Storm Response Plan

Georgia Power

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Overview

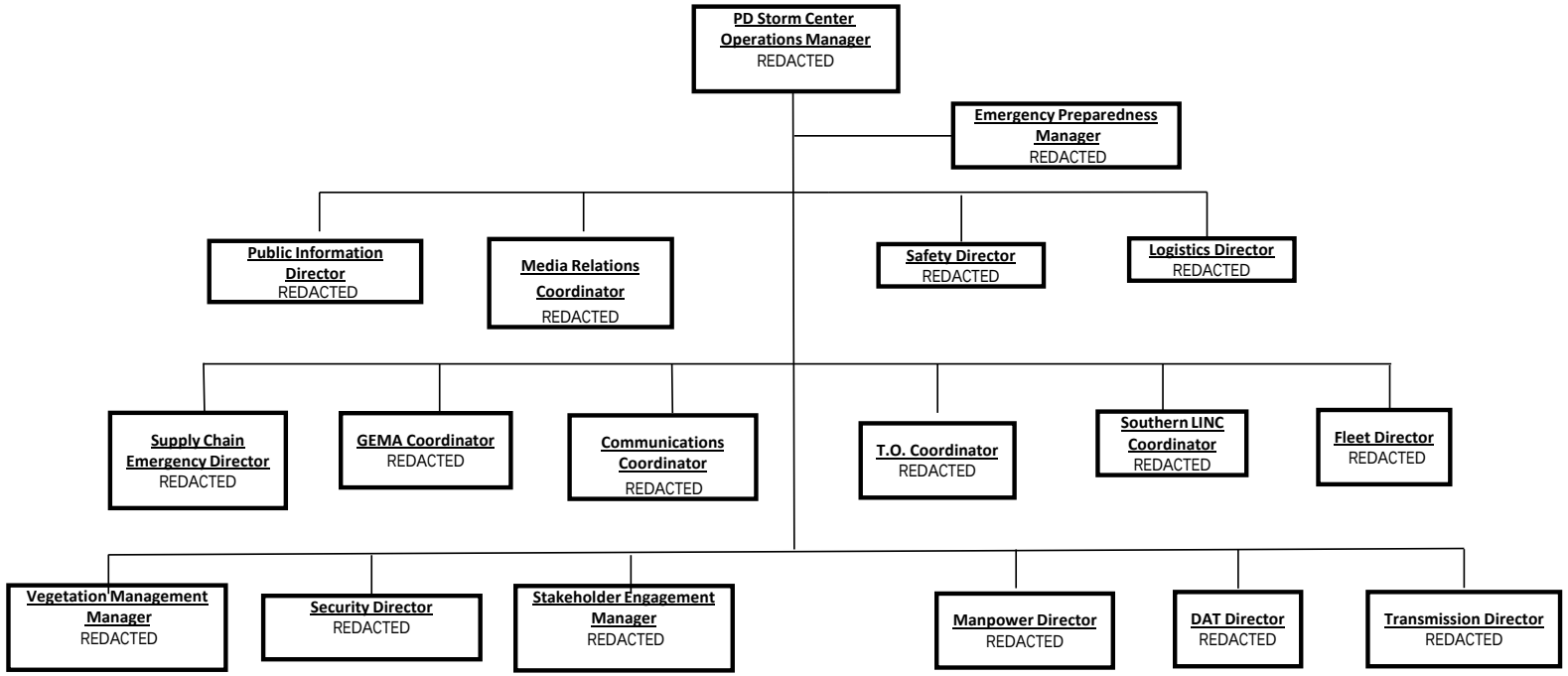
This reference document is intended to provide vital information in preparing for and executing the many processes and procedures involved in responding to major events such as storms that impact Power Delivery operations

- **Storm Center Activation:** Georgia Power activates a Storm Center under appropriate circumstances to handle storm team transfers. Early evaluation at the Region level dictates the need for Area Supervision, with storm teams combined under one Area Supervisor based on storm location and intensity. Activation of the Storm Center is based on imminent storm damage potential or the need to coordinate large numbers of storm teams.

- **Safety and Response:** The company prioritizes safety for both the public and its employees, followed by efficient power restoration. The company will proactively anticipate and react to major emergencies affecting customer service. Different emergencies require tailored responses, determined by the Storm Center or Storm Evaluation & Restoration Plan (SERP) on-call manager based on the type of storm and anticipated damage. To reduce customer outage time to a minimum, following major damage, the company moves sufficient line crew and tree crew help into a damaged area in the shortest possible time, then follows a logical plan to ensure that those crews are used in the most effective way to restore service. Decentralizing the operations to the smallest section, whether it is by staging areas, substations, or remote operating centers, will make for the most effective operational decisions. An early evaluation of the damage is also an essential element to a successful restoration.

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GEORGIA POWER COMPANY
STORM CENTER SHARED RESOURCES FUNCTIONAL CHART



Georgia Power

Job Descriptions

Power Delivery (PD) Storm Center Operations Manager

Responsible for developing, updating, and executing the Company's Emergency Operating Procedures. This position also coordinates the overall restoration effort. With the assistance of the Power Delivery Storm Center staff, as well as assistance from other Company departments, the position has the ultimate responsibility of allocating manpower, materials, logistic support, staging areas, and equipment in a manner to efficiently restore service.

Emergency Preparedness Manager

Provides critical support to the Storm Center during major events and acts as a backup to the Storm Center Operations Manager as required. Leads the strategy for emergency preparedness planning, manages continuity planning, and oversees the implementation of prevention and recovery plans for major events statewide.

Public Information Officer / Media Relations Coordinator

Collects all available data from the Corporate Headquarters Storm Center and prepares statements to be released to all information sources (newspaper, television, radio, etc.). These releases, which may or may not be presented by Public Information Personnel, are to be coordinated with releases made in the PD-Areas. Ensures all releases are factual according to information furnished and are consistent throughout the Company.

Communication Director

Manages crisis communication strategy during storm events, ensuring timely and accurate information dissemination to the public, stakeholders, and internal teams. Develops long-term communication strategies to enhance the storm center's preparedness and response capabilities.

Safety Director

Responsible for the overall coordination of any safety related problems that may arise because of the storm. This position monitors the situations and coordinates activities with the Corporate Headquarters and PD-Area to ensure the wellbeing of employees.

Supply Chain Emergency Director

Responsible for evaluating the material needs for the emergency service restoration effort. This position acts as a coordinator between the Supply Chain Area Inventory Managers in the field who are working with the PD-Areas, and the Corporate Headquarters Storm Center.

Georgia Emergency Management Agency (GEMA) Coordinator

Serves as a liaison to the GEMA. The GEMA Coordinator reports to the GEMA as required when conditions threaten the transmission and distribution facilities of the company. General responsibilities include working with representatives from various agencies to minimize the negative impact caused by emergency situations. Examples of these agencies are the Department of Transportation, Public Safety, Forestry, the National Guard, the Public Service Commission, Red Cross, AT&T, REA, etc.

Security Director

Responsible for providing the necessary security to safeguard all personnel and equipment involved in the restoration process. All requests concerning additional security are arranged through this person.

Vegetation Management Manager

Responsible for ensuring adequate tree crew/ vegetation management staffing levels and use of appropriate equipment types for the scope of work. Procures contract crews and coordinates their mobilization to align the restoration plan

Job Descriptions

Technology Organization (TO) Coordinator

Responsible for ensuring that all communication needs are met both in the Transmission Storm Center and at all Staging Areas. The TO Field Operations and Workplace Support groups assist those in the field by ensuring communication infrastructure is available. When crews are deployed to support both on- and off-system storm restoration events, TO sends representatives to support many of the digital communications systems at the staging areas. In many cases, a command trailer and satellite trailers are deployed with office and technology equipment to assist storm leaders with the necessary data access, whether it is connectivity back to the Southern Company infrastructure for application access or amplified cell phone coverage from weak or congested cell signals. In some instances, Southern Linc also partners during storm events to provide Linc coverage when other cell carrier signals are non-existent.

Southern LINC Coordinator

Because the Southern LINC Radio System is the primary tool used by field forces during restoration events, the Southern LINC Wireless Coordinator is responsible for communicating LINC infrastructure damage, implementing a plan for infrastructure solutions and for providing the services needed by the Company Distribution. The Southern LINC Wireless Coordinator will utilize a LINC representative who will be integrated with the Emergency Operations Plan ("EOP") Logistics group and will participate in SCS/IT Critical Situation calls to request assistance, provide status, etc.

Fleet Director

Responsible for coordinating all activities relating to automotive and mechanized equipment needs. This includes advising and assisting non-resident crews in securing parts and equipment, maintaining and fueling of equipment, and acquiring the necessary mechanics and equipment.

Manpower Director

Assists the Emergency Operation Plan (EOP) directors in evaluating available information to determine the extent and severity of the damage. All necessary actions required to deploy available company personnel is the responsibility of the Manpower Director. This position will contact unaffected PD-Areas to obtain help and transmit information concerning acquired help to the appropriate PD-Area Manpower Directors. This position also initiates actions for obtaining assistance from other utilities.

Damage Assessment Team (DAT) Director

Responsible for the success of Storm Damage Assessment teams (DAT) statewide. This person implements the Statewide DAT Plan and manages the process. This person also coordinates out-of-state requests. Director is responsible for receiving all requests from affected Regions for DAT resources and assigning DAT resources from outside the affected Region state-wide

Transmission Director

Responsible for interpretation of intelligence reports for the general direction and implementation of the restoration efforts for the transmission system (40 KV and above). All the necessary actions for restoration is the responsibility of the Transmission Director. The Transmission Director will communicate and coordinate activities and efforts with the EOP Director.

Job Descriptions

Logistics Director

Responsible for coordinating with PD-Area counterparts and making sufficient arrangements for food, ice at service centers, lodging, laundry, information packets for non-resident crews, and other support for line crew and office personnel engaged in restoration efforts. This could include back-up support for personnel when working off system or for personnel from sister companies passing through the area.

Stakeholder Engagement Manager

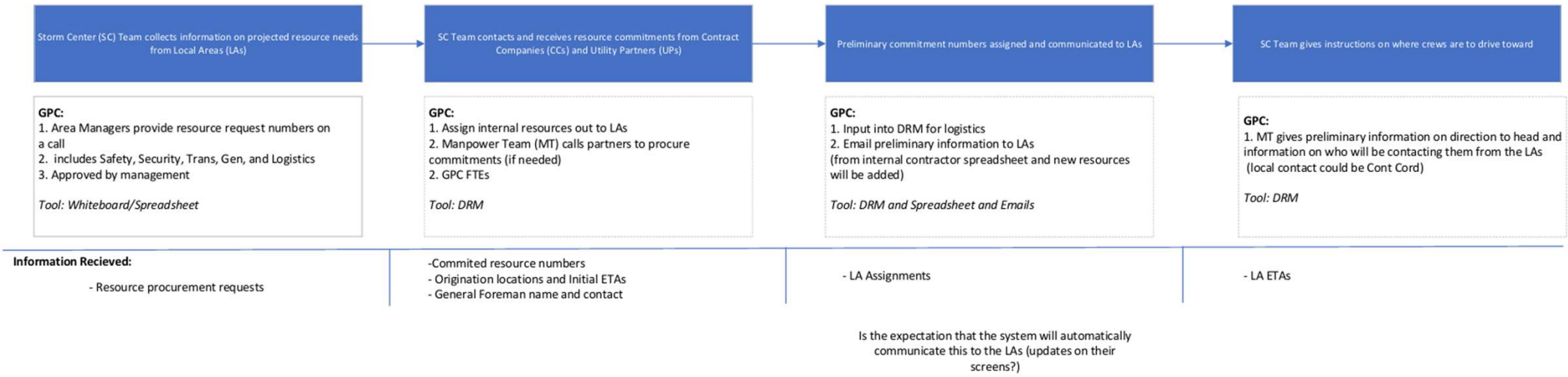
Responsible for managing statewide ERTs and leading a team that disseminates storm updates, including awareness, preparedness, daily updates, and post-storm summaries. Also develops and executes stakeholder engagement strategies, coordinates communication of enhanced ERT data to customers, partners with Corporate Communications to update external project and storm websites and provides custom weather forecasting information to PD leaders.

In Service Territory Storm Process



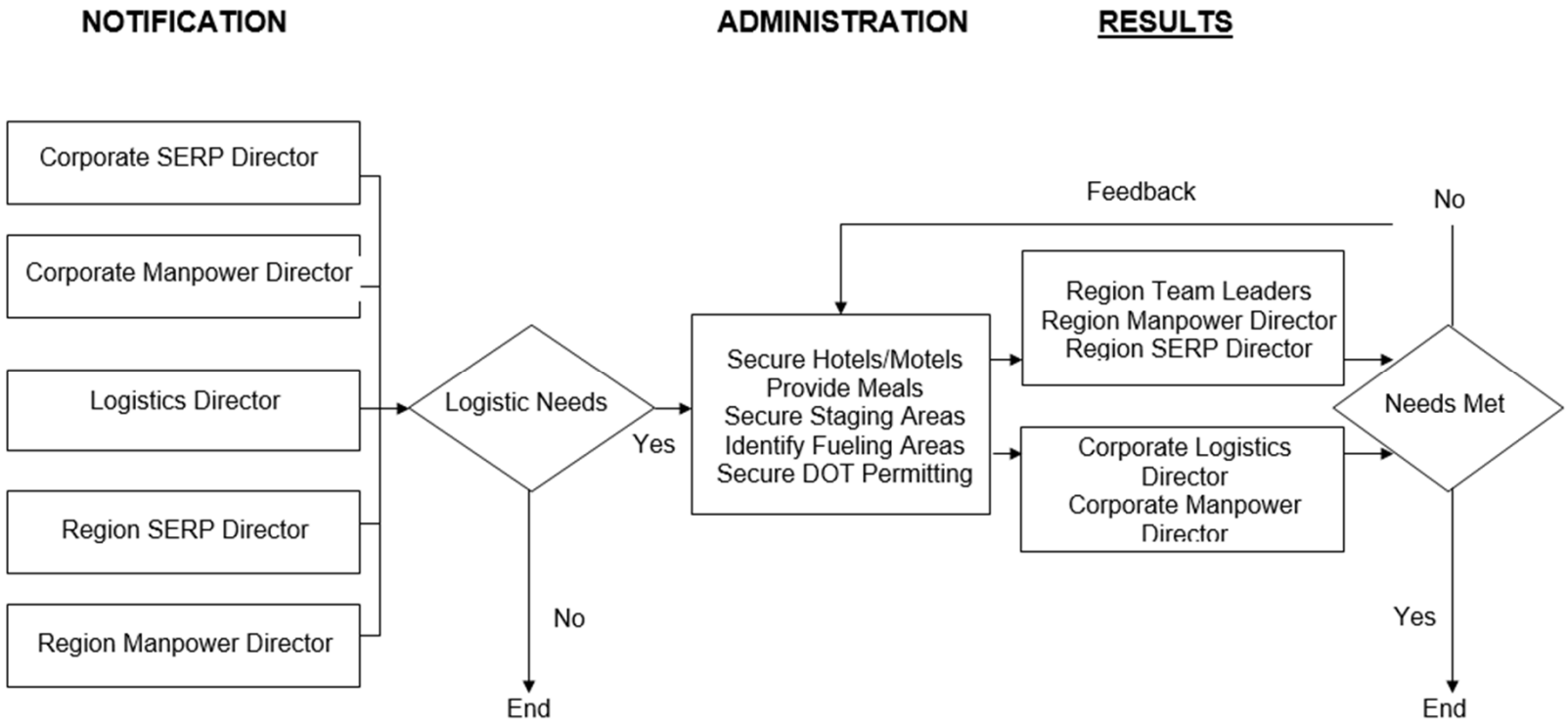
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In Service Territory Storm Process



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Process: Logistics



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Process: Dispatching Forces to Regions needing assistance

Large or Small Unanticipated Storm

1. Region conducts initial evaluation.

1.1Use TCMS/Troublevision where available.

2. Region contacts Company SERP On-Call Manager and informs him or her of status, or requests additional help. This shall always be done.
3. Company SERP Director determines if Company Storm Center should be opened.
4. If center opens then Company Storm Center will coordinate crew request.
5. Provide crew information to Region seeking assistance by use of S.T.O.R.M. 2000, email, or STORMLITE computer system.
6. Provide Crew Supervisor with:
   a. Name and address of Region requesting assistance
   b. Name, address, and phone number of receiving supervisor in Region requesting assistance
   c. Conditions of emergency, i.e., rain, snow, wind, lightning, flood, etc.
   d. Estimated duration of emergency
   e. Equipment needed
   f. Tools required
   g. Weather – present and forecast
7. Dispatch and oversee Logistics for crew and equipment to destination.
8. The Company SERP Director will notify top management, through proper channels, of assistance being provided and to whom.

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Storm Center Engagement Strategy

Storm Center Focus Areas

Leveraging Data

- Estimated Restoration Time (ERT) Enhancements
- Outage Predictability and Modeling
- Historical Major Event Metrics Modeling

Customer Engagement

- Internal and External Outage Engagement Processes
- Outage Alert Enhancements
- Broadcast Tool Enhancements

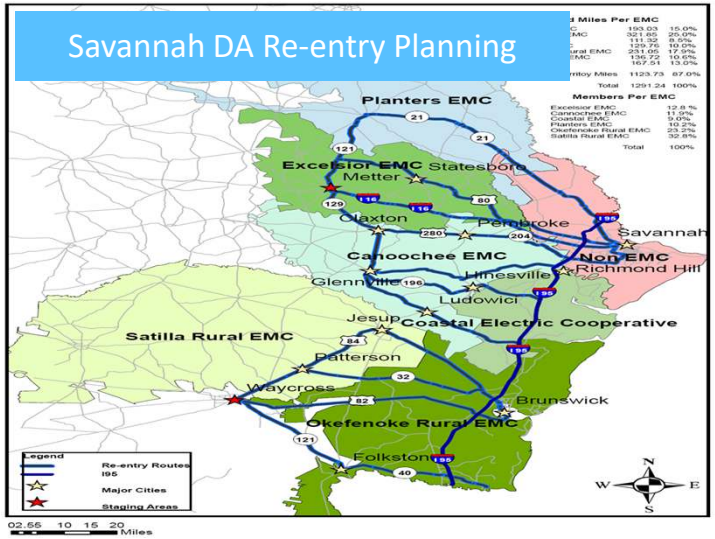
Process and People

- Storm Center Succession and Bench Strength
- Contractor Onboarding Enhancements
- Cross Op Co Collaboration and Engagement
- Threat Preparedness Model

SERP Planning

Storm **E**valuation & **R**estoration **P**rocedure

- Identify Roles and Responsibilities
- Execute Personnel Training
- Equipment Inspection and Review
- Logistics Review
- Contractor Network Engagement
- Evacuation and Re-Entry Planning (Coastal Regions)
- External Engagement
  - Georgia Emergency Management Agency (GEMA)
  - Local Emergency Management Agencies (EMA)
  - Georgia Department of Transportation (GDOT)



GDOT Georgia Department of Transportation

GEORGIA EMERGENCY MANAGEMENT HOMELAND SECURITY

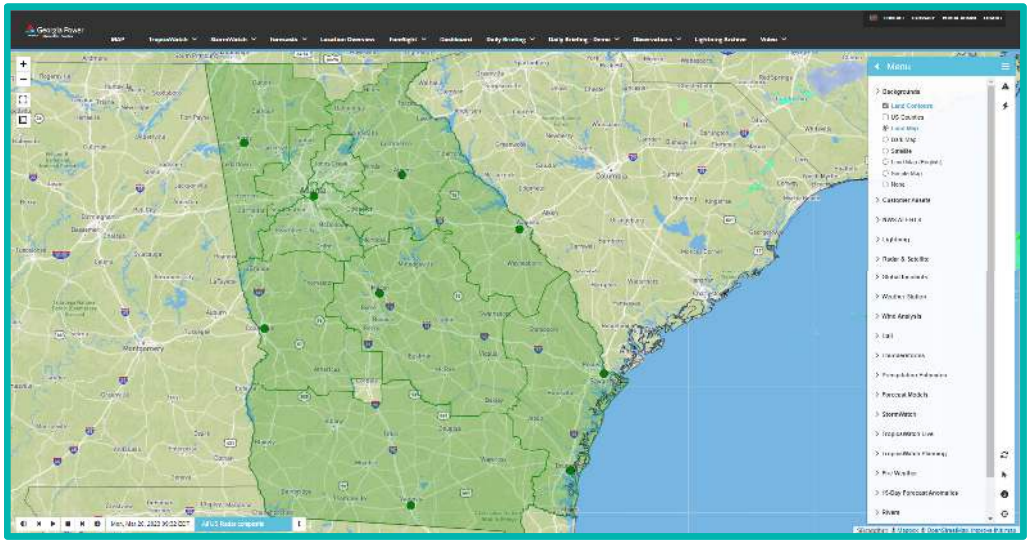
EMERGENCY MANAGEMENT CHATHAM COUNTY

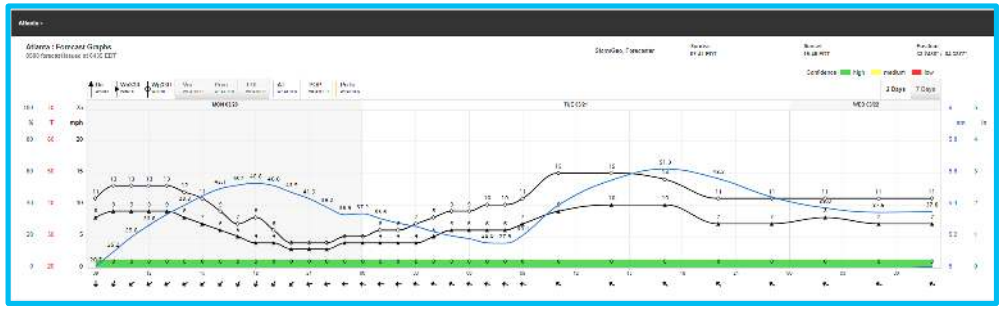
Weather Intelligence

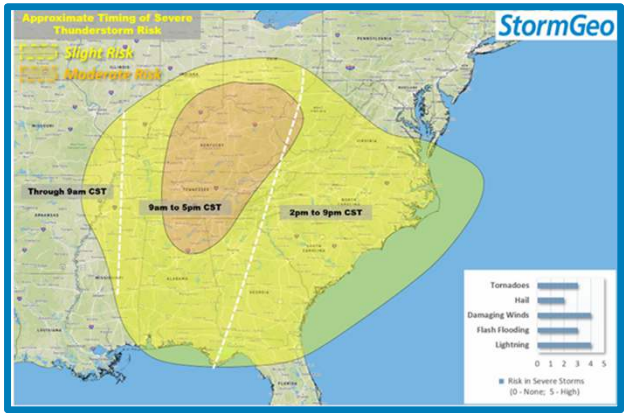
Primary Source for Weather Intelligence:

Storm Geo:

- Proactive Weather Alerts
  - Automated to Storm Center leadership
  - Automated alerts and forecasts to T&D Leadership
- Web Weather Analytics and Forecasting Portal
  - Wind Profiles, Tropics, Tornado Threat, etc.
  - Location, severity, and timing
- 24/7 Meteorologist Support
  - Provide more detailed analysis (verbal and written)
  - Join statewide storm planning calls







Storm Center Awareness Email

Who:

- Sent From: Stakeholder Engagement Manager
- Sent To: GPC Storm Center Awareness
  - Storm Center Team
  - PD Sr Leadership Team
  - Distribution Managers & Engineering Supervisors
  - Distribution Control Center (DCC) Leadership
  - Transmission Control Center (TCC) Leadership
  - Mgmt Council, EVP's, SVP's
  - TMA & TMC Leadership
  - Forestry & R/W Manager
  - PD Safety Leadership
  - Corporate Services
  - Customer Service
  - Regulatory Affairs
  - TO
  - Fleet
  - Region External Affairs

What:

- Brief weather update including radar and/or storm tracking images (provided by StormGeo or other weather service)

When:

- Before an upcoming weekend or holiday when weather impacts have a chance of developing
- When a large storm is named in the Atlantic or Gulf with a long-term low potential track towards Georgia
- Updates only to be sent if threat level for severe weather or system impacts increases

Why:

- Provide reassurance to GPC leaders that the Storm Center is monitoring potential weather impacts
- Provide internal partners a notice to be weather aware and a heads up that more communication and storm preparation may be coming if the storm system develops

Storm Center Awareness Email Example

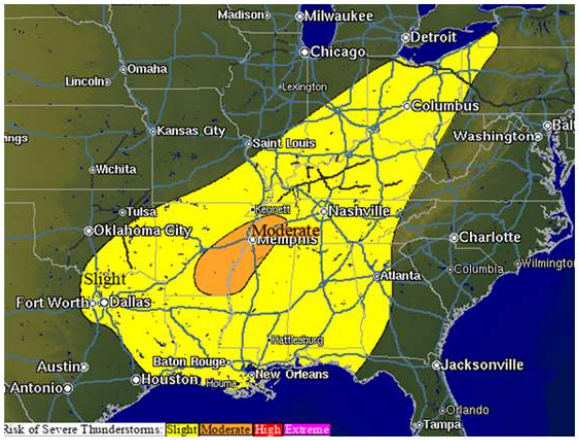
Good morning team,

We wanted to share some awareness on a severe weather system that has potential to impact our system this week.

Severe Weather System:

- A severe weather system is expected to develop this evening across Arkansas, Louisiana, and Texas
- This system will move west to east over the next few days towards our service territory
- This system is expected to move into our territory overnight on Thursday night and it is expected to be on a weakening trend as it moves east
- Per our meteorologist partners, this severe weather threat is forecasted to be isolated, and we currently are seeing a lower threat for tornadoes
- The entire western portion of our state has a slight risk for severe weather, however the Northwest and North Metro areas are currently where we see the highest threat for severe weather
- We are not seeing a major wind threat in this system outside of any embedded thunderstorms
- Anticipated timing for higher threat areas are listed below:
  - Northwest: 7:00pm – 10:00pm
  - Metro: 11:00pm – 1:00am

The Storm Center will continue to monitor this weather system and will provide additional updates if the severity or the timing of this system changes. We encourage all of our partners to remain weather aware as this system passes.



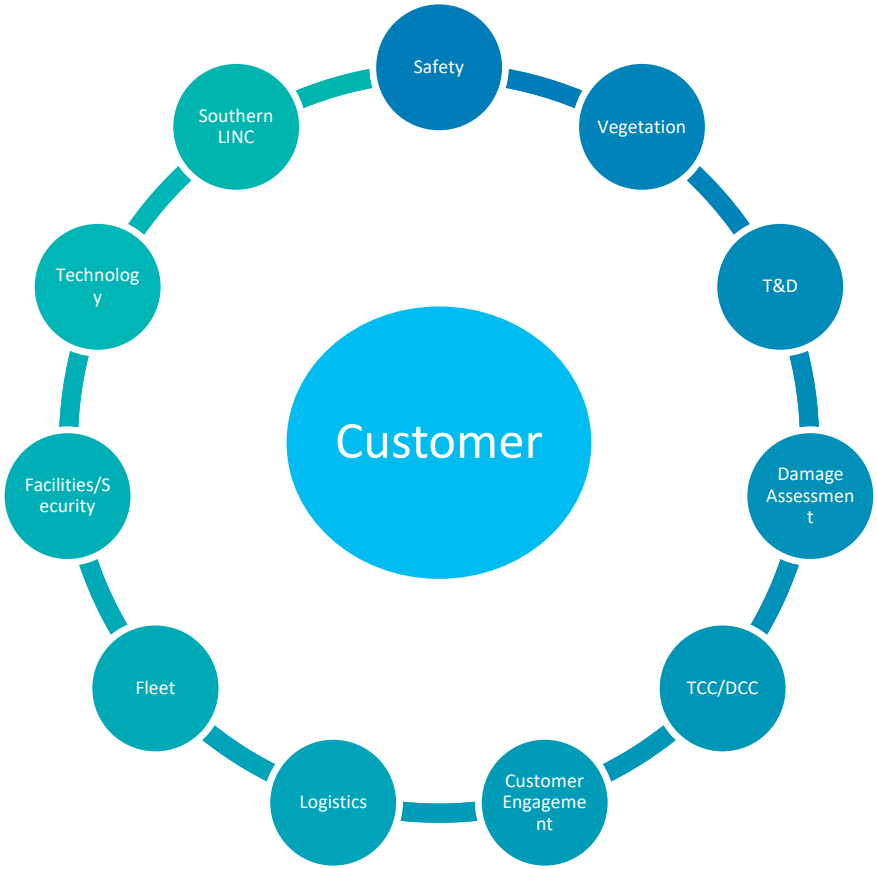
Thanks so much,

Shelby Bice
Stakeholder Engagement Manager
C: (470) 509-9876
sholsomb@southernco.com

Manpower & Logistics Strategy



Cross-Functional Leadership Collaboration



Distribution Manpower Strategy

Distribution Line Overview: *largest resource deployment*

On-System Resources:
BASELINE RESPONSE
- GPC Region Teams
- GPC Distribution Construction Teams
- Contractors
  - Asset Management, Make Ready, DOT, and Trouble
  - Grid Program

Off-System Resources:
INCREMENTAL RESPONSE
- Company and Contractor - Alabama and Mississippi Power
- Contractor Non-Investor-Owned Utility (IOU)
- Company and Contractor - Investor-Owned Utility
  - Southeastern Electric Exchange (SEE)

Resource Deployment Priority



Distribution Control Center (DCC)

- DCC is the controlling authority to grant trained field personnel approval to work on our system
  - Device operation: Recloser, Switch, Fuse
  - Device Clearances
  - Transfer of Control
- Increased field personnel for storms requires DCC staffing to increase to support operations
- Field personnel are required to be on the Georgia Power switching list to operate the system upon DCC approval
- Off-system crews require assignment to a Feeder Restoration Coordinator (FRC) to support operating the system for assigned restoration

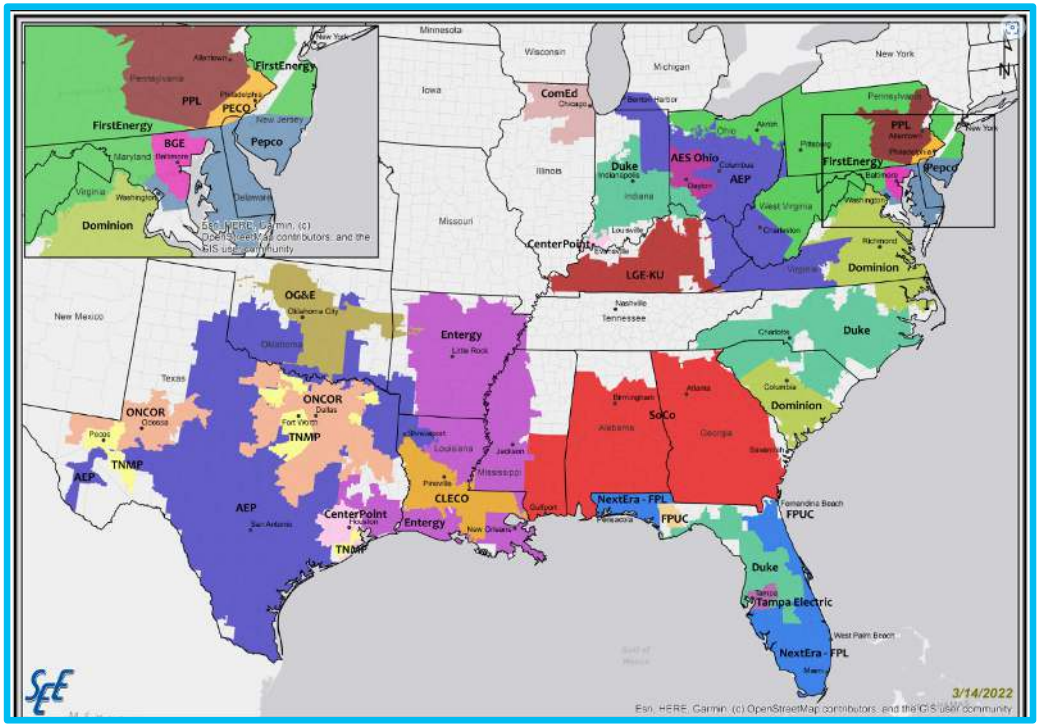
Southeastern Electric Exchange (SEE)

Overview:

- Founded in 1933, the SEE is a non-profit, non-political trade association of investor-owned electric utility companies
- Provides coordination of storm response and resource allocation services to impacted member companies
- HQ in Atlanta, Ga
  - Scott Smith – Director of SEE

Process:

- Impacted member utility request resource need
- SEE determines if multiple members are requesting
- If multiple members are requesting, SEE will launch call cadence to leverage resource algorithm to allocate and match resources to requesting companies
- If only a single member is requesting, impacted company can engage directly with SEE members to support



Transmission Manpower

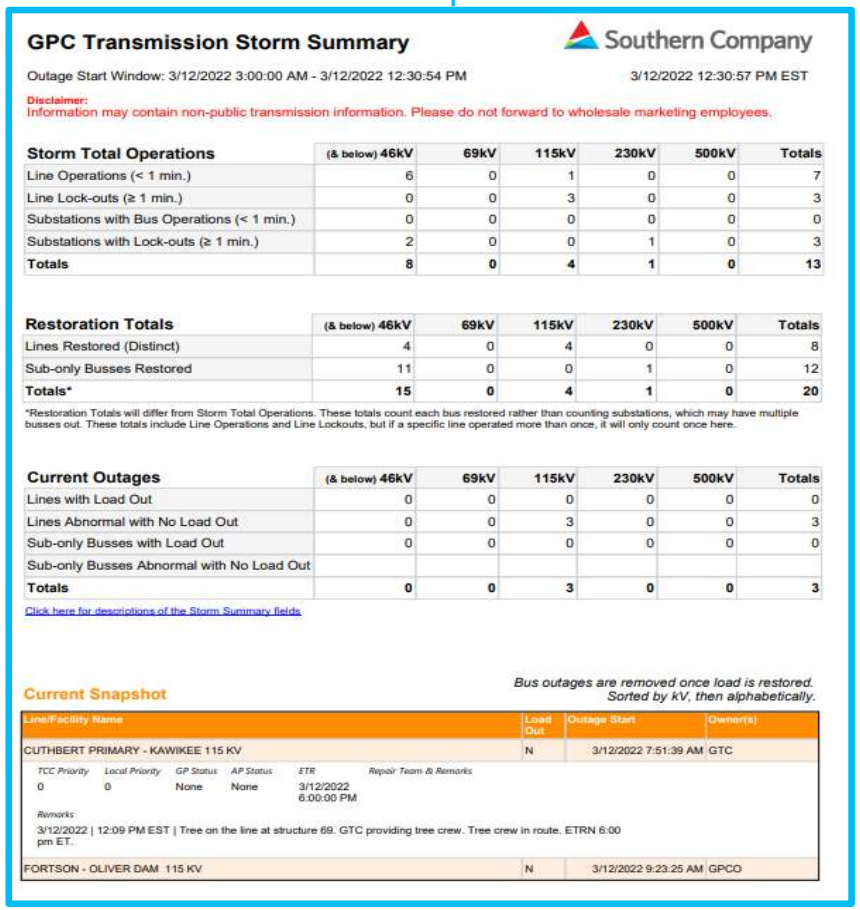
TM&S Transmission Line Support:

- Leads the Storm Center Transmission Storm Desk
- Communication focus for Transmission
  - Provides details Storm Center Updates
  - TCC prioritization of Transmission Line restoration
  - Collect and input TMC field updates in TTRS cases
  - Line and Substation Construction manpower capabilities
  - TM&S and TMC resources availability and needs
  - GPC and ITS coordination of helicopter aerial patrols after the storm and before energizing transmission lines
  - UAV pilots' coordination for Distribution and Transmission patrolling after a weather event

Transmission Control Center:

- System operator for Georgia ITS
- Establishes priority order for restoration of transmission lines

Example



GPC Transmission Storm Summary

Southern Company

Outage Start Window: 3/12/2022 3:00:00 AM - 3/12/2022 12:30:54 PM

3/12/2022 12:30:57 PM EST

Disclaimer:
Information may contain non-public transmission information. Please do not forward to wholesale marketing employees.

Storm Total Operations	(& below) 46kV	69kV	115kV	230kV	500kV	Totals
Line Operations (< 1 min.)	6	0	1	0	0	7
Line Lock-outs (≥ 1 min.)	0	0	3	0	0	3
Substations with Bus Operations (< 1 min.)	0	0	0	0	0	0
Substations with Lock-outs (≥ 1 min.)	2	0	0	1	0	3
Totals	**8**	**0**	**4**	**1**	**0**	**13**

Restoration Totals	(& below) 46kV	69kV	115kV	230kV	500kV	Totals
Lines Restored (Distinct)	4	0	4	0	0	8
Sub-only Busses Restored	11	0	0	1	0	12
Totals*	**15**	**0**	**4**	**1**	**0**	**20**

*Restoration Totals will differ from Storm Total Operations. These totals count each bus restored rather than counting substations, which may have multiple busses out. These totals include Line Operations and Line Lockouts, but if a specific line operated more than once, it will only count once here.

Current Outages	(& below) 46kV	69kV	115kV	230kV	500kV	Totals
Lines with Load Out	0	0	0	0	0	0
Lines Abnormal with No Load Out	0	0	3	0	0	3
Sub-only Busses with Load Out	0	0	0	0	0	0
Sub-only Busses Abnormal with No Load Out						
Totals	**0**	**0**	**3**	**0**	**0**	**3**

Click here for descriptions of the Storm Summary fields

Current Snapshot

Bus outages are removed once load is restored. Sorted by kV, then alphabetically.

Line/Facility Name	Load Out	Outage Start	Owner(s)
CUTHBERT PRIMARY - KAWIKEE 115 KV	N	3/12/2022 7:51:39 AM	GTC
TCC Priority: 0 · Local Priority: 0 · GP Status: None · AP Status: None · ETR: 3/12/2022 6:00:00 PM · Repair Team & Remarks			
Remarks: 3/12/2022 | 12:09 PM EST | Tree on the line at structure 69. GTC providing tree crew. Tree crew in route. ETRN 6:00 pm ET.			
FORTSON - OLIVER DAM 115 KV	N	3/12/2022 9:23:25 AM	GPCO

Transmission Manpower

Transmission Line Construction:

- Early communication with TM&S for resource availability and needs
- Depending on impact to the system we deploy On-system crews, Op Co Crews, and then Contractor off-system crews
- Crews are provided as self-sufficient units for TMCs to partner with – Construction leadership (CFM or Supervisor) assigned to areas/crews
- Support Crews provided (staging and equipment)
- Logistics for crews managed by Transmission Line Construction





Damage Assessment Teams (DAT)

Roles and Responsibilities:

- DAT Director (Storm Center)
  - Strong partnership with CS&S as DAT Leader
- DAT Coordinator
  - Statewide leadership team aligned with Power Delivery leadership
- DAT Evaluator
  - Responsible for documenting damage details
- DAT Driver
  - Paired with Evaluator to ensure focus on damage assessment

Cross Functional Engagement:

- Power Delivery
- CS&S
- Education
- Region External Affairs
- Metering
- Cable Locating
- Facilities
- Forestry
- GIS
- Southern Linc
- SCS Engineering

Purpose:

- Quickly assign crew assignments
- Determine and Project overall extent of damage
- Support resource strategy decisions
- Perform final circuit review

Process:

- Deploy DAT to impacted areas when safe
- Assign device outage events
  - Reclosers, Fuses, Transformers
- Assess outage event and document findings
  - Device status
  - Damage: broken poles, wire down, damaged transformer
  - Environmental conditions
  - Accessibility

Logistics

Leadership:
- Logistics lead assigned to each Distribution Area
- Close partnership with Storm Center to procure and assign based on resource assignments
- Over 500 hotels and 200 staging sites

Strategy:
- Hotels, Staging Sites, or combination is a critical decision point
- Size of event, timing of event, customer engagement, and local capacity drives the decision to engage staging sites
  - Factors: volume of resources assigned, preserving hotels for customers, local area with limited base capacity, major event driving down hotel availability, etc.
  - Staging site vendors



Staging Sites/Base Camp:
- Agreements with external customers to leverage large space for staging site
  - Example: malls, fairgrounds, major event space, schools, etc.
- Contracts in place with vendors to stand up sites
- 48-hour notice
- Self-contained logistics needs for crews and support
  - Sleep, food, restrooms/showers, laundry services
- Cross Functional Engagement
  - Fleet, Security, Supply Chain, Facilities, Southern Linc



Vegetation Management

On-System Resources:
BASELINE RESPONSE
Contractor personnel on our system



Off-System Resources:
INCREMENTAL RESPONSE
- Contractor - Alabama and Mississippi Power
- Contractor Non-Investor-Owned Utility (IOU)
- Contractor - Investor-Owned Utility
  - Southeastern Electric Exchange (SEE)



Process:
- Arborists GPC leadership teams manage on-system and off-system resources
- Staffing levels aim to achieve 3:1 ratio (Line Worker to VM Worker)

Focus Areas:
- Line Crew Support
- Proactive Sweeps
- Post-Restoration Sweeps

ERT Management

- Estimated Restoration Time - the time predicted that customers would have power restored
- At the onset of a major event a Null ERT is assigned to all tickets
- Stakeholder Engagement (SE) Manager - manages ERTs at a statewide level during a major event
  - Once all ERTs have been received from the Distribution Managers they are submitted for executive approval
- Distribution Managers in Operating Regions provide overall Area/Region ERTs based on damage reported by engineering personnel, DAT and crew resources
    - Once a crew is assigned to a trouble ticket and arrives on site, they can adjust the Area ERT to a specific Event Level ERT based on trouble found at that location
- As ERTs near expiration, the SE Manager and Distribution Manager monitors and manages ERTs to be updated



Before the Storm

Incoming Weather Scenarios



Awareness Only

(Storm Center Awareness Email info included in presentation)



Slight-Moderate Chance Severe Weather

(Storm Center Preparation Email info included in presentation)



Enhanced-High Chance Severe Weather

Slight-Moderate Severe Weather Additional Actions

Internal Engagement:

- Storm Center Manager organizes call with Manpower Director and DM's who are inside projected area of impact
  - Informal, no agenda
  - Focus on need for contract crew and VM resources should severe weather develop
  - Includes Threat Preparedness Manager and Stakeholder Engagement Manager
  - Includes Engagement Coordinator inside of projected area of impact (Long-term)

External Engagement:

- No external engagement actions required

Enhanced-High Severe Weather Update Email

Who:

- Sent From: GPC Storm Center
- Sent To: GPC Storm Center Communications Recipients (May choose to send from Storm Center Preparations based on scenario)
  - Storm Center Team
  - PD Sr Leadership Team
  - Distribution Managers & Engineering Supervisors
  - DCC Leadership
  - TCC Leadership
  - Mgmt Council, EVP's, SVP's
  - TMA & TMC Leadership
  - Forestry & R/W Manager
  - PD Safety Leadership
  - Corporate Services
  - Customer Service
  - Regulatory Affairs
  - IT
  - Fleet
  - Region External Affairs

What:

- Weather update including radar or storm tracking images (provided by StormGeo or other weather service)
- Detailed notes on manpower adjustments for additional coverage (provided by DM's, Dist Construction, and Forestry)
- Safety message for preparing for severe weather (provided and/or approved by PD safety)
- Detailed preparations notes from internal partners as available (provided by Corp Comm, CCC, DAT, Region External)

When:

- Before an upcoming weekend or holiday when severe weather impacts have an enhanced- high chance of developing
- There is an enhanced-high chance of severe weather likely to impact Georgia in the next 2 days
- Updates are sent daily until the severe weather has passed

Why:

- Provide internal partners an update on all plans made to respond to severe weather
- Inform internal partners, including DAT coordinators and participants, that additional communication and resource needs likely as the severe weather reaches GA

Enhanced-High Severe Weather Additional Actions

Internal Engagement:

- Storm Center Manager organizes call with GPC Storm Center Strategy Calls
  - Follows Storm Center Prep Call Agenda
  - Focus on resources that will be added or relocated to ensure coverage for severe weather
  - Collect updates from internal partners on how we are preparing to champion the customer
  - Includes whole Storm Center Team
- Stakeholder Engagement Manager connects with Corp Comm/Social Media, CCC, Region External, and Managed Accounts to check customer inquiries/sentiment related to GPC Preparing for the incoming weather
- Stakeholder Engagement Manager to provide detailed weather forecast information to GM's, DM's and TMA Managers
- ERT Project Coordinator will proactively provide DMs in projected area of impact with historical ERT summary data during similar weather conditions to allow DMs to prepare to set area ERT's (Long-term)

External Engagement:

- If needed based on customer sentiment, Stakeholder Engagement Manager will:
  - Partner with Corp Comm to send one pager on weather preparedness to CCC, Managed Accounts/CENS, and Region External to use as talking points or share directly with customers (Medium-term)

Incoming Named Storm



5 Days Away



3 Days Away



1 Day Away

Named Storm 5 Days Away Email

Who:

- Sent From: GPC Storm Center
- Sent To: GPC Storm Center Communications Recipients
  - Storm Center Team
  - PD Sr Leadership Team
  - Distribution Managers & Engineering Supervisors
  - DCC Leadership
  - TCC Leadership
  - Mgmt Council, EVP's, SVP's
  - TMA & TMC Leadership
  - Forestry & R/W Manager
  - PD Safety Leadership
  - Corporate Services
  - Customer Service
  - Regulatory Affairs
  - IT
  - Fleet
  - Region External Affairs

What:

- Brief weather update including radar and/or storm tracking images (provided by StormGeo or other weather service)
- Brief notes on all parties who are starting to look at coverage options and resources (provided by Dist Const & DM's)
- Safety message on preparing for severe weather (provided and/or approved by PD Safety)

When:

- 5 days before a named storm is anticipated to reach GA
- Updates to be sent daily until restoration is complete

Why:

- Provide internal partners an update that we are closely monitoring named system and starting to make arrangements
- Provide internal partners, including DAT coordinators and participants, a heads up that more communication and storm preparation will be taking place as the named storm continues to approach GA

Named Storm 5 Days Away Example

Georgia Power | Storm Center Communication

Hurricane Ian Weather Update

- Hurricane Ian is currently on a path headed north towards Cuba
- There are still some uncertainties in the forecast. Models are converging on a track that will take Ian's center close to Tampa Bay on Thursday, making landfall in Crystal River on Friday
- Ian is projected to reach peak intensity tomorrow and then slowly begin to weaken as it tracks towards Florida. Once inland, Ian should weaken more quickly than normal due to increased wind shear and incoming cool, dry air from the west and south
- The current projected path shows Ian entering Georgia Friday evening and moving northeast through the state until late Saturday when it will cross into South Carolina



Resources & Planning

- The GPC Storm Center is actively engaged in monitoring incoming Hurricane Ian and making preparations for restoration
- We are organizing company and contract crew resources to be ready to mobilize as needed later in the week and are continuing to identify contractor resources for additional assistance
- DAT resources are organizing their teams to be ready to assist if our system is impacted
- We have engaged Mutual Assistance partners and have been assigned resources
- Logistics teams are engaging partnering vendors to begin making preparations for staging sites in projected areas of impact

The Storm Center will be opening at 8:00am Wednesday 9/28/22

Safety First

Safety First
Pursuing safety excellence

- Encourage employees who live in potential areas of impact to review and share the linked tips on How to Prepare Before a Storm
- Review your SERP plan with your team and ensure that everyone knows how to perform their role safely

Champion the Customer

- Customer Care is reviewing staffing plans and making arrangements to ensure additional coverage throughout restoration efforts
- Updates from Corporate Communication:
  - Today, we have responded to inquiries from media outlets in Atlanta and Savannah. Queries are focused on general storm monitoring and preparation.
  - We are preparing proactive social media outreach with storm preparation messaging and continue to evaluate content and frequency ahead of Hurricane Ian.
  - We are developing a media advisory to share customer resources along with preparedness messaging. Distribution may occur tonight or tomorrow.
- CENS leaders are working with the CRT and Managed Accounts teams to ensure additional coverage for increased call volumes throughout restoration efforts

Email Update Schedule & Important Reminders

Update	Time
Last Update	N/A
Current Update	Monday 9/26 5:00pm
Next Update	Tuesday 9/27 5:00pm

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Named Storm 5 Days Away Additional Actions

Internal Engagement:

- Storm Center Manager organizes call with Dist Construction and DM's who are inside projected area of impact
  - Informal, no agenda
  - Focus on major resource needs and notifying partners to begin preparing for major impact
  - Includes Threat Preparedness Manager and Stakeholder Engagement Manager
  - Includes Engagement Coordinator inside of projected area of impact (Long-term)
- Storm Center Manager organizes call with Storm Center Team to begin preparing to open Storm Center
- Storm Center Manager organizes daily preparation calls with impacted DM's and TMA Managers
- Storm Center Manager sends communication to PD Sr Leadership Team with a high-level overview of plan of action
- Stakeholder Engagement Manager connects with Corp Comm/Social Media, CCC, Region External, and Managed Accounts to check customer inquiries/sentiment related to GPC Preparing for the named storm

External Communication:

- No external communication actions required

Named Storm 3 Days Away Email

Who:

- Sent From: GPC Storm Center
- Sent To: GPC Storm Center Communications Recipients
  - Storm Center Team
  - PD Sr Leadership Team
  - Distribution Managers & Engineering Supervisors
  - DCC Leadership
  - TCC Leadership
  - Mgmt Council, EVP's, SVP's
  - TMA & TMC Leadership
  - Forestry & R/W Manager
  - PD Safety Leadership
  - Corporate Services
  - Customer Service
  - Regulatory Affairs
  - IT
  - Fleet
  - Region External Affairs

What:

- Weather update including radar or storm tracking images (provided by StormGeo or other weather service)
- Detailed notes on manpower and additional resources organized (provided by DM's, Dist Construction, and Forestry)
- Safety message for preparing for severe weather (provided by PD safety)
- Detailed preparations notes from internal partners (provided by Corp Comm, CCC, DAT, Region External)

When:

- 3 days before a named storm is anticipated to reach GA
- Updates are sent daily until the named storm has passed

Why:

- Provide partners detailed update on preparations being made and continue to inform partners that additional communication and resource needs likely as the named storm reaches GA

Named Storm 3 Days Away Example

Georgia Power | Storm Center Communication

Hurricane Ian Weather Update

- Hurricane Ian has now passed Cuba and is headed northeast towards Port Charlotte
- Some strengthening is expected over the next 24 hours prior to the center moving ashore tomorrow afternoon.
- Ian is projected to emerge into the Atlantic near Daytona Beach as a Tropical Storm on Friday morning, where it will intensify some before moving inland on the middle Georgia coast Friday afternoon
- Currently, Ian is not projected to regain hurricane strength during that short time in the Atlantic, but that cannot be ruled out



Resources & Planning

- We have secured sufficient company, contract, and mutual assistance resources to provide coverage throughout restoration and are finalizing plans on when and where to mobilize crews ahead of the storm
- DAT leaders have organized company and contract DAT resources who are ready to mobilize later this week
- The DCC has developed staffing plans to provide increased restoration support beginning on Thursday
- TO is confirming all storm-critical system readiness and is testing technologies in both the Storm Center and the Mobile Command Centers
- GEMA has fully activated their State Operations Center. We are actively engaged with them and our GPC liaison is supporting their facility remotely, as requested by GEMA.
- Logistics teams have secured hotel rooms and staging sites around the state. They will continue to work to secure additional rooms, parking areas, etc. to ensure that we are prepared for staging and restoration

The Storm Center will be opening tomorrow at 8:00am. An updated contact list is attached.

Safety First

Safety First
Pursuing safety excellence

- Encourage employees who live in potential areas of impact to review and share the linked tips on How to Prepare Before a Storm
- Review your SERP plan with your team and ensure that everyone knows how to perform their role safely

Champion the Customer

- Customer Care continues to closely monitor weather predictions and anticipated impacts to our service territory due to Hurricane Ian. The CCC is reviewing and adjusting staffing plans to ensure additional coverage throughout restoration efforts. We currently plan to start using volunteers for storm support (e.g., phone coverage, social media) beginning tomorrow evening.
- Updates from Corporate Communication:
  - Corporate Communication issued a media advisory to our statewide media list sharing details on our preparation efforts, along with customer safety tips.
  - We continue to proactively post on social media and have retweeted posts from our Mutual Assistance and meteorology partners.
  - We are receiving a steady stream of media inquiries interested in the company's preparation efforts around the state.
- Region External Affairs is preparing to address any critical and priority customer inquiries.
- The Critical Customer Response Team is currently mobilizing resources to be ready to assume control of CENS for impacted regions if/when call volume becomes unmanageable for on-call staff. Effective and timely communication with critical customers is of utmost importance.

Email Update Schedule & Important Reminders

Update	Time
Last Update	Monday 9/26 5:00pm
Current Update	Tuesday 9/27 5:00pm
Next Update	Wednesday 9/28 5:00pm

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Named Storm 3 Days Away Additional Actions

Internal Engagement:

- Storm Center Manager organizes call with GPC Storm Center Strategy Calls
  - Follows Storm Center Prep Call Agenda
  - Focus on resources needs and logistics for areas expected to receive the most impact
  - Collect updates from internal partners on how we are preparing to champion the customer
  - Includes whole Storm Center Team
- Stakeholder Engagement Manager connects with Corp Comm/Social Media, CCC, Region External, and Managed Accounts to check customer inquiries/sentiment related to GPC Preparing for the incoming weather
- Storm Center Manager organizes daily preparation calls with impacted DM's and TMA Managers
- Stakeholder Engagement Manager to provide detailed weather forecast information to GM's, DM's and TMA Managers

External Engagement:

- If needed based on customer sentiment, Stakeholder Engagement Manager will:
  - Partner with Corp Comm to send one pager on weather preparedness to CCC, Managed Accounts/CENS, and Region External to use as talking points or share directly with customers (Medium-term)

Named Storm 1 Day Away Email

Who:

- Sent From: GPC Storm Center
- Sent To: GPC Storm Center Communications Recipients
  - Storm Center Team
  - PD Sr Leadership Team
  - Distribution Managers & Engineering Supervisors
  - DCC Leadership
  - TCC Leadership
  - Mgmt Council, EVP's, SVP's
  - TMA & TMC Leadership
  - Forestry & R/W Manager
  - PD Safety Leadership
  - Corporate Services
  - Customer Service
  - Regulatory Affairs
  - IT
  - Fleet
  - Region External Affairs

What:

- Weather update including radar or storm tracking images (provided by StormGeo or other weather service)
- Detailed notes manpower, logistics, staging, final preparations (provided by DM's, Dist Construction, and Forestry)
- Safety message for preparing for severe weather (provided by PD safety)
- Detailed preparations notes from internal partners (provided by Corp Comm, CCC, DAT, Region External)

When:

- 1 day before a named storm is anticipated to impact GA
- Updates are sent daily until the named storm has passed

Why:

- Provide partners with final warning about incoming named storm and an update on all plans made to respond to named storm

Named Storm 1 Day Away Example

Georgia Power | Storm Center Communication

Tropical Storm Ian Weather Update

- Tropical Storm Ian has re-emerged into the Atlantic and is on track to make final landfall near Charleston, South Carolina around noon tomorrow.
- Forecasts now show that Ian will likely strengthen back into a hurricane tonight.
- Once the center moves inland, Ian will weaken very quickly and continue north through North Carolina.
- Strong tropical storm force wind is expected to be confined to coastal counties from Georgia through the Carolinas.



System Impacts, Resources & Planning

- We have started to experience strong winds across our service territory. Wind speeds are expected to slow down through the evening into tomorrow afternoon.
- Crew resources including line, vegetation management, and DAT teams have mobilized today and will be staging in potential areas of impact.
- Logistics teams continue to work their plan to support staging and logistics across the state throughout restoration.

The Storm Center is open. An updated contact list is attached.

Safety First

Safety First
Pursuing safety excellence

- Encourage employees who live in potential areas of impact to review and share the linked tips on How to Stay Safe During a Storm

Champion the Customer

- Region External Affairs is prepared to address any critical and priority customer inquiries. We are working closely with our Power Delivery and damage assessment partners to ensure continuity in customer communication during restoration efforts.
- Customer Solutions has a plan in place to send a "During the Storm" email to managed accounts and community leaders in impacted areas across the state as the storm progresses
- The Critical Customer Response Team is staffed and ready to provide CENS support as early as this evening if call volume becomes unmanageable for on-call staff.
- In preparation, Customer Care continues to monitor impacts of Hurricane Ian and is currently upstaffed by 80 percent with volunteers only. As storm conditions continue to unfold, we will determine needs for mandatory support. Additionally, our on-call group is on notice, with Mississippi Power and Alabama Power care centers on standby to assist. We have identified staffing resources for Friday and through the weekend.
- Corporate Communication continues to see positive sentiment over the company's preparation for Tropical Storm Ian. Media Relations conducted interviews and/or updates with the following outlets:
  - WABE Radio
  - WSB-TV Atlanta
  - Audacy Atlanta Radio
  - WJBF-TV Augusta
  - Fox 5 Atlanta
- Corporate Communication partnered with Region External Affairs to shoot a "field" video featuring Dialo Cartwright sharing an update from Brunswick. The social media video is posted on GPC social media channels.
- Customer Service is preparing to send additional storm preparation email communication to customers in potential areas of impact. They have also updated the Alert Banner in the Online Customer Care Portal and VRU with proactive storm preparedness messaging.

Champion the Customer

Email Update Schedule & Important Reminders

Update	Time
Last Update	Wednesday 9/28 5:00pm
Current Update	Thursday 9/29 5:00pm
Next Update	Friday 9/30 9:00am

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Named Storm 1 Day Away Additional Actions

Internal Engagement:

- Storm Center Manager organizes call with GPC Storm Center Strategy Calls
  - Follows Storm Center Prep Call Agenda
  - Focus on resources and logistics for areas expected to receive the most impact
  - Collect updates from internal partners on how we are preparing to champion the customer
  - Includes whole Storm Center Team
- Stakeholder Engagement Manager connects with Social Media, CCC, Region External, and Managed Accounts to check customer inquiries/sentiment related to GPC Preparing for the incoming weather
- Storm Center Manager organizes daily preparation calls with impacted DM's and TMA Managers
- Stakeholder Engagement Manager to provide detailed weather forecast information to GM's, DM's and TMA Managers
- ERT Project Coordinator will proactively provide DMs in projected area of impact with historical ERT summary data during similar weather conditions to allow DMs to prepare to set area ERT's (Long-term)
- Stakeholder Engagement Manager to work with Corp Comm to highlight preparation efforts on Circuit

External Communication:

- As long as customer sentiment doesn't dictate otherwise, Stakeholder Engagement Manager will:
  - Partner with Corp Comm to send one pager on named storm preparedness to CCC, Managed Accounts/CENS, and Region External to use as talking points or share directly with customers (Medium-term)

After Impact

Impact After Weather We Have NOT Communicated

Who:

- Sent From: GPC Storm Center
- Sent To: GPC Storm Center Communications Recipients
  - Storm Center Team
  - PD Sr Leadership Team
  - Distribution Managers & Engineering Supervisors
  - DCC Leadership
  - TCC Leadership
  - Mgmt Council, EVP's, SVP's
  - TMA & TMC Leadership
  - Forestry & R/W Manager
  - PD Safety Leadership
  - Corporate Services
  - Customer Service
  - Regulatory Affairs
  - IT
  - Fleet
  - Region External Affairs

What:

- Weather recap of what we experienced including radar or storm tracking images (provided by StormGeo or other weather service)
- Overview of system impacts including current outages, events, stick count, and ERT's (provided by DM's)
- Detailed notes on manpower, logistics, relocations (provided by DM's, Dist Construction, and Forestry)
- Safety highlights from restoration if available (provided by PD safety)
- Detailed response notes from internal partners if applicable (provided by Corp Comm, CCC, DAT, Region External)

When:

- Starting when statewide outages reach 25,000 after a weather event (DCC to Notify Storm Center Mgr & Comm Supv)
- Updates are sent twice daily at 9:00am and 5:00pm until customers statewide are 95% restored

Why:

- Provide partners with progress update on restoration after a storm event

After the Impact Email Update Example

Georgia Power | Storm Center Communication

Winter Storm Elliott Weather Update

- Current weather forecasts indicate that the majority of the significant wind gusts have left our service territory. Wind gusts around 25mph and below will continue throughout the evening and will taper off throughout the weekend
- Lower than average temperatures will remain across Georgia throughout the weekend
- There are currently no threats of precipitation for the rest of the holiday weekend

Resources & System Impact

453 Events

11k Customers Out

177k+ Customers Restored

- Our heaviest impacted areas throughout the event were North Georgia and Metro Atlanta. Listed below is a summary of the ERT's for these areas at this time

Distribution Area	Outages	Events	ERT
Atlanta	3,369	107	Atlanta/Tucker 10:00pm Minola 12:00 midnight
Alpharetta	1,518	57	Lawrenceville/N Shallowford 9:00pm Wills Rd 5:00pm
Athens	1,816	88	Gainesville 10:00pm Clayton/Cornelia 10:00am 12/24 Athens/Madison/Hartwell 12:00 noon 12/24
Jonesboro	925	82	Noah's Ark 6:00pm Oakley/Newnan 8:00pm
Rome	992	48	Rome/Cartersville 12:00 midnight Dalton/Carrollton 12:00 noon 12/24 Trenton 9:00pm
Smyrna	762	20	All areas 6:00pm

- Distribution company, contract, and vegetation management crew resources continue to make tremendous progress with restoration, maintaining their focus on employee safety and fatigue management
- Logistics teams have a plan in place to support all areas engaged in restoration throughout this evening and tomorrow morning
- As we move into final restoration efforts, we will continue to collapse resources to the most heavily impacted areas

The Storm Center is open.

Safety First

Safety First
Pursuing safety excellence

- Safety leadership and specialists are actively engaged as needed across the state
- Please encourage breaks, hydration, and the use of HP tools to help avoid drift as restoration continues
- Encourage employees engaged in restoration to review and share the linked tips on Storm Working in Cold Weather
- Encourage employees to remain focused when driving, as potential black ice and heavy winds remain a threat throughout this event

Champion the Customer

- Customer Care has received more than 30k outage calls with the IVR containing most calls (75%). Since this morning, there was an increase in volume on social media channels, where customer sentiment has shifted from negative to more neutral to positive as customers are being restored. Social media volume has since declined and is now stable. We have leveraged a combination of on-call teams, assistance from our fellow Customer Services partners, and mandatory overtime to manage call volume, and we have secured coverage through the evening and tomorrow.
- Corporate Communication issued a statewide media advisory on restoration efforts, posted to the Georgia Power newsroom, updated employees on Circuit, and shared information and updates for customers across our social media channels. Additionally, produced two new update videos (Ryan Poole, and Spanish-language). All materials were shared with Region External Affairs and Community & Economic Development for use in the community. Additional communications are planned later today.
- External Affairs is actively engaged with area Power Delivery partners and damage assessment teams in coordinating communications for priority customers. We are keeping in close contact with our elected officials, municipalities, and local emergency management agencies to provide frequent updates as restoration continues.
- CS&S partners provided "Georgia Power Responds" messaging for managed accounts and updated the OCC Banner and Banner Ad to highlight ongoing restoration efforts across the state

Email Update Schedule & Important Reminders

Update	Time
Last Update	Friday 12/23 9:00am
Current Update	Friday 12/23 5:00pm
Final Update	Saturday 12/24 9:00am

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Additional Actions After the Impact

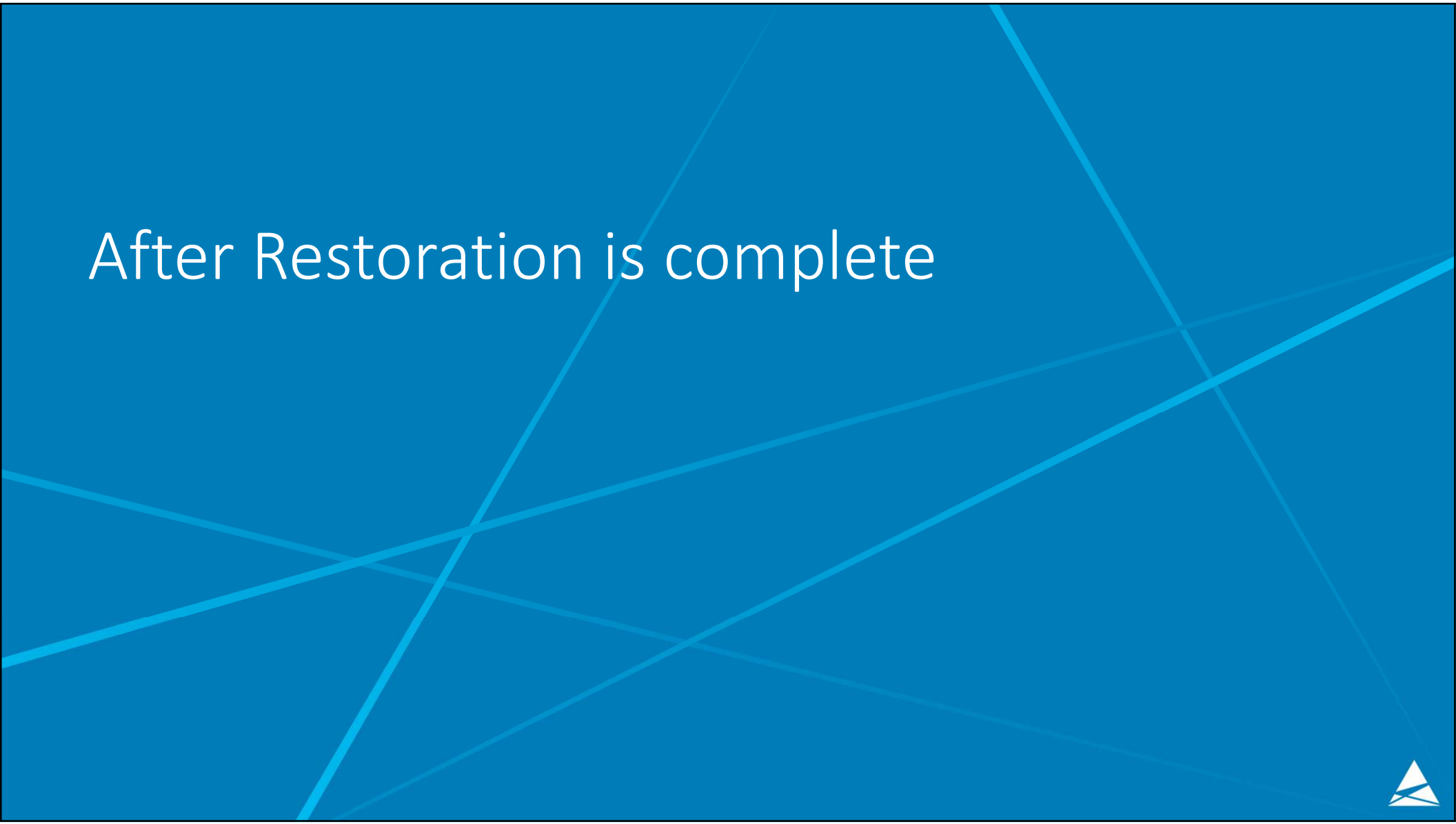
Internal Engagement:

- Storm Center Manager organizes daily calls with GPC Storm Center Update Call distribution list
  - Follows Storm Center Call Agenda
  - DMs and other internal partners to fill in new PowerPoint template prior to call, slides to be shared on call and used for update emails
  - Last call when customers statewide are 95% restored
- Storm Center Manager organizes daily preparation calls with impacted DM's and TMA Managers
- Stakeholder Engagement Manager connects with Corp Comm/Social Media, CCC, Region External, and Managed Accounts twice daily to check customer inquiries/sentiment related to the impact of the storm. Last check in will be 24 hours after restoration is complete.
- ERT Project Coordinator will proactively work with DM's to continuously adjust ERT's as needed based on historical data and findings in the field. (Long-term)
- Stakeholder Engagement Manager will communicate updated ERT's to GPC Outage Communications Updates distribution list every 12 hours during multi-day events to ensure all parties receive consistent ERT messaging until restoration is complete
- Engagement Coordinator to proactively work with DMs to gather area specific information/pictures/messaging (Long-term)
- Stakeholder Engagement Manager to work with Corp Comm to highlight restoration efforts on Circuit
- Stakeholder Engagement Manager to connect with Region External and Volunteer Services to see if there are community assistance locations/resources that we can help to promote when sharing restoration updates externally or family resources to share internally

External Engagement:

- As long as customer sentiment doesn't dictate otherwise, Stakeholder Engagement Manager will:
  - Work with Corp Comm to update Named Storm web page, providing detailed restoration information to customers twice daily
  - Partner with Corp Comm to send talking points on restoration progress and ERT to CCC, Managed Accounts/CENS, and Region External to share with customers twice daily
  - Work with Engagement Coordinators to launch any custom collateral requested as part of restoration communication (Long-term)

After Restoration is complete



Additional Actions After Restoration

Internal Engagement:

- Storm Center Manager organizes storm debrief call with DMs and TMA Managers
- Storm Center Manager organizes storm debrief call with Storm Center Team
- Storm Center Manager sends list of utilized contractors to Labor Relations
- Stakeholder Engagement Manager organizes storm communications debrief call with impacted DM's, Corp Comm/Social Media, CCC, Region External, and Managed Accounts
- Storm Center leaders utilize Microsoft Forms debrief template to collect feedback prior to debrief calls
- ERT Project Coordinator to review ERT accuracy during storm, provide accuracy reports to Storm Center Leadership Team and DM's (Long-term)
- ERT Project Coordinator to adjust logic based on recent storm performance to better predict ERT's in the next storm event (Long-term)
- Stakeholder Engagement Manager to work with Corp Comm to highlight restoration efforts on Circuit

External Communication:

- Stakeholder Engagement Manager will:
  - Work with Engagement Coordinators in impacted to launch customer satisfaction surveys via Broadcast to customers who received custom messaging during the storm (Long-term)
  - Work with Engagement Coordinators as needed to send post card/email notifications to customers who experienced an extended outage (Long-term)

Storm Center Engagement – Email Update Summary

Pop Up Storm Event - No Prior Communication

1st Email when outages are over 25,000 → Restoration Update Sent at 9:00am → Restoration Update Sent at 5:00pm → Final Update when 95% customers are restored

Low Chance Severe Weather

1st Email 2 Days Before Slight Severe Weather → Restoration Update Sent at 9:00am → Restoration Update Sent at 5:00pm → Final Update when 95% customers are restored

High Chance Severe Weather

1st Email 2 Days Before High Severe Weather → Weather Update Sent 1 Days before Impact → Restoration Update Sent at 9:00am → Restoration Update Sent at 5:00pm → Final Update when 95% customers are restored

Named Storms

1st Email when Storm is Named → Weather Update Sent 5 Days before Impact → Weather Update Sent Daily until Impact → Restoration Update Sent at 9:00am → Restoration Update Sent at 5:00pm → Final Update when 95% customers are restored

Additional weather updates to be sent at any time if there is a significant change in projected path, severity, or system impact

Storm Team Traveling Off System

Off System Update Email

Who:

- Sent From: Stakeholder Engagement Manager
- Sent To: GPC Storm Center Off System
  - Storm Center Team
  - PD Sr Leadership Team
  - Distribution Managers & Engineering Supervisors
  - PD Safety Leadership
  - TMA & TMC Leadership

What:

- Brief weather update for impacted area they are traveling to (provided by national weather service website)
- Notes on where the teams are, when they will be stopping, when they will reach their final destination, etc. (Provided by storm team leaders)

When:

- When storm teams are organized to travel off system
- Updates sent twice daily while storm teams are en route and daily when teams are staged in one location

Why:

- Provide PD leaders updates on where storm teams are located, progress they are making, and when they will return on system

Outside of Storm Response

Additional Actions Outside of Storm Response

Internal Engagment:

- Stakeholder Engagement Manager will work with Corp Comm on more proactive Storm Center social media campaigns such as Ask the Storm Center, Virtual Storm Center Tours, and campaigns promoting outage alerts
- Stakeholder Engagement Manager will work with internal partners to review existing customer survey feedback about what customers want to hear from us before, during, and after storms
- Stakeholder Engagement Manager to set up strategy sessions with Customer Solutions, Customer Service, Power Delivery, Corp Comm, and Region External to understand our big picture storm communication strategy and meeting quarterly to ensure we are all on the same page
- Storm Center Manager & Stakeholder Engagement Manager work with StormGeo to provide “Week in Review” weather forecast emails to the distribution regions

External Engagement:

- Stakeholder Engagement Manager will launch storm center communication survey through Distribution Benchmarking Conference team to learn more about other utility’s communication strategies
- Stakeholder Engagement Manager will proactively work with other investor-owned utilities to better understand their storm communications strategies and bring new ideas and technology to GPC
- Stakeholder Engagement Manager will explore option to survey GPC customers on what/when they would like to see Storm communications
- Stakeholder Engagement Manager will create branded onboarding documents for SERP contractors and manager documents SERP processes

Communication

Kubra's Broadcast Tool Testing

100,000+

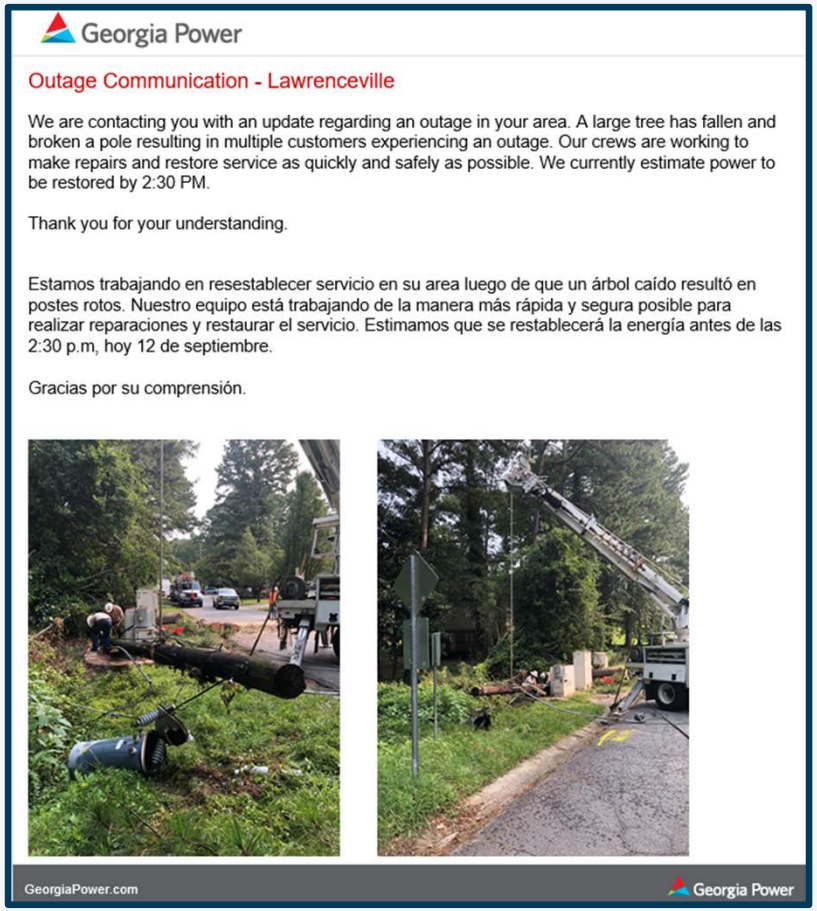
# of customers who've received a Broadcast message

85%

delivery rate

20-30

minutes to load, test and send messages



Broadcast Tool Messages

- Consider the information that will benefit customers
- Be mindful of which photos and information to share directly with customers
- Think about timing of messages (late at night, early morning)



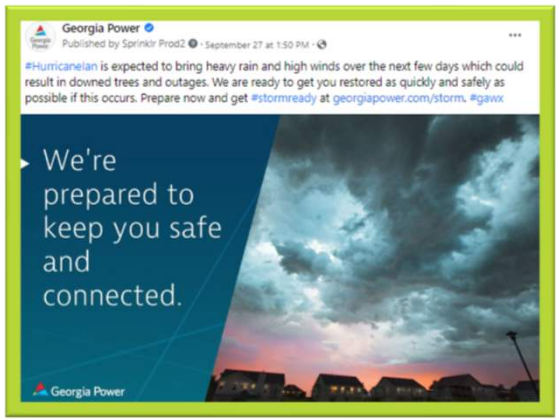
Corporate Communication Strategy

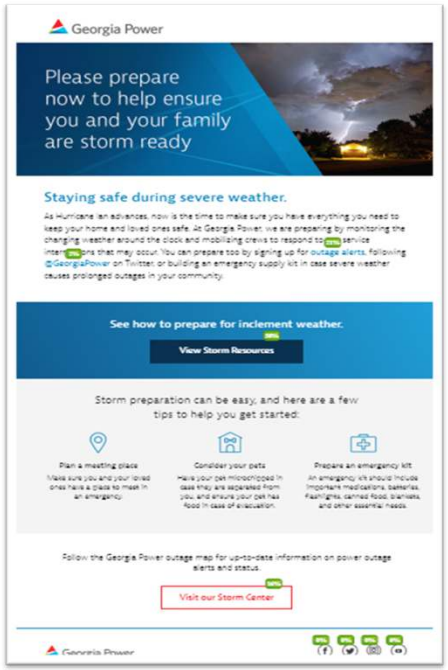
Before the Storm

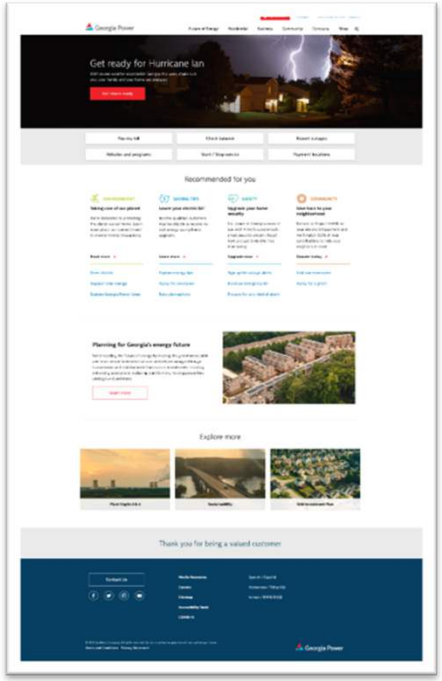
During the Storm

After the Storm

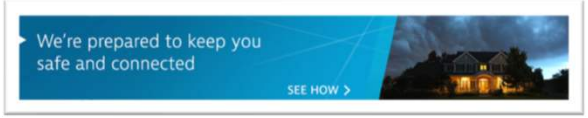
- Preparedness tips for customers
- Preview of company's preparedness efforts
- Consider sharing through multiple channels based on where customers receive information (Email, Social, website, on-hold messaging, and bill payment platform)
- Share consistent message













Corporate Communication Strategy

Before the Storm

During the Storm

After the Storm

- Evolving visual communication strategy
- Full court media outreach
- Social serves as source of real-time updates during the storm. Includes outage updates, restoration update and safety messaging







Georgia Power mobilizing personnel to respond to Florence

Company part of national network of responders responsible for power restoration after major disaster

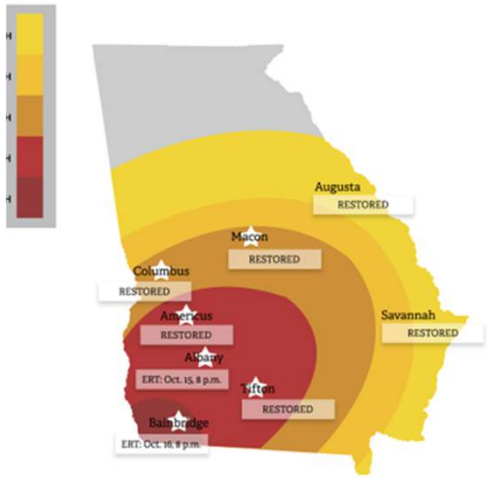
Corporate Communication Strategy

Before the Storm

During the Storm

After the Storm

- Share critical safety information
- "From the field" updates
- Social serves as source of gratitude to our customers and employees



As of Monday, Oct. 15 at noon, power has been restored to 375,000 customers.
More than 5,800 personnel are working around the clock to restore power to the remaining 15,000 customers located in the hardest hit areas.

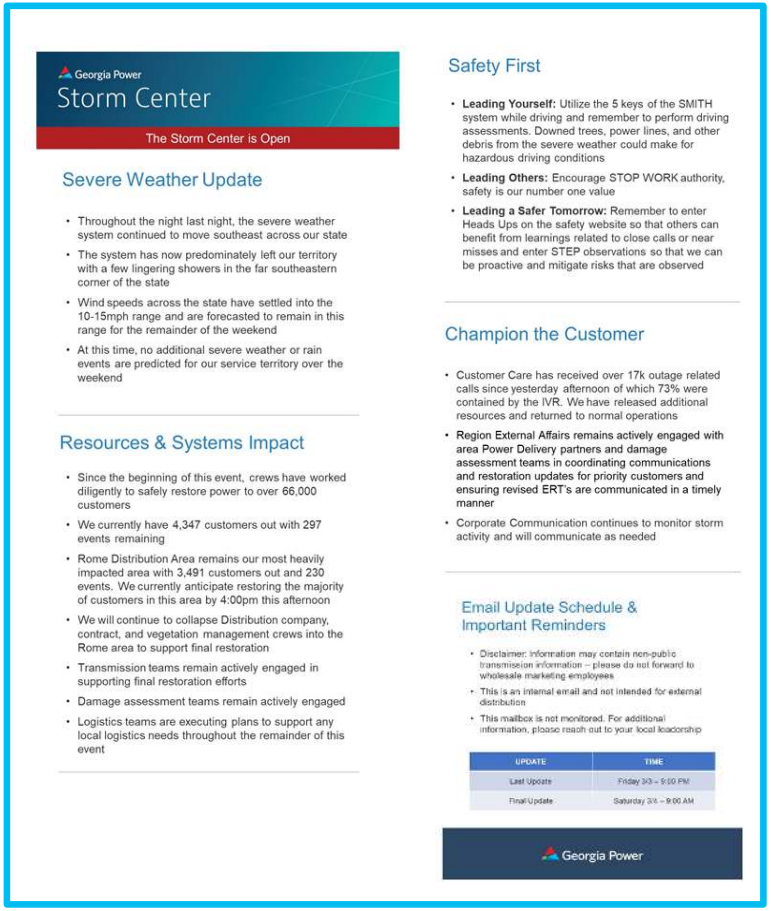






Engagement Examples

Internal Engagement Examples



Georgia Power

Storm Center

The Storm Center is Open

Severe Weather Update

- Throughout the night last night, the severe weather system continued to move southeast across our state
- The system has now predominately left our territory with a few lingering showers in the far southeastern corner of the state
- Wind speeds across the state have settled into the 10-15mph range and are forecasted to remain in this range for the remainder of the weekend
- At this time, no additional severe weather or rain events are predicted for our service territory over the weekend

Resources & Systems Impact

- Since the beginning of this event, crews have worked diligently to safely restore power to over 66,000 customers
- We currently have 4,347 customers out with 297 events remaining
- Rome Distribution Area remains our most heavily impacted area with 3,491 customers out and 230 events. We currently anticipate restoring the majority of customers in this area by 4:00pm this afternoon
- We will continue to collapse Distribution company, contract, and vegetation management crews into the Rome area to support final restoration
- Transmission teams remain actively engaged in supporting final restoration efforts
- Damage assessment teams remain actively engaged
- Logistics teams are executing plans to support any local logistics needs throughout the remainder of this event

Safety First

- **Leading Yourself:** Utilize the 5 keys of the SMITH system while driving and remember to perform driving assessments. Downed trees, power lines, and other debris from the severe weather could make for hazardous driving conditions
- **Leading Others:** Encourage STOP WORK authority, safety is our number one value
- **Leading a Safer Tomorrow:** Remember to enter Heads Ups on the safety website so that others can benefit from learnings related to close calls or near misses and enter STEP observations so that we can be proactive and mitigate risks that are observed

Champion the Customer

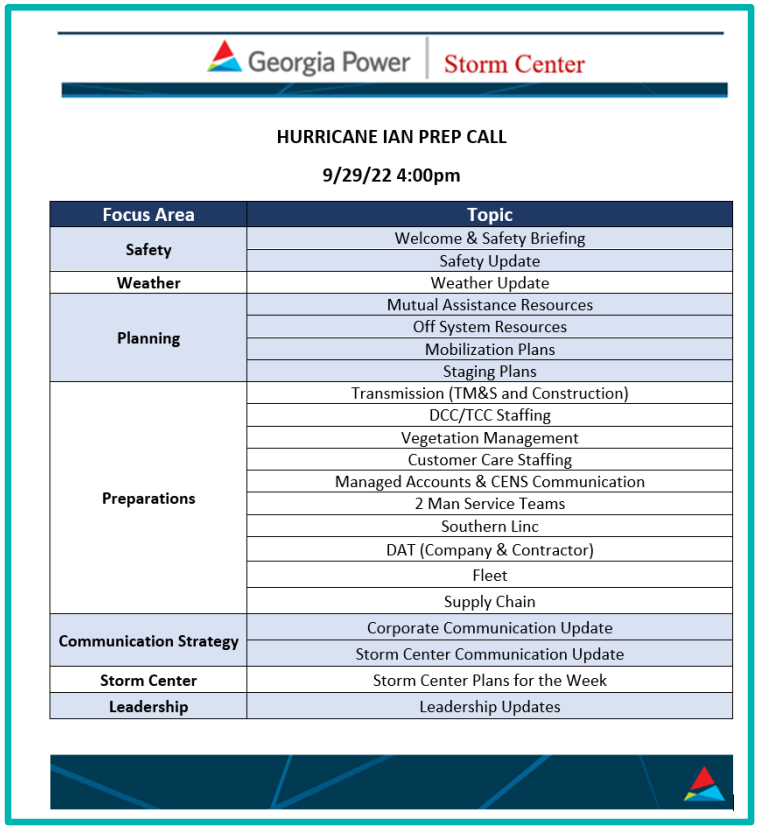
- Customer Care has received over 17k outage related calls since yesterday afternoon of which 73% were contained by the IVR. We have released additional resources and returned to normal operations
- Region External Affairs remains actively engaged with area Power Delivery partners and damage assessment teams in coordinating communications and restoration updates for priority customers and ensuring revised ERT's are communicated in a timely manner
- Corporate Communication continues to monitor storm activity and will communicate as needed

Email Update Schedule & Important Reminders

- Disclaimer: Information may contain non-public transmission information – please do not forward to wholesale marketing employees
- This is an internal email and not intended for external distribution
- This mailbox is not monitored. For additional information, please reach out to your local leadership

UPDATE	TIME
Last Update	Friday 9/3 – 9:00 PM
Final Update	Saturday 9/4 – 9:00 AM

Georgia Power



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HURRICANE IAN PREP CALL

9/29/22 4:00pm

Focus Area	Topic
Safety	Welcome & Safety Briefing
	Safety Update
Weather	Weather Update
Planning	Mutual Assistance Resources
	Off System Resources
	Mobilization Plans
	Staging Plans
Preparations	Transmission (TM&S and Construction)
	DCC/TCC Staffing
	Vegetation Management
	Customer Care Staffing
	Managed Accounts & CENS Communication
	2 Man Service Teams
	Southern Linc
	DAT (Company & Contractor)
	Fleet
	Supply Chain
Communication Strategy	Corporate Communication Update
	Storm Center Communication Update
Storm Center	Storm Center Plans for the Week
Leadership	Leadership Updates

In addition to twice daily emails, the Storm Center hosts daily update calls to provide key internal updates

Customer Engagement

Our primary method of customized customer engagement during storm events is Outage Alerts. For unique situations, we utilize the Broadcast tool to provide additional details to our customers.

Outage Alerts



- As of Jan 2023, all residential GPC customers were auto enrolled in Outage Alerts
- Customers automatically receive the following updates:
  - Severe Weather caused widespread outages affecting [Address]. We are evaluating the estimated restoration time and will provide more information as it is available
  - We anticipate your power will be restored by [ERT]. Updates provided as available
  - We have resolved the known issue at [Address]. If you are still experiencing an outage, please click here.

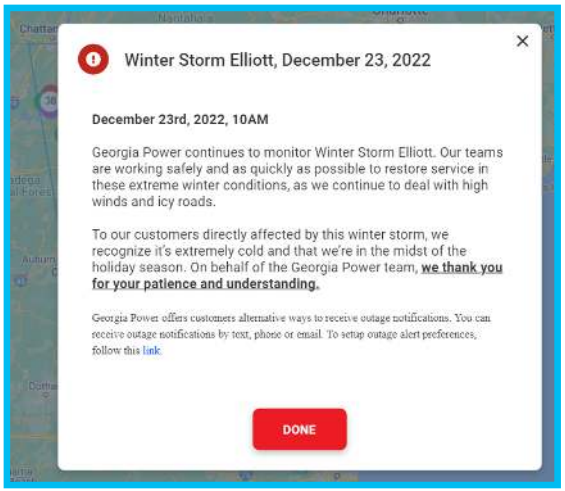
Broadcast



- Broadcast messages can be utilized to provide additional custom details to customers experiencing an outage
- Additional details should include pictures or videos of the damage or detailed information related to a specific outage event
- Messages should be intentional and add value to the customer in addition to the basic update they have already received via Outage Alerts

Customer Engagement

Additionally, we partner cross-functionally with GPC teams who interface with customers before, during, and after a storm to ensure consistent external messages are delivered



GPC Outage Map



GeorgiaPower.com



IVR Message

Key messaging is also utilized for Social Media posts, Key Account email engagement, Region External Affairs community messaging, Critical Response Team calls, etc.


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