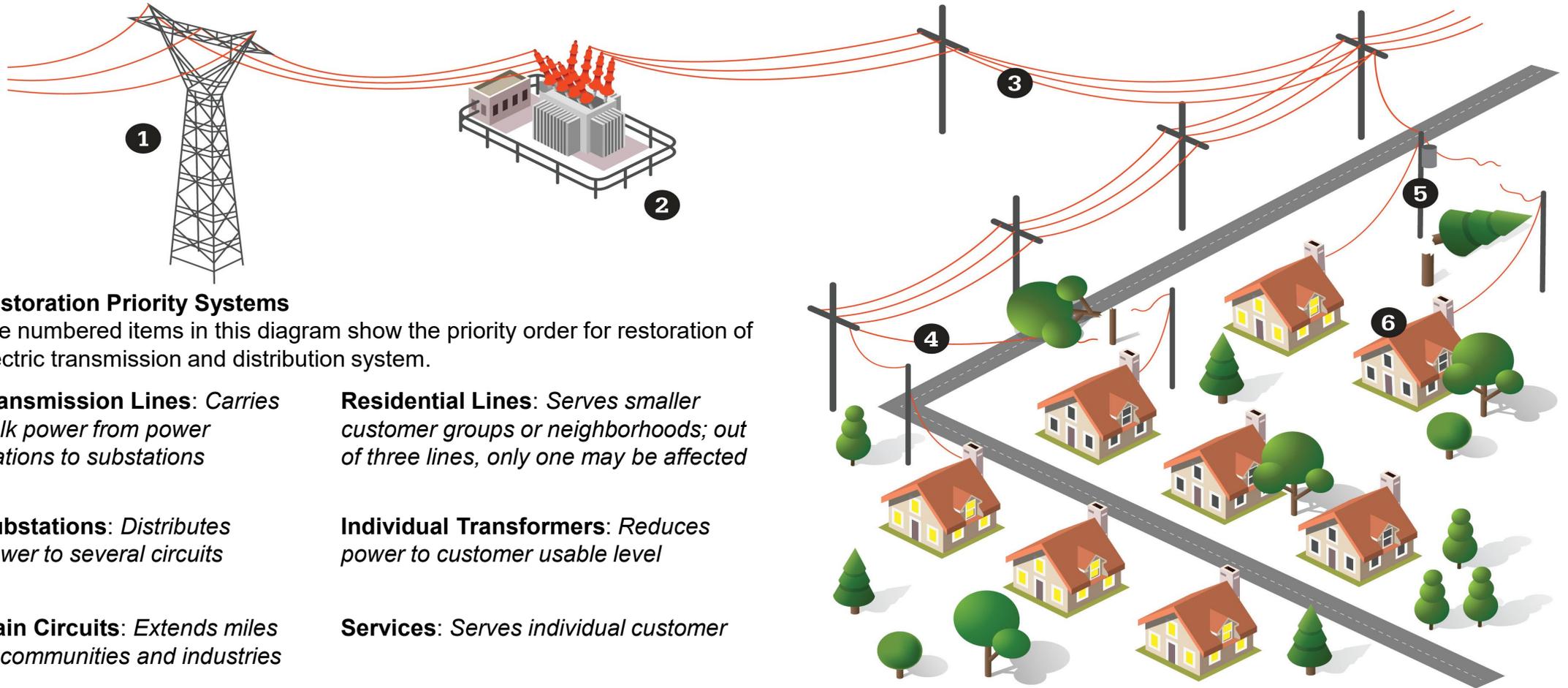
City	SKY	TEMP	DEW PT	WIND	GUST
ALEXANDRIA	☀	75	64	SSW 9	9
CHARLOTTESVILLE	☀	70	66	SW 6	6
RICHMOND	☀	71	64	S 8	8
NORFOLK	☀	72	64	SSW 10	10
KITTY HAWK	☀	72	65	SW 4	6
COLUMBIA	☀	75	71	S 4	4
CHARLESTON	☀	74	68	N 0	1

Dominion Energy Weather | 2024 Atlantic Hurricane Season

	Named Storms	Hurricanes	Major Hurricanes
2024 Forecast	21	10	5
30-Year Normal	14	7	3

- 2024 Atlantic basin hurricane season looks very active
- Continuation of well above-average water temperatures
- Decreased upper-level winds resulting in reduced vertical wind shear
- Higher than normal confidence in an active season
- Near 15% greater than normal chance for hurricane impact to Dominion Energy territories this year

Restoration Strategy



Restoration Priority Systems

The numbered items in this diagram show the priority order for restoration of electric transmission and distribution system.

Transmission Lines: Carries bulk power from power stations to substations

Residential Lines: Serves smaller customer groups or neighborhoods; out of three lines, only one may be affected

Substations: Distributes power to several circuits

Individual Transformers: Reduces power to customer usable level

Main Circuits: Extends miles to communities and industries

Services: Serves individual customer

Restoration Priority Given to Critical Public Safety and Health Facilities

Customer Category	Critical	High Profile	Public Interest
Large Industrial & Commercial	Transmission / Primary delivery	Assigned Large Industrial and Commercial Accounts	Fuel Distribution Terminals
Large Medical	Hospitals	Rehab Centers, Nursing Homes, Critical Centers	Assisted Living
Homeland Security, Federal & Military	Large Military Bases and Posts, CIA, Pentagon	Assigned Large Govt Accounts	
State and Local Government	SCC, Capitol Building	Prisons	Municipal Complexes
Public Safety	Emergency Ops Centers, 911	Emergency Shelters	Fire, Police, Rescue Squads
Water Treatment / Pump Stations	Major Water Treatment/Supply, Sewage Treatment		Water/Sewage Pumps, City Well Pumps
Telecommunications	Central Telecommunications Facilities	Major TV/ Radio Stations, Transmitter Sites	Cell Towers, Neighborhood Switching Stations
Transportation	Tunnels, WMATA, Major Airports		Drawbridge, Railroad Crossings
Educational		Large Universities and Colleges	Primary, Secondary Schools

Continuous Restoration

Repairs Made & Jobs Completed

Safety Meeting &
Work Package
Review

Work Packages
Delivered to Crews

Patrol Teams Perform
Damage Assessment

Closing Hub Assists in
Closing out Work Requests

Call Center Agents Respond to
Customer Inquiries

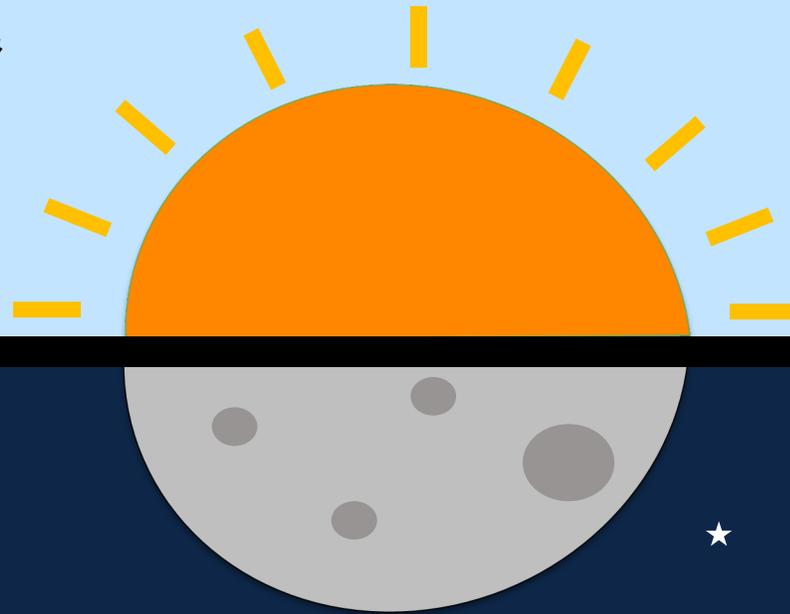
Work Packaging Teams
Create Work Packages and
Assign them to Crews



Crews Continue
Working Overnight

Customer
Restoration
Progress Update

Work Packaging and
Crew Assignment

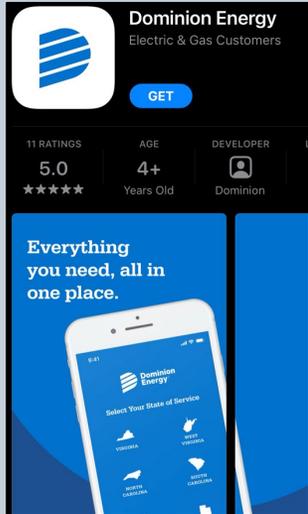


Customer Communications



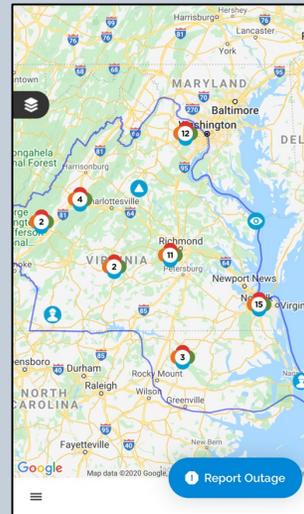
Call: 1-866-DOM-HELP (1-866-366-4357)

Visit: [DominionEnergy.com/outages](https://www.dominionenergy.com/outages)



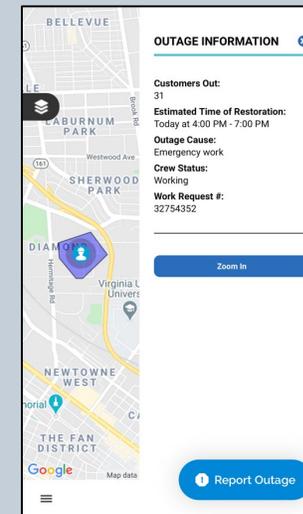
DOWNLOAD
the mobile app.

Scan the appropriate QR code to download the app on your mobile phone.



REPORT
your outage.

Using the mobile app, report your outage. You will need your account number, or the phone number and zip code associated with the account.



TRACK
your outage.

You can also track your outage report, the current status, and estimated time of restoration.



Top Ten Major Storms

RANK	YEAR	STORM	CUSTOMERS AFFECTED
1	2003	HURRICANE ISABEL	1.8 MILLION
2	2011	HURRICANE IRENE	1.2 MILLION
3	2012	DERECHO	1 MILLION
4	1999	HURRICANE FLOYD	788,000
5	2018	WINDSTORM	690,000
6	2018	TROPICAL STORM MICHAEL	607,000
7	2006	TROPICAL STORM ERNESTO	605,000
8	1998	LIGHTNING STORM	550,000
9	1996	HURRICANE FRAN	540,000
10	2020	HURRICANE ISAIAS	508,000

Grid Resiliency

- Reduces exposure to weather and trees
- Fewer power outages
- Faster restoration times
- Fewer repair locations
- Public safety
- Better situational awareness
- Better system control



Questions?