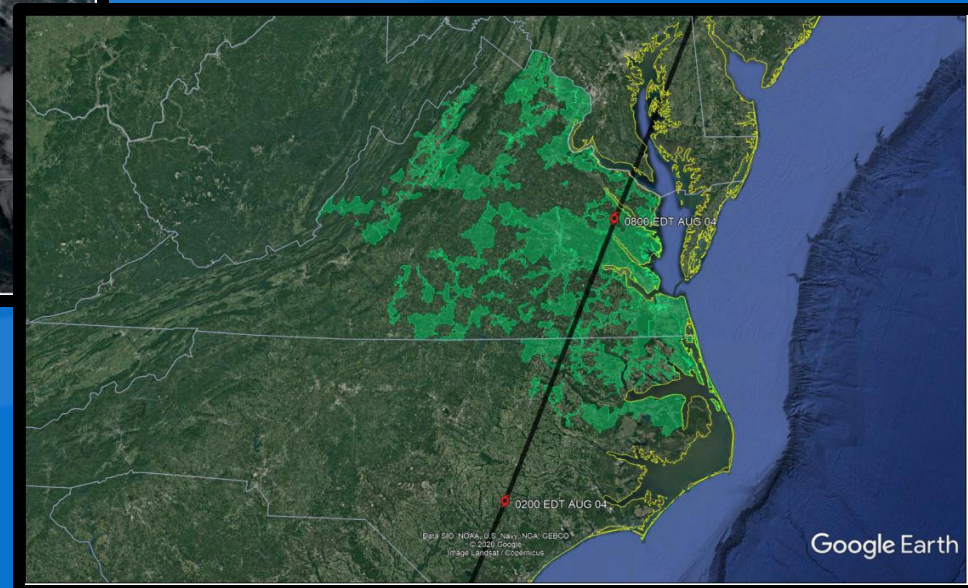
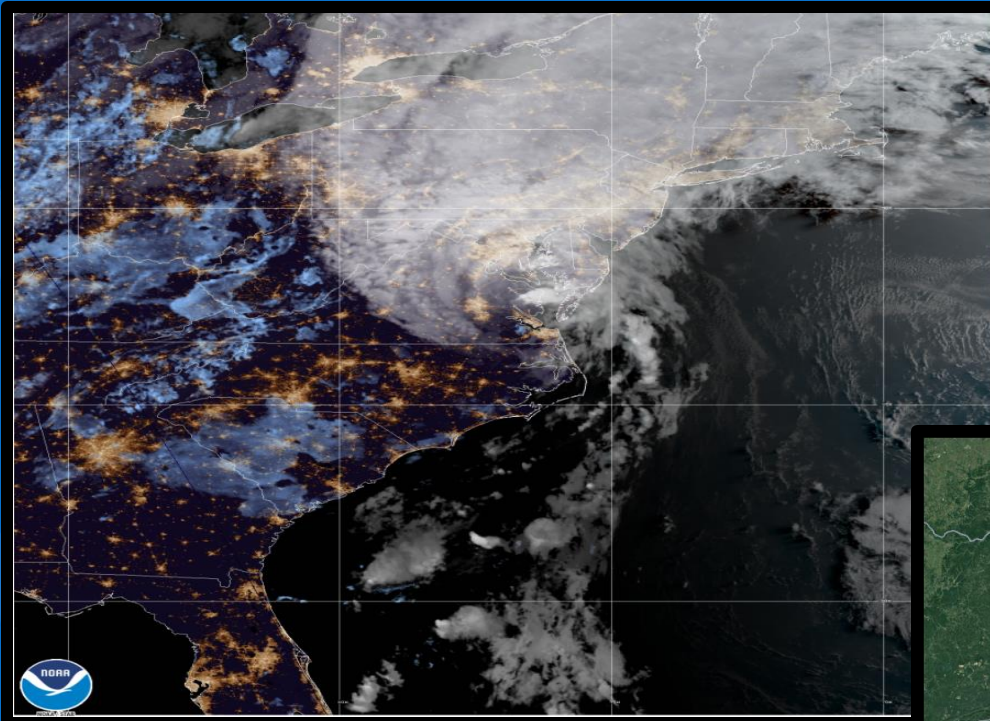


Dominion Energy

Tropical Storm Isaias Response August 2020



Alan Bradshaw
Director, Electric Distribution
Operations Centers and Emergency
Preparedness

Dominion Energy

Electric Distribution System by the Numbers

Dominion Energy South Carolina		Dominion Energy Virginia / N. Carolina
748,356	Electric Customers	2,680,486
18,145	Electric Distribution Miles	58,365
262	Substations	931
812	Circuit Breakers	2,032
805	SCADA Breakers	1,824
1,155	SCADA Field Devices	3,800

Tropical Storm Isaias Statistics

Start of Storm Related Outages	August 3 @ 1800
Highest Sustained Winds	35 - 45 mph Hampton Roads, VA Beach
Peak Wind Gusts	55 – 65 mph Hampton Roads, VA Beach, Albemarle Sound
Highest Recorded Gusts	76 mph South Norfolk, Portsmouth
Tornados	7 in Service Territory
Tornado Stats	EF-0 to EF-3, 140 mph top winds
Rain	3 – 6 inches

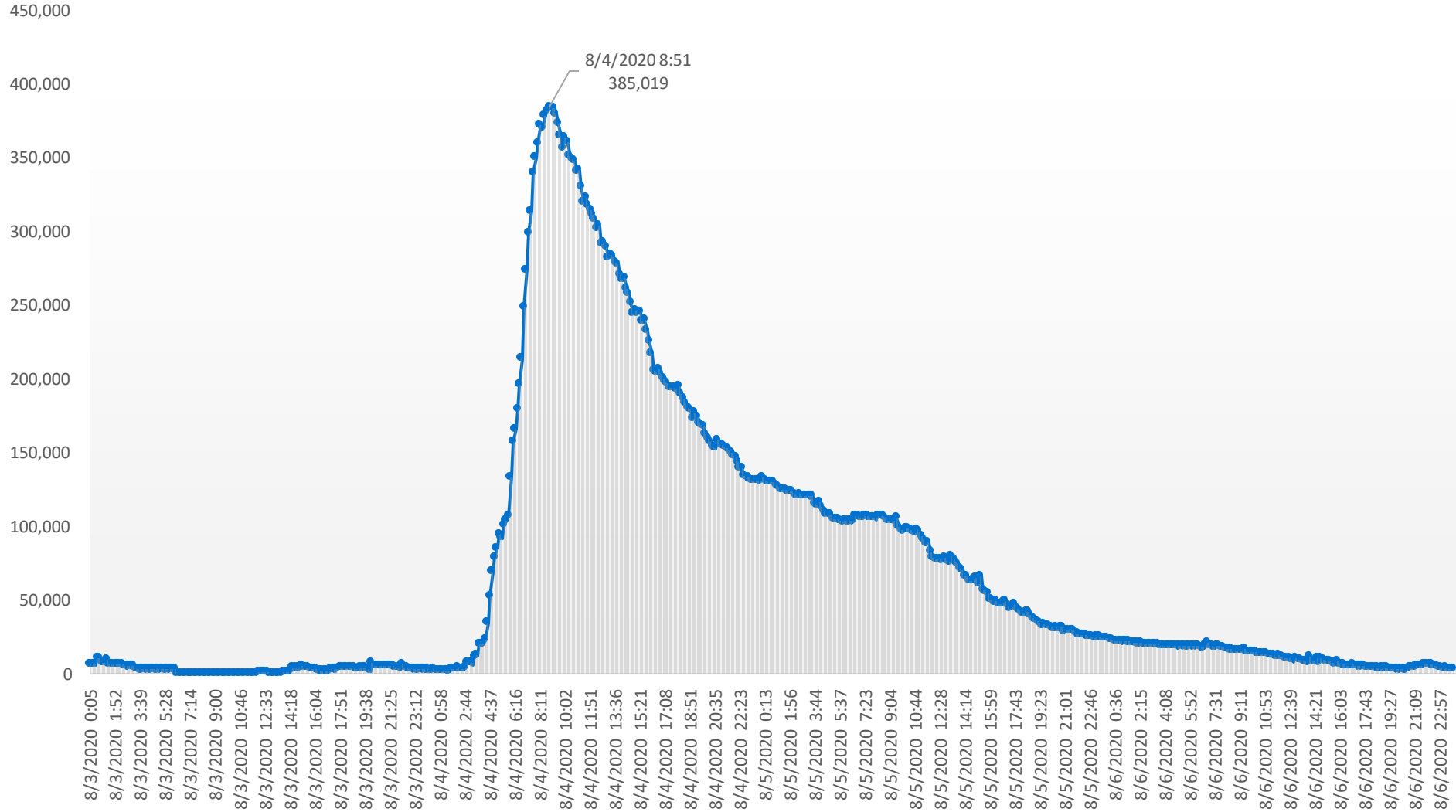
Seven Tornadoes Impact Service Territory



Tropical Storm Isaias Statistics

Total Customer Outages	508,000
Peak Customer Outages	385,019
Total Outage Projects	~10,000
Mutual Assistance Resources	1583
% Restored @ + 24 hours	73%
% Restored @ + 48 hours	96%
% Restored @ + 72 hours	~100%

Isaias Restoration Curve



Restoration in Northern Neck, VA



Restoration in Courtland, VA



COVID-19 Protocols



Implementation of Industry Guidelines

- Reintegrated salaried workforce into decentralized Storm Centers
- “Drive thru” processing centers
- Health assessments and temperature checks
- Separate hotels and single occupancy rooms
- Smaller staging centers
- Catering and meal logistics
- Work assignments ensured separation and minimized cross-overs

Improvement Areas

- Consistency in mask utilization
- Improvement of Crew ETA's
- Review of staging site traffic & parking

Isaias Restoration Processes

- Proactive and continual communications with States, EOC's, Co-ops, Media and Key Accounts (high interest in impact of COVID-19)
- Better use of Social Media to tell our story
- Damage Assessment
 - Strong initial and detailed damage assessment executed
 - Drones and helicopters in the air immediately after winds subsided
- ETR Strategy – Quickly established global ETR; were able to populate ETR's on many individual projects by day 2 of restoration
- Distributed 911 calls and switching workload to all three operating centers
- Improved advanced notification of switching requirements
- Better data for Night Packaging teams led to efficiencies in daily work assignments
- Improvement in crew ETA's will drive efficiencies
- Continued development of Situational Awareness Dashboards

Detailed Damage Assessment

EPC & ROC Patrol Damage Assessment & Work Requests

Select and area to filter dashboard metrics > System

Total Work Requests Patrolled

676

Last update: a few seconds ago

Work Requests by Type (Totals)



Possible Values: Device, Transformer, Premise
If no Values, then no WR's have been entered.

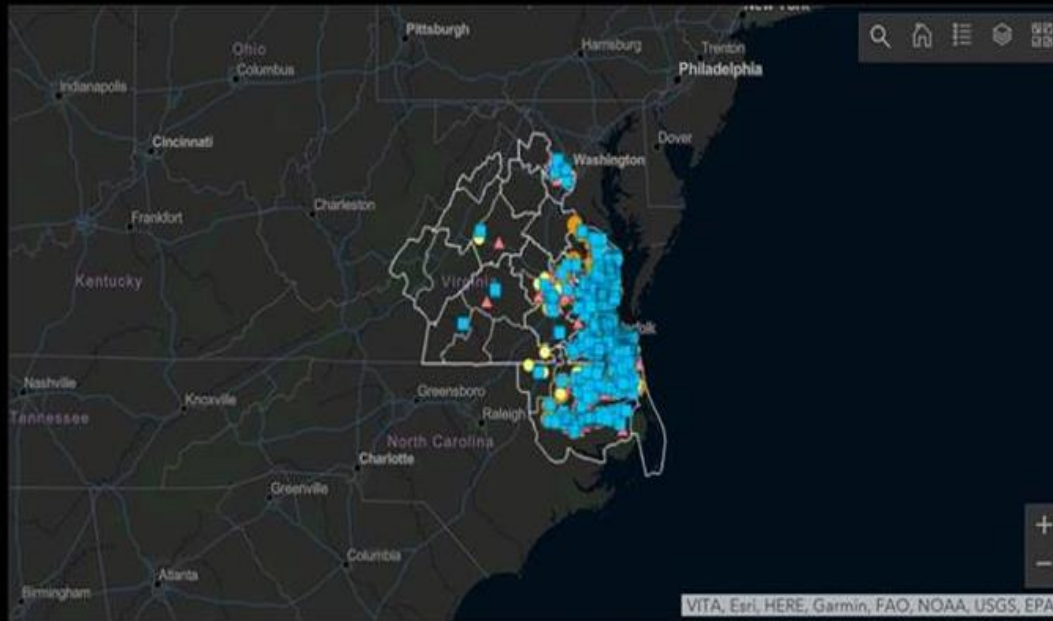
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Work Requests by Type (Patrolled)



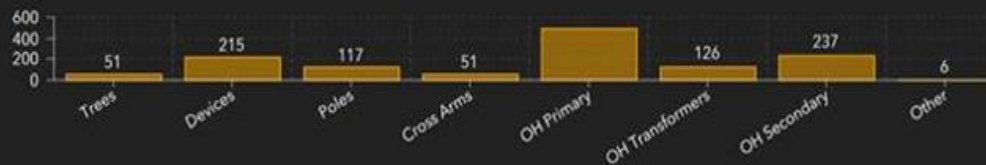
Possible Values: Device, Transformer, Premise
If no Values, then no WR's have been entered.

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VITA, Esri, HERE, Garmin, FAO, NOAA, USGS, EPA

Total Assessments by Damage Type



Assessments by Type

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Assessments Conducted

Gloucester: Transformer
Work Request Number: 32686257
Status: Patrol

Tree	Devices	Poles	Cross A
0	0	0	0

OH Primary	OH Transformers	OH Secondary
0	0	1

Virginia Beach: Device
Work Request Number: 32699500
Status: Patrol

Tree	Devices	Poles	Cross A
0	0	0	0

OH Primary	OH Transformers	OH Secondary
2	0	0

Chesapeake: Device
Work Request Number: 32686080
Status: Assigned

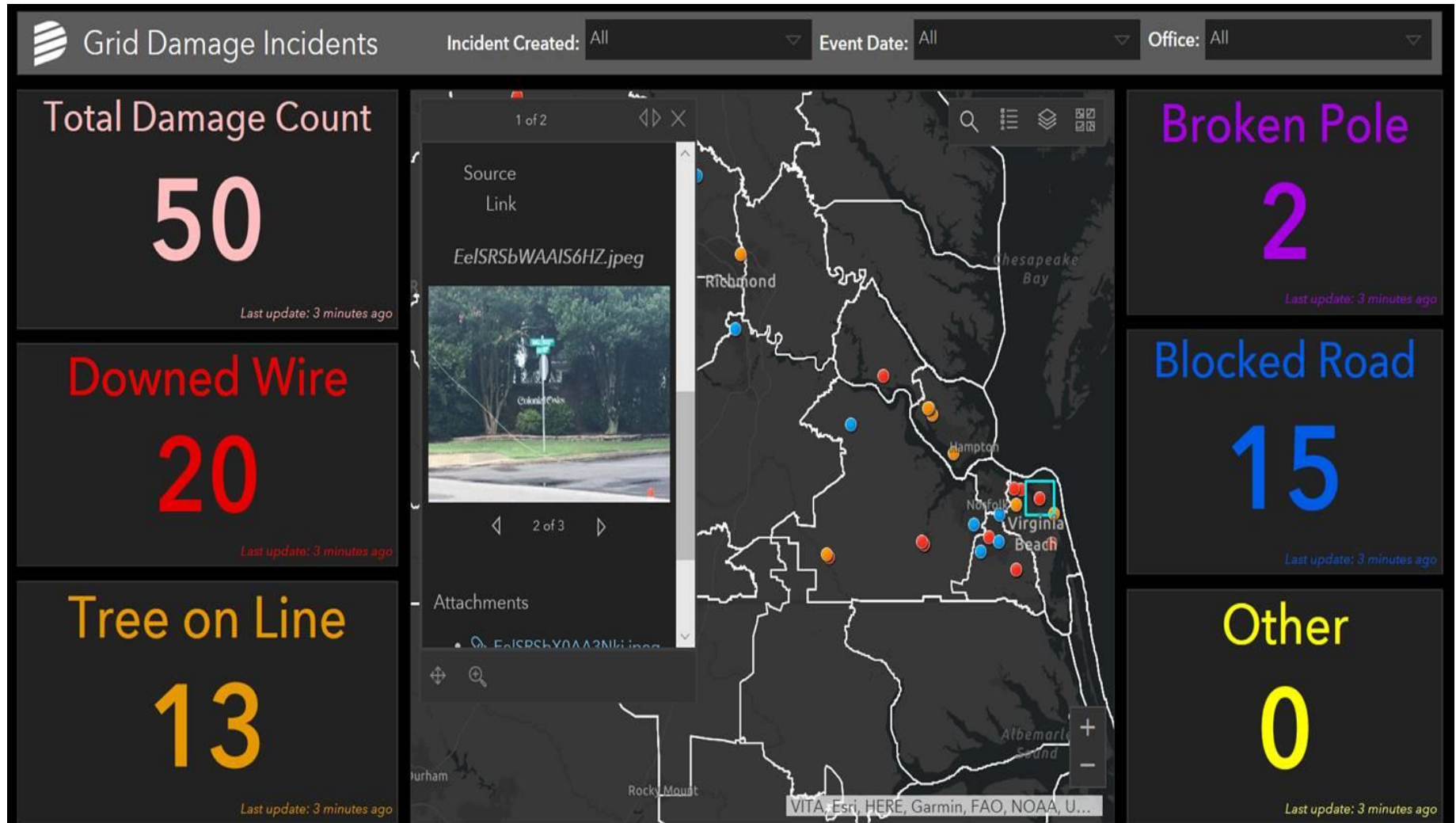
Tree	Devices	Poles	Cross A
0	0	0	0

OH Primary	OH Transformers	OH Secondary
1	0	0

Albemarle: Transformer
Work Request Number: 32686080
Status: Assigned

Last update: a few seconds ago

Leveraging Social Media for Damage Assessment



Questions

