TO: LPSC Commissioners

FROM: South Louisiana Electric Cooperative Association (Joe Ticheli, General Manager)

RE: Report on Preparation of and Recovery from Hurricane Ida

DATE: 21 September 2021

REPORT TO THE LOUISIANA PUBLIC SERVICE COMMISSION

This report is intended to provide a timeline and overview of South Louisiana Electric Cooperative Association's ("SLECA") preparation for and response to the effects of Hurricane Ida ("Ida"), which made landfall to SLECA's territory on August 29, 2021. Ida was the most destructive hurricane in SLECA's history and devastated SLECA's service territory and infrastructure. To date, due to proper preparations and extremely hard work of SLECA's employees, contractors, electric cooperative personnel across the country, volunteers, and the community in general, all of SLECA's service area has been restored except for parts of south Terrebonne Parish, which are remote and difficult to restore (as further detailed below.)

Please note that SLECA has not charged any late fees or penalties to any of its members that are delinquent due to the effects of Ida. Additionally, SLECA has offered and will continue to offer payment plans as well as extensions to those SLECA customers in need. Because of the widespread destruction and interruption of electric power, SLECA is not currently billing customers for electricity consumption.

I. Overview of Preparation

After the extremely destructive hurricane season of 2020 and before the start of the 2021 hurricane season, SLECA realized that should a destructive storm affect its service territory, assistance of a professional disaster recovery company would be needed. With this in mind, the SLECA Board approved a contract with Royal Engineering & Consultants, LLC ("Royal"), which was signed by SLECA's management before Ida made landfall.

In further preparation for the 2021 hurricane season, SLECA management identified and secured a location, materials, and equipment for a tent city if ever needed. SLECA had already chosen the former McDermott Fabrication Yard in Amelia to be the location of the tent city when it became apparent that Ida would most likely hit south Louisiana. Additionally, SLECA had secured contractor crews and electric cooperative crews through the Association of Louisiana Electric Cooperative, Inc.'s ("ALEC") mutual aid program. These mutual-aid crews left their point of origin before the storm made landfall so as to be pre-positioned close to SLECA's service territory

in order to maximize travel time and arrive to the SLECA service area as soon as possible. All crews were given a safety orientation and an explanation of SLECA's local terrain, plants, animals, etc. upon arrival.

II. Assessment of Damage

The damage to SLECA's infrastructure due to Ida was catastrophic. The eye of the storm hit less than five (5) miles west of SLECA's Ashland and Dulac substations, where winds were clocked at 138 mph, with gusts of 155 mph. Approximately 4,000 poles were damaged or downed, with close to 1,000 transformers damaged, and hundreds of miles of electric lines downed. Additionally, the roof of SLECA's main headquarters building in Houma blew off and sections caved in while employees, including the General Manager and Operations Superintendent and several linemen, were riding out the storm. For five (5) hours on Sunday, August 29, 2021, hurricane winds and rain poured into SLECA's main headquarters. Given the damage sustained, SLECA's main headquarters has been deemed an environmental hazard and has been condemned. Furthermore, the catastrophic damage to SLECA's Houma office caused the telephone lines to fail. Until the telephone lines could be rerouted and wired to temporary mobile offices, all calls were transferred to Beauregard Electric Cooperative, Inc. in DeRidder, LA so that SLECA's customer service would not be interrupted.

Despite several SLECA employees and directors having lost their homes, and many others sustaining damage to their homes, restoration efforts were not affected.

Generally speaking, the most damage was in Terrebonne and Lafourche Parishes, specifically the southern part of Terrebonne Parish in the communities of Dularge, Dulac, Grand Caillou, Four Point, Shrimpers' Row and Grand Caillou.

III. Recovery Efforts

The outage restoration effort continues to date, and it is the largest in SLECA's history. SLECA is working out of several temporary buildings in the parking lot of its Houma headquarters, and despite many having lost or sustained damage to their own homes, SLECA employees are staffing the phones 24/7 and sleeping in temporary constructed bunk houses. SLECA's "office" is fully staffed and serving the public.

Currently, there are 1,100 boots on the ground---contractors, electric cooperative linemen, and debris remove crews, and tree trimmers from across the country that are assisting SLECA. In addition to the line and tree trimmer crews and the disaster consultants, SLECA secured a professional line and pole team to assist its operations personnel in assessing the damage. The complete aerial and ground assessment team consisted of over 86 people.

The erection of tent city started in late afternoon of Monday, August 30, which was less than 24 hours after Ida made landfall and after the tropical storm-force winds subsided. SLECA's in house crews immediately started restoring power in the less damaged areas of the western part of SLECA's territory: St. Mary, St. Martin, and Assumption Parishes. Approximately 500 bucket trucks and digger derricks are being utilized during the restoration, in addition to highly specialized track and floating equipment, with miles of rubber mats being hauled in.

The first mutual aid crews came in on Tuesday, August 31 and started assisting SLECA with the restoration of power, and all crews were on site assisting with the restoration of power by Wednesday, September 1.

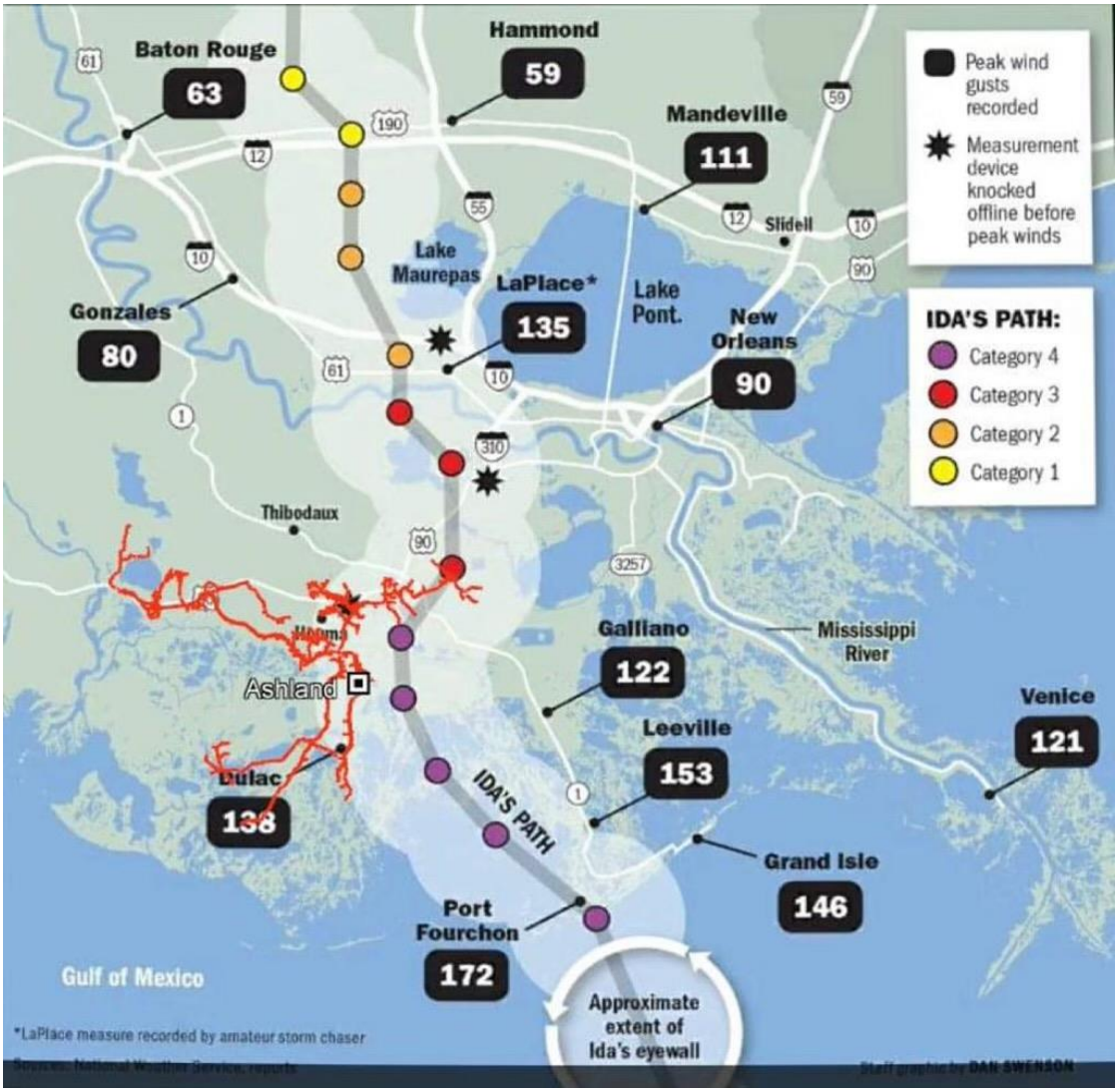
IV. Estimated Timeline to Complete Restoration

As stated above, due to proper preparations and extremely hard work of SLECA employees, contractors, volunteers, and the community in general, all of SLECA's service area has been restored except for parts of south Terrebonne Parish, which are remote and difficult to restore as detailed below. All hospitals, nursing homes, 911 call centers, surgical clinics, dialysis centers, etc. have been energized. The outages in the less damaged western parishes of SLECA's territory, *i.e.* St. Mary, St. Martin and Assumption Parishes, were completely restored within a few days.

SLECA estimates that restoration of electric power to those who can receive it in lower Terrebonne Parish, because thousands of homes and businesses have been destroyed, will take several more weeks given the severity of the damage, time-consuming and complex repairs, muddy and soggy marsh terrain, and continued rainfall since the storm.

Continued Issues: The main issue facing the restoration effort in Terrebonne Parish is the extreme destruction of SLECA's infrastructure, which is mostly located in remote locations that are hard to access, including locations that are in low lying areas in the marsh and swamps that are served by the Ashland and Dulac Substations. SLECA can only reach them with specialized equipment (which SLECA has on site); however, the track equipment sinks in the muddy marshy terrain and is often required to be pulled out of such terrain. SLECA is solving this issue by utilizing miles and miles of mats, which cover the troubled terrain and allow specialized equipment to run smoothly. The other issues faced daily is the continued torrential rain storms. The crews do continue to work in these conditions, but it does slow the restoration process. These rains have been due to Tropical Storm Nicholas and regular late summer storms.

Note: Originally it was thought that it would take months to restore power in the hardest hit areas in the southern part of Terrebonne Parish out of SLECA's Ashland and Dulac Substations; however, SLECA anticipates one (1) more week barring any unforeseen problems and/or bad weather events. Please note that many of these remaining outages are remote camps. Additionally, anywhere from one third (1/3) to one half (1/2) of the homes and businesses in this severely affected area will not be able to accept power because they are damaged or totally destroyed.


Baton Rouge
63
Hammond
59
Mandeville
111
Slidell
Lake Maurepas
LaPlace*
135
Lake Pont.
New Orleans
90
Gonzales
80
Thibodaux
Houma
Ashland
Galliano
122
Mississippi River
Venice
121
Leeville
153
Dulac
138
IDA'S PATH
Grand Isle
146
Port Fourchon
172
Gulf of Mexico
Approximate extent of Ida's eyewall
Peak wind gusts recorded
Measurement device knocked offline before peak winds
IDA'S PATH:
Category 4
Category 3
Category 2
Category 1
*LaPlace measure recorded by amateur storm chaser