

## *DEMCO Hurricane Ida Preliminary Report to the LPSC*

1. Hurricane Ida caused power outages to 95% of our members, or about 100k meters.
2. 52 percent of our lines were de-energized. 32 of our 43 substations were out.
3. Estimated 1,500 broken poles. 500 transformers down. 5,000 spans of line down. Over half of our transmission and distribution lines were down, tangled, or broken.
4. This is by far the worst damage ever sustained by the DEMCO system, particularly to the transmission and primary parts of the system. Due to downed trees, rights of way had to be reclaimed in wooded and rural parts of our system to even effectively assess the damage.
5. The most extensive damage occurred in Ascension, Livingston and St. Helena parishes on the east side of the DEMCO system.
6. With the help of the Association of LA Electric Cooperatives, through its mutual aid program, DEMCO brought in help from electric cooperatives in nine states and also called upon contractors to assist us with power restoration. Altogether, we had about 1,200 men working on recovery. Under current circumstances this was the maximum number we believed we could house and accommodate and the maximum number we could effectively manage. Due to hotel challenges, we deployed three camp sites to feed and house crews who travelled in to assist DEMCO with recovery efforts. (Elements Hotel facility on Essen Lane, Camp

Istrouma, Milldale Baptist Church Camp) We also utilized several hotel rooms throughout the DEMCO service area.

7. Power was restored to the vast majority of our members in the first week following the storm, but there was significant work to be done to restore power to all DEMCO members. Most of the efforts over the second and third weeks following the storm were to restore the last 10 percent of our members. During the third week, outages were down 2 to 3 percent of our members.
8. DEMCO restored power to the final members affected by Hurricane Ida on the 21<sup>st</sup> day following the storm.
9. I would like to note that DEMCO has not charged late fees or penalties to any of its members that are past due because of Hurricane Ida. We have suspended all disconnects until further notice. DEMCO will also offer payment plans and extensions to members in need.
10. Finally, I want to thank the Commission, and Brandon, Jessica and the Commission staff for assisting us with many aspects of DEMCO's power restoration efforts.