

# STORM UPDATE HELENE 2024

## **Georgia Power response force converging on hardest hit areas following most destructive hurricane in company's history**

*Georgia Power has restored power to 840,000+ customers Hurricane Helene; 15,000+ personnel remain engaged in restoration*

**ATLANTA – September 30, 2024** – Georgia Power continues its deployment of more than 15,000 personnel responding to Hurricane Helene – determined to be the most destructive hurricane in the company's history. As of midday Monday, the company has restored power to more than 840,000 customers impacted by Helene. This rapid response has been possible through the implementation of new “smart grid” technologies and the quick work of pre-positioned teams who were ready to respond as soon as conditions were safe to do so on Friday.

Efforts are fully underway to restore power to approximately 370,000 customers who remain without power due to the storm. Hurricane Helene had a statewide impact and Georgia Power matched that with a statewide response, including engagement of every Georgia Power crew at the beginning of the storm and thousands of additional lineworkers from outside of Georgia. As restoration has progressed over the last several days, crews are working their way through the power system efficiently and effectively to repair extreme damage and restore power to the highest number of customers with every repair made.

As crews have completed their work near their initial staging areas, they are now converging on the hardest hit areas in coastal, eastern and southern Georgia. Georgia Power's [Outage Map](#) illustrates the highest concentration of power outages in areas such as Augusta, Valdosta and Savannah, and surrounding communities. In many cases, the damage to infrastructure is so severe teams are essentially rebuilding parts of the grid and not just repairing specific elements.

Updated damage estimates illustrating the extensive destruction of Hurricane Helene include:

- **7,000+ power poles** that must be repaired or replaced
- **15,000+ spans of wire** equivalent to more than 700 miles
- **1,200+ transformers**
- **3,000+ trees on power lines** that must be removed or addressed to restore power

Georgia Power president, chairman and CEO Kim Greene has been in the field with crews making sure they have the resources they need to restore power. A video message from Greene to customers illustrating the damage she is seeing in the field is available on [Facebook](#) and [Instagram](#). The company also continues to utilize social media to keep customers informed and show the progress of teams working in communities across the state.

### **Restoration Status Being Regularly Updated**

Georgia Power appreciates the importance of accurate information for customers as they make plans for their families following this historic storm. As the company anticipated and announced before the arrival of the storm, restoration efforts are taking multiple days in many areas due to the extensive damage from Helene. Georgia Power continues to post updated estimated restoration times (ERTs) for communities on its [Outage Map](#). Restoration efforts have been largely completed in areas such as Metro Atlanta, Athens, Columbus, Macon, Rome and Albany, while work continues in the hardest hit areas across the state.

The company will continue to post updated information throughout the remainder of the restoration process and will make every effort to return power to customers sooner than expected. Customers are encouraged to check the [Outage Map](#) often for the latest information and not rely on possibly inaccurate details they may see from non-company sources.

### **Preparation, Industry Support Key to Response**

Georgia Power monitored the path of Hurricane Helene for more than a week prior to the storm entering Georgia. As part of its preparations, Georgia Power mobilized additional staff from across the industry to respond to Hurricane Helene. Mobilized crews across the state pre-positioned restoration workers, equipment, and supplies near areas of anticipated impact including extra transformers, poles, cable and other equipment. All this is part of advance planning and strategy to allow the company to restore power more quickly and efficiently for its customers as soon as weather conditions allow.

The company continues to utilize additional resources from outside of its system and currently has more than 15,000 personnel engaged in response, including support from Alabama Power, Mississippi Power and dozens of other companies. The response force currently engaged is larger than the company's response to other major hurricanes including Michael, Irma and Zeta.

Georgia Power is also a member of a nationwide mutual assistance network, which consists of hundreds of utilities from around the country. Georgia Power has proactively mobilized crews from over 35 companies from states as far away as Texas, Oklahoma, Indiana, Pennsylvania and New Jersey. The company continues to acquire additional off-system resources to aid in response.

### **As always, the company encourages customers to keep safety first following Hurricane Helene:**

- **Watch for Georgia Power crews working across the state.** If driving, move over one lane for utility vehicles stopped on the side of the road – it's the law in Georgia.
- **Watch for downed wires.** Downed power lines may be hidden by debris or fallen trees.
- **Never touch any downed wire or attempt to remove tree branches from power lines – it can kill.**
- **Don't step in standing water or saturated ground where downed lines may be present.** They could be electrified.
- **Avoid chain link fences.** They may be electrified by a downed line out of sight and conduct electricity over great distances.
- **Never attempt repairs to electric service connections.** Customers should also note that if their home, including the meter box or mast/connection point, is severely damaged by the storm repairs may need to be made by an electrician before Georgia Power can reconnect power.

### **Tools You Can Use to Stay Connected & Informed**

- **Outage Alerts** – Customers subscribed to our free Georgia Power Outage Alert service will receive personalized notifications and updates via text message. Check that your contact number is up to date to receive the latest information.
- **Outage & Storm Center** – Available at [www.GeorgiaPower.com/Storm](http://www.GeorgiaPower.com/Storm), customers can visit this site to check their contact information is updated to receive Outage Alerts, report and check the status of outages, and access useful safety tips and information. Customers can also report and check the status of an outage 24 hours a day by contacting Georgia Power at 888-891-0938.
- **Outage Map** – Housed within the Outage & Storm Center, Georgia Power's interactive Outage Map provides near real-time information, allowing users to see where outages are occurring across the state and track estimated restoration times.
- **Georgia Power Mobile App** – Download the Georgia Power mobile app for [Apple](#) and [Android](#) devices to access storm and outage information on the go.
- **@GeorgiaPower on X (Twitter)** – Follow @GeorgiaPower on X for storm tips, outage updates, customer service and more.

### **About Georgia Power**

Georgia Power is the largest electric subsidiary of Southern Company (NYSE: SO), America's premier energy company. Value, Reliability, Customer Service and Stewardship are the cornerstones of the company's promise to 2.7 million customers in all but four of Georgia's 159 counties. Committed to delivering clean, safe, reliable and affordable energy, Georgia Power maintains a diverse, innovative generation mix that includes nuclear, coal and natural gas, as well as renewables such as solar, hydroelectric and wind. Georgia Power focuses on delivering world-class service to its customers every day and the company is recognized by J.D. Power as an industry leader in customer satisfaction. For more information, visit [www.GeorgiaPower.com](http://www.GeorgiaPower.com) and connect with the company on Facebook ([Facebook.com/GeorgiaPower](https://Facebook.com/GeorgiaPower)), X ([X.com/GeorgiaPower](https://X.com/GeorgiaPower)) and Instagram ([Instagram.com/ga\\_power](https://Instagram.com/ga_power)).