

URECC NEWS

AUGUST 2023



BE PREPARED-MAKING IT THROUGH A POWER OUTAGE

While your electric service is generally reliable, extreme weather conditions and other factors can lead to a temporary loss of power. To make sure your family is safe and comfortable during an extended outage, it is best to be prepared. The following checklists will help you be ready before the power goes out, as well as guide you on what to do during and after an outage.

BEFORE A STORM

- Create a family emergency plan.
- Prepare a 72-hour emergency kit.
- Fully charge all mobile phones.
- Plug your electronics into a surge protector.
- Don't touch electrical equipment that may have been exposed to water.
- Lower your fridge to 40F/4C and freezer to 0F/-18C.
- Download our SmartHub app to your mobile phone.
- Sign up to receive Outage Alerts by text or email.



DURING A STORM

- Report a power outage on our SmartHub app or call:
1-866-804-1674
- Locate your emergency kit.
- Unplug all TV's, electronics and appliances at home.
- Turn off all light switches except one.
- Avoid opening fridge and freezer
- Stay inside and away from windows and doors



AFTER A STORM

- Replenish your emergency kit.
- Inspect your property for any damage, and document it.
- Report any downed powerlines to:
1-866-804-1674
- Turn on appliances one at a time to avoid a power surge.
- Dispose of any spoiled food in fridge or freezer.
- Check in on neighbors and friends in your area.



GET IN TOUCH WITH US

URECC.COOP

EMERGENCY KIT CHECKLIST.



- WINDUP OR BATTERY-POWERED FLASHLIGHT
- WINDUP OR BATTERY-POWERED RADIO
- PORTABLE EXTERNAL BATTERY CHARGER FOR SMART DEVICES
- WATER (2 LITRES PER PERSON A DAY)
- CANNED OR DRIED FOOD THAT WON'T SPOIL
- MANUAL CAN OPENER
- BATTERIES FOR YOUR FLASHLIGHT AND RADIO
- CASH ON HAND
- BLANKETS
- CANDLES AND MATCHES
- EMERGENCY CONTACT LIST
- FIRST AID KIT
- PRESCRIPTIONS AND MEDICAL ITEMS



HOW TO REPORT AN OUTAGE

- THROUGH THE URECC SMARTHUB APP
- BY TEXTING "OUT" TO **855-939-3744**
(IF YOU ONLY HAVE 1 METER LISTED ON YOUR ACCOUNT)
- BY CALLING **903-680-2100** OR **1-866-804-1674**

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In the early hours of June 16th, 2023, a severe storm swept through our service area in East Texas, bringing dangerous lightning, heavy rain, and winds reaching 80 to 100 mph. The storm caused significant damage, with trees falling on power lines, damage to transmission lines, and substations. At its worst, the power outage affected over 97% of our meters, totaling over 47,000 meters.

Emergency operations procedures were immediately enacted and our dedicated URECC personnel sprung into action. Over the next few days and throughout the week URECC was joined by 261 contractors from neighboring cooperatives and other electric utility workers. We had a total of 216 additional linemen, and 45 right-of-way workers which grew our staff 5X's the average of 55 that we normally have in our Operations group. They worked hundreds of hours away from their families and loved ones in almost unbearable heat. Many of them worked thru Father's Day and other special occasions. URECC replaced 312 poles, 103 transformers, miles and miles of downed power lines, and countless trees were cut down. They worked as quickly and safely as possible to bring power back to our valued members.

The delivery points were the first part of the restoration effort, followed by high-voltage transmission, and last substations and distribution. It was day three before we could start any distribution work because of all the damage caused by the storm. The outage reached complete restoration on day eight, Saturday, June 24, around 10 PM.

Each and every URECC employee had a hand in this restoration process. From our internal staff making over 2500 lunches, to countless hours by other personnel answering phone calls and emails, preparing and serving meals, preparing toiletry bags for our out of town guests, running ice and equipment to men in the field etc. - we got it done! We can not thank each of them enough for the countless hours spent away from their families, loved ones, and for their tremendous dedication and hard work to serve our members and field personnel.

We would like to send a heartfelt THANK YOU to our local community, state, and everyone for their support and encouragement. We cannot thank you all enough for the outpouring of love, prayers and support. Thank you for the meals, snacks, water, Gatorade, donations, meal coupons etc. We truly appreciate each and everyone of you!



"ALONE, WE CAN DO SO LITTLE; TOGETHER WE CAN DO SO MUCH"
HELEN KELLER

AFTER THE STORMS.....

Following the storm, we have spent weeks dealing with trees and other equipment related issues stemming from the storms on June 16, 2023. Our primary focus has been on removing trees endangering power lines. It has been very wet lately and unfortunately it often doesn't take much for trees to fall.

URECC has a very aggressive spraying and trimming program for our right-of-ways, amounting to over \$4 million per year with an average of 900+ miles of distribution, and 100+ miles of transmission each year. Although we love East Texas and our beautiful trees, they can present challenges for electric lines. The average pine tree is between 50 and 150 feet tall. Our distribution right-of-ways allow for 30 feet of cutting and spraying. Most of the outages we see are caused by trees that fall from outside of the right-of-way. Part of URECC's mission is to bring reliable service to our members and you have our commitment to continue our efforts to do just that. Please see below the list of projects URECC is working on to help improve service and reliability:

- Our ongoing Gum Springs to Hallsville Transmission Line Project will have the biggest impact on that region when it is completed. It is projected to be complete within 5 years.
- We are also looking at moving load from Hallsville to Gum Springs Substation mainly affecting members south of I-20 that are on the Hallsville circuit.
- We have a 3-way switch being upgraded for Lake of the Pines/Shady Shores/Harleton area, replacing a manual 30yr old switch. The projected completion for this project is Fall 2023.
- We are working on a line upgrade behind the Lake of the Pines dam that will aid in back feeding Victory substation and Lake of the Pines substation circuits through distribution. Projected completion for this project is Fall 2023.
- We are working on cost analysis for upgrading distribution circuits between Victory-Hall-Lake of the Pines substation tie lines. The goal is to improve back feed capability both at the lake and eastward to Berea and North Jefferson. This is a long-term project that has been in the works for a while, but we plan to accelerate part of the project given the recent storms.
- We are constantly working on smaller projects that are tied into development projects that also drive some of our reliability work. These smaller projects include things such as new switches at tie points; additional or upgraded protective devices on taps and subdivisions where animal and lightning driven outages seem to cause greater trouble and reclose capability will help; some identified circuits where trees have damaged the circuits over time and new wire is required; and substation controls that allow for detection of fault locations.

Thank you for your patience as we continue the cleanup process and work to make improvements that will enhance reliability to the members we serve.

