



WINTER STORM MARA AFTER ACTION REPORT

PRESENTED BY:

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Informational Update

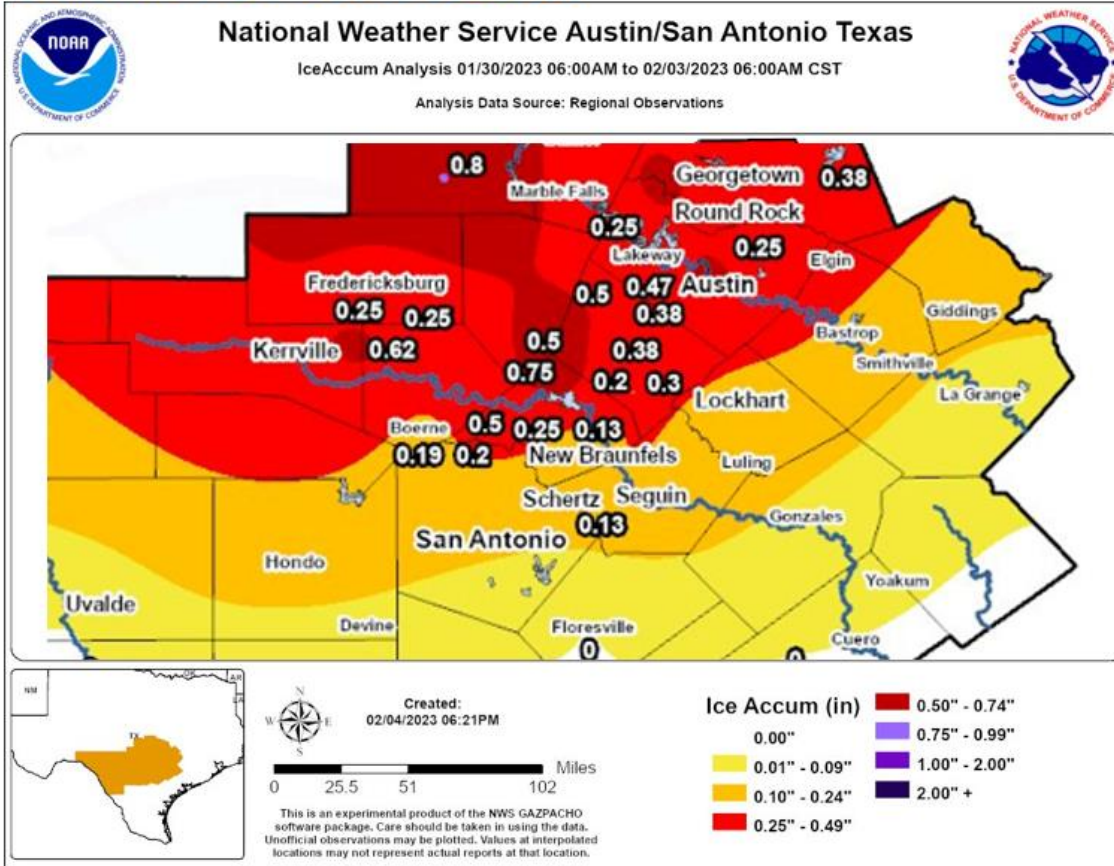
AGENDA



- **STORM/WEATHER OVERVIEW**
- **OUTAGE & CUSTOMER SUPPORT**
- **COMMUNICATION & COLLABORATION**

ICE ACCUMULATIONS

WINTER STORM MARA



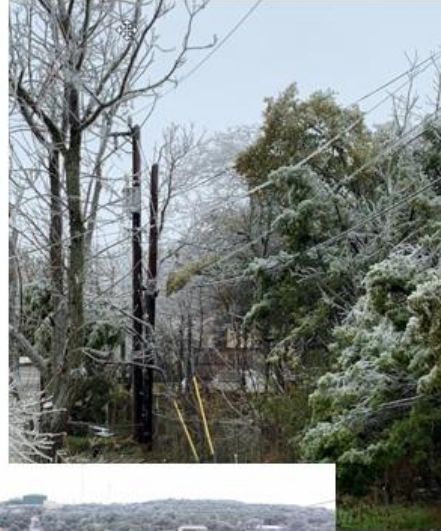
Storm Overview

- Arrived January 30th resulting in 63 hours with temperatures ranging from 31°-35° & freezing rain causing ice accumulations (0.2"-0.5").

CPS Preparation

- CPS Enterprise Incident Management Team stood up January 30th through February 7th.
- Internal & contractor crews on standby in preparation for & throughout the storm.

OUTAGE AND CUSTOMER SUPPORT STATISTICS



Storm Impact

- Storm caused localized outages from 2:00 AM February 1st through 8:00 PM February 2nd, with peak sustained customer outages reaching 45k.
- Did not impact power plant operations.
- Customer Outreach managed 7k calls, 1.1M text messages & dispersed 22 Engagement team members and support vehicles.

INTERAGENCY COORDINATION COMMUNICATION & COLLABORATION



- City of San Antonio Emergency Operations Center (EOC) Support
 - Onsite support with community partners: City of San Antonio, Bexar County, SAWS, Southwest TX Regional Advisory Council (STRAC), TXDOT
 - Virtual support of Joint Information Center (JIC) to align public messaging with community partners
- Mutual Assistance
 - CPS Energy provided 9 line crews totaling 48 employees to assist Austin Energy
 - CPS Energy also released contractor crews to assist Austin Energy, ONCOR & Pedernales Electric Coop.



Thank You