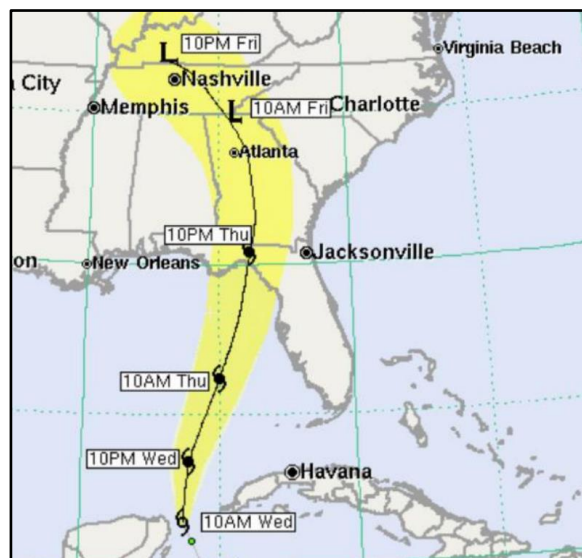


# Storm Center

## Post Storm Summary – Hurricane Helene

### Weather Recap

- On September 26th, **Hurricane Helene** entered south Georgia as a Category 1 Hurricane and **maintained status as a Tropical Storm** the entire time it moved across the state.
- Throughout the storm, **heavy rains resulted in flash floods** and saturated ground. Some areas of the state received as much as **11 inches of rain**.
- The most significant **areas of impact** were Augusta, Brunswick, Savannah, and Valdosta, with intense damage also concentrated to Vidalia and Dublin.
- The storm carried **tropical storm to hurricane force winds** to nearly **400,000 GPC customers**. Some areas saw **wind gusts between 80 – 100 miles per hour**.



### Restoration Highlights

- This storm caused the **most damage to our system** of any storm in history. DAT teams found over **11,895 broken poles, 1,524 miles of wire down, 5,796 damaged transformers, and 3,200 trees down on wires** for Distribution alone. Transmission found **over 1,200 spans of transmission lines** impacted and repaired over **150 cases of broken conductor**. In total, teams replaced **345 transmission structures** and **restored over 230 facilities, including around 200 transmission lines**. In the hardest hit areas, **around 50% of transmission lines were impacted**.
- Throughout the event, crews worked diligently to safely restore power to over **1,570,000 customers**, including over **20,000 events**.
- Before Helene ever left Georgia, teams were able to restore power to **275,000 customers** and **restored 50%** of impacted customers within **48 hours** of the system entering the state.
- Teams set area ERT's as soon as they were able to do so and for the first time, provided **Substation Level ERTs**, and Feeder Level ERTs where possible to ensure **customers had the most accurate information**.
- The UAV Team received an **FAA waiver to perform drone flights above the visible line of sight**. During the first BVLOS flight in Valdosta, the pilot **assessed 8,600ft in about 16 minutes**. This same length would have taken ~2 hours without the waiver. Subsequent flights using this waiver saved transmission assessment teams incredibly valuable restoration time.
- Despite being hit hard by outer bands of Hurricane Helene and losing cell service in large portions of the area, Savannah DA crews were able to **restore power to all medical facilities** in the area **less than 16 hours after the storm made landfall**.



# Storm Center



## Post Storm Summary – Hurricane Helene

### Resources Engaged

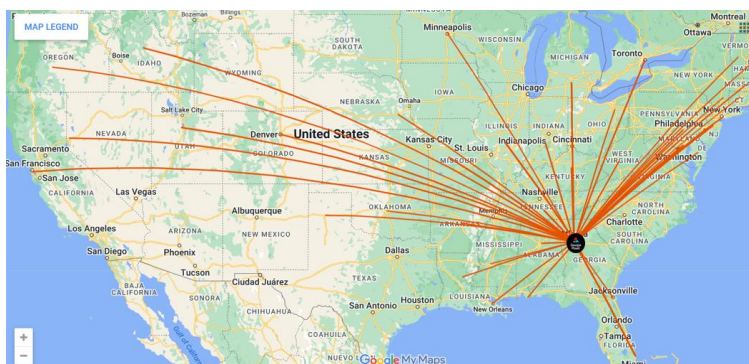
- We had an incredible response of **over 20,000 personnel** actively engaged in restoration efforts, which is more than Michael, Irma, Zeta, and Matthew combined. Specifically, we had more than **11,500-line resources**, including **1,500 Transmission** resources and **10,000 Distribution** resources.
- Crews came from all over the country and **internationally** to help us respond to Helene. In addition to resources from APC, MPC, Florida partners, and SEE Mutual Assistance, we also had crews from **35 different states** from all corners of the country along with **crews from Canada** working to restore power to Georgians. **Georgia Power Hurricane Helene Personnel Map** shows just how far crews traveled to support restoration efforts.
- Logistics teams pulled off a truly historical response in ensuring beds, food, and facilities for folks working in the field. Across the state, we had over **34 total cot sites and basecamps totaling over 25,000 beds**, supported by **hundreds of local vendors**.
- Georgia Power employees remained committed to safely and quickly restoring power. Multiple employees in the hardest hit areas cut trees to get out of their homes and into work on Friday morning. **Two employees in the Augusta area even walked to work** to be there for storm response.

 **20,000+**  
Total Personnel



**34**

Basecamp and Cot  
Site Locations



**5,700**

Total Vegetation Mgmt  
Resources



**700**

**625**

GPC Line Crew  
Resources  
APC & MPC Line  
Crew Resources



**1160**

**7675**

Native Contract Line  
Crew Resources  
Non-Native Contract  
Line Crew Resources

# Storm Center



## Post Storm Summary – Hurricane Helene

### Customer & Community Engagement

- Corporate Affairs engaged with multiple media outlets throughout Helene including proactive post storm safety and outage information, updates on our ongoing restoration efforts, and wrap up messaging thanking customers for their patience. They also shared content across all social media channels including [preparation updates](#), [messages from our restoration teams](#), live updates from the field, and more.
- Teams across Corporate Affairs and Power Delivery collaborated to maintain focus on enhancing messaging provided to customers on the [Georgia Power Outage Map](#) to continue to improve customer sentiment.
- Region External Affairs engaged in constant proactive communication with key stakeholders, resulting in [strengthened community relationships](#). Not only did [St. Mary's Hospital in Athens offer their parking lot as a staging site](#), local elected leaders, Mayor Lois Salter of Berkeley Lake (Gwinnett) and Mayor Vince William of Union City (Fulton), also sent in positive feedback celebrating our crews' hard work and [expressing gratitude for our response](#) to the storm.
- Customer Care leaders reached out to [71 customers](#) in the heavily impacted areas who [rely on medical or life support equipment](#) and were experiencing extended ERTs. We were able to coordinate the delivery and installation of [generators at 13 locations](#) to assist customers during their outages.
- One of the contractors assisting with hurricane restoration in Savannah area, SOS-MASTEC, [raised \\$5,300 in donations from their onsite crews](#) for hurricane relief. The company then matched the funds for a [total donation of \\$11,000](#). The money will go to the Hurricane Helene Disaster Relief Fund for the United Way of the Coastal Empire, which serves 5 counties in Coastal Georgia – Chatham, Effingham, Bryan, Liberty, and Long.

300k



Outage Calls Received



3.9mil

Proactive Outage Alerts  
Delivered

78%



Positive Social Media  
Sentiment

82%



Calls Handled by IVR



# Storm Center

## Post Storm Summary – Hurricane Helene

### Damage & Restoration Photos

