



## **Feb. 19, 2021 – Restoration Update**

As of 6:00 a.m., there are approximately 27,000 remaining outages from the cold weather and lack of generation impacts experienced earlier this week. At the peak of the ERCOT directed load shed, more than 1.3 million customers were left without power. We expect that a substantial amount of those remaining customers will be restored by this evening.

Personnel also continued working through the night to restore power to more than 19,000 customers impacted by an ice storm that blanketed our eastern region of Palestine, Lufkin and Nacogdoches and our southern region of Killeen, Round Rock and Temple late Wednesday and Thursday, with 72,000 outages remaining. We expect the majority of storm restoration to be complete in these areas by early Sunday.

**If you are still without power, please report your outage by calling 888-313-4747, texting OUT to 66267, using the MyOncor app or visiting Oncor.com.** Oncor greatly appreciates the continued patience of our customers and recognizes the hardships faced throughout this statewide power emergency.

The low temperatures, hazardous road conditions and residual impacts of controlled outages on our equipment has complicated the restoration process, though personnel continue to work 24/7. In some areas, damage has been identified within equipment such as transformers as a result of having to quickly power back up massive amounts of energy after the controlled outages concluded. While this damage may temporarily prevent the equipment from powering up every connected customer in the area, personnel will aim to restore as many as possible to provide relief while replacement equipment is being delivered and installed.

Because generation supply remained stable, ERCOT did not issue any controlled or rotating outages on Thursday – the first full day without a load-shed event since early Monday. Should generation conditions change, Oncor will continue to follow the direction of ERCOT.

### **FAQ's**

#### **Q: Why does everyone else have power in my area except me?**

In many instances, your neighbor may have electric service when you don't because their home is on a different set of lines or circuit. If your neighbor was without power and is now restored, and you are still without power, please first check the circuit breaker at the property. You should also examine the meter base and weatherhead to ensure they have not been damaged or pulled off. If that has occurred, customers need to contact an electrician to make necessary repairs before Oncor can restore power. If power is still not restored after checking the breaker and there is no damage to the

meter base or weatherhead, please report it by calling 888-313-4747, texting OUT to 66267, using the MyOncor app or visiting Oncor.com. Additional damage may exist at your location that Oncor was not previously aware of when making the original repairs.

**Q: Why does my outage status show “restored” on the app, but I still have no power?**

Please first check the circuit breaker at the property. If power is still not restored after checking the breaker, please report it by calling 888-313-4747, texting OUT to 66267, using the MyOncor app or visiting Oncor.com. Additional damage may exist at your location that Oncor was not previously aware of when making the original repairs. Due to the large amounts of system activity surrounding power restoration, it may take some time for our tracking systems to accurately reflect your current status.

**Q: Why is my power still out?**

Remaining outages are the result of damage from most recent winter storm, previous winter weather and storm damage that could not be identified until equipment was re-energized, and damage to electric equipment caused by record-breaking low temperatures. Oncor personnel and out of state mutual assistance contractors are actively engaged in restoration efforts.

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