

A utility worker wearing a white hard hat, safety glasses, a yellow and orange high-visibility jacket, and work gloves is working on a street light fixture. The worker is positioned on a white bucket or platform, reaching towards a large, cylindrical street light fixture. The fixture has a white label with the number "1845" on it. Several long, orange-colored rods or tools are visible, extending from the worker's area towards the light fixture. The background is a clear blue sky. The text "Storm Preparedness & Street Light Maintenance" is overlaid in large white font across the middle of the image.

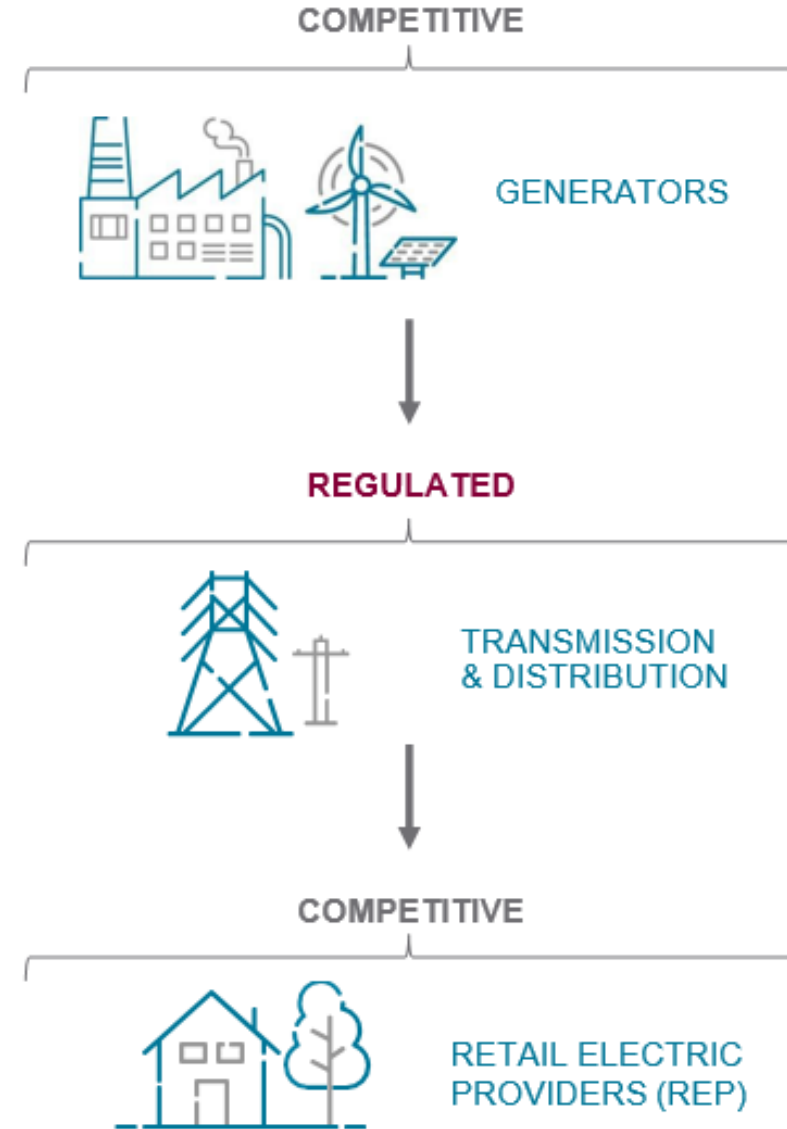
Storm Preparedness & Street Light Maintenance

January 17, 2023

About Oncor



- Oncor is a regulated transmission & distribution utility (TDU) that operates the largest electric delivery system in Texas.
- Provides transmission and distribution services under regulations established by the Public Utility Commission of Texas (PUCT) and the Electric Reliability Council of Texas (ERCOT).
- We're your "poles and wires" company. Oncor does not own, generate, produce or sell electricity.



Year-Round Seasonal Weather Preparedness

Oncor's planning occurs year-round in anticipation of a variety of potential seasonal impacts, and summer or winter preparations are implemented months before the hot or cold seasons arrive. This includes:

- Regularly scheduled inspections and maintenance of our facilities.
- Thorough inspections of thousands of electrical facilities.
- Forecasting and predictive analytics are utilized to identify potential high load areas.
- Update contingency planning for severe events at all Operating centers.
- Material inventory and contract resources are reviewed/secured to ensure full availability of supplies and support



Customer Storm Preparedness

We encourage customers to also prepare for adverse weather conditions. Some of the tips include;

Be sure your phone is charged and your weather emergency supplies include:

- ✓ Flashlight
- ✓ Bottled water
- ✓ Battery-powered radio
- ✓ Extra batteries
- ✓ First aid kit
- ✓ Shoes to protect your feet after the storm
- ✓ A bike helmet to protect your head from flying objects
- ✓ Storm safety card with the Oncor power outage number, [888.313.4747](tel:888.313.4747), and the ESI ID number found on your electric bill
- ✓ A home safety checklist of common indoor and outdoor electrical hazards that you can fix before an emergency to avoid exposure to danger

Storm Impacts

- **Customer Impact**
 - Reporting an outage
 - Extended outages
 - Health & Safety
- **Restoration Process**
 - Public Health and Safety facilities
 - Critical Care Customers
- **Communication**
 - A variety of tools to reach us
 - Regular updates to Council
 - Coordination with OEM



Connect with Oncor



Call us:
888.313.4747



Text us:
OUT to 66267



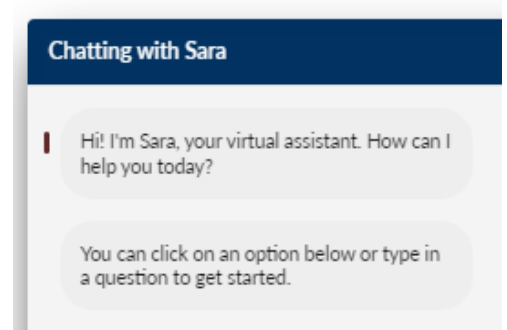
Download the
MyOncor app



Socialize with us:

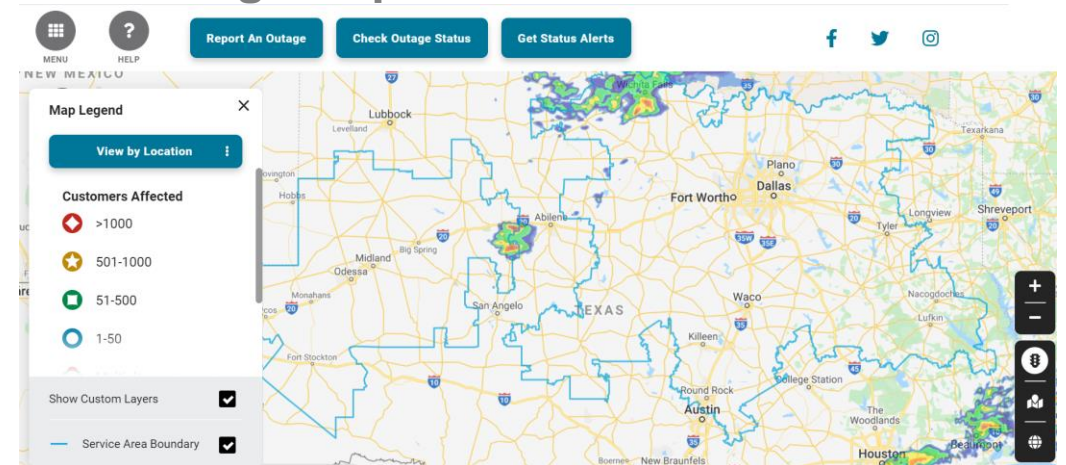
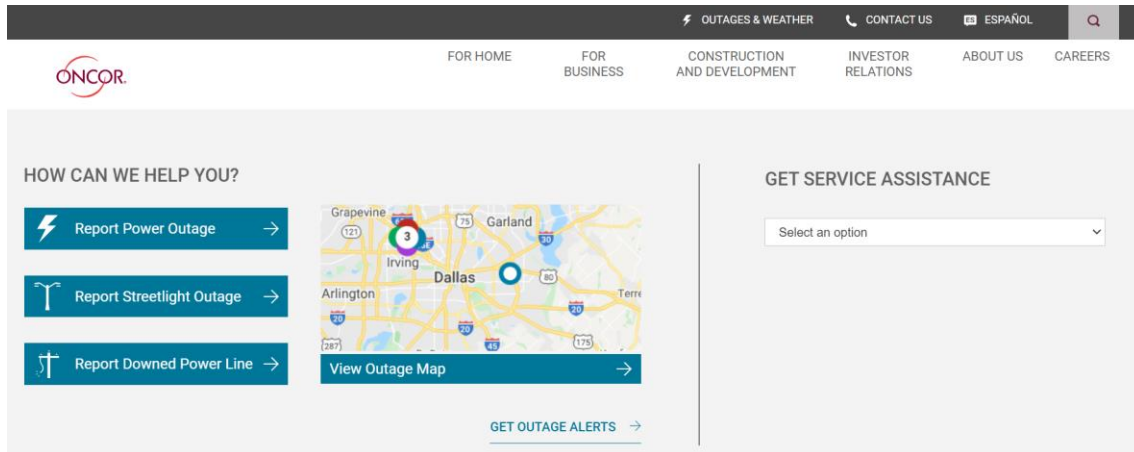


“Sara” the Virtual Assistant:



Oncor.com

Outage Map: StormCenter.Oncor.com



Post Storm Assessments



Oncor reviewed our process for extreme weather conditions, and implemented improvements such as;

- Committed to increasing the frequency of situational and weather updates to customers.
- Worked with our telecommunications providers to harden their systems serving customer call centers and increase communication channel bandwidth to better perform during high volume events.
- Communicate with local officials and emergency management staff
- Identify innovative transmission and distribution solutions that could minimize impacts.



Street Light Management



Dallas Street Lights

There are thousands of street lights in the city of Dallas. These lights are owned and maintained by various entities. They include;

- Oncor
- City of Dallas
- Texas Department of Transportation (TXDOT)
- Dallas Area Rapid Transit (DART)
- Private Owners

Understanding who to call when a street light is out can be challenging. Oncor has developed a Street Light Outage Tracking System which allows customers to report a street light outage that Oncor is responsible for maintaining.

All street lights Oncor maintains are included in this tracking tool and can be found by the street light location.

Street Light Maintenance



Reporting a street light outage to Oncor

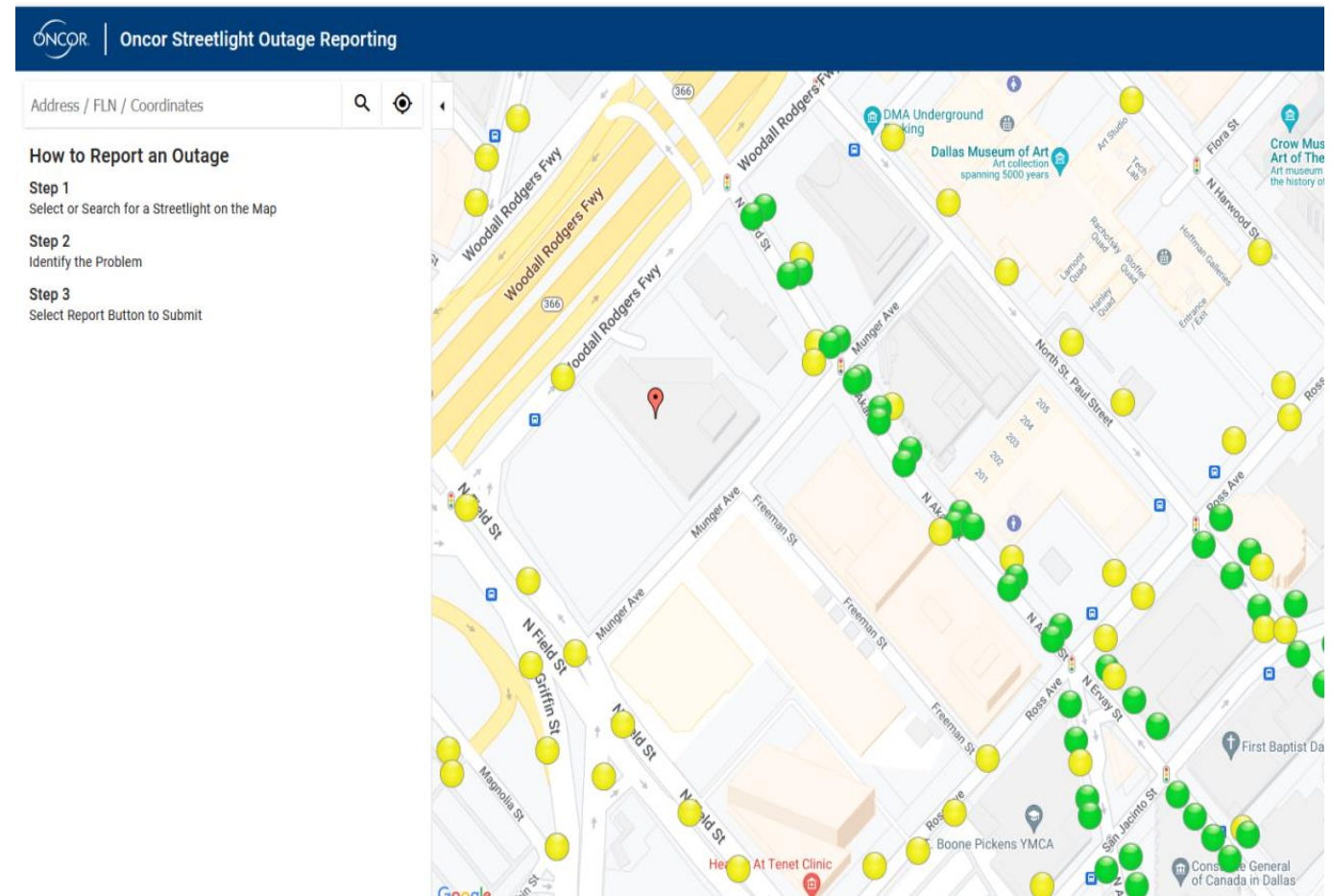
- online at oncorstreetlight.com
- call us at 888.313.4747
- email to contactcenter@oncor.com.

Repair Time

- Standard outage – 5 days or less
- Circuit Outage – 15 days or less
- Pole Replacement – 30 days or less

Exceptional outages

- Construction projects



Three white, curved lines that sweep across the top half of the slide, starting from the left edge and curving towards the right. They vary in thickness and curvature, creating a sense of movement and flow.

Thank you.