



HURRICANE FIONA RESPONSE AND RESTORATION EVENT SUMMARY

10/20/22

Hurricane Fiona

RESPONSE SUMMARY

LUMA's response and restoration efforts following Hurricane Fiona represents a historic undertaking that has never been seen before in Puerto Rico. This report provides key information and data outlining the significant work performed by LUMA to restore power to the company's 1.5 million customers.

RESTORATION EFFORTS



OVER 90%
Customers restored in **12 days**



2,500+
Utility workers deployed



2,500+
Vehicles deployed



239
Total flight hours,
12,000+ miles flown

DAMAGE ASSESSMENTS

\$4+ Billion
in damages sustained



54%
of Distribution feeders damaged



30%
of Transmission line damaged



7
Substations submerged

PUBLIC INFORMATION



435
Updates provided



1,759
Radio announcements



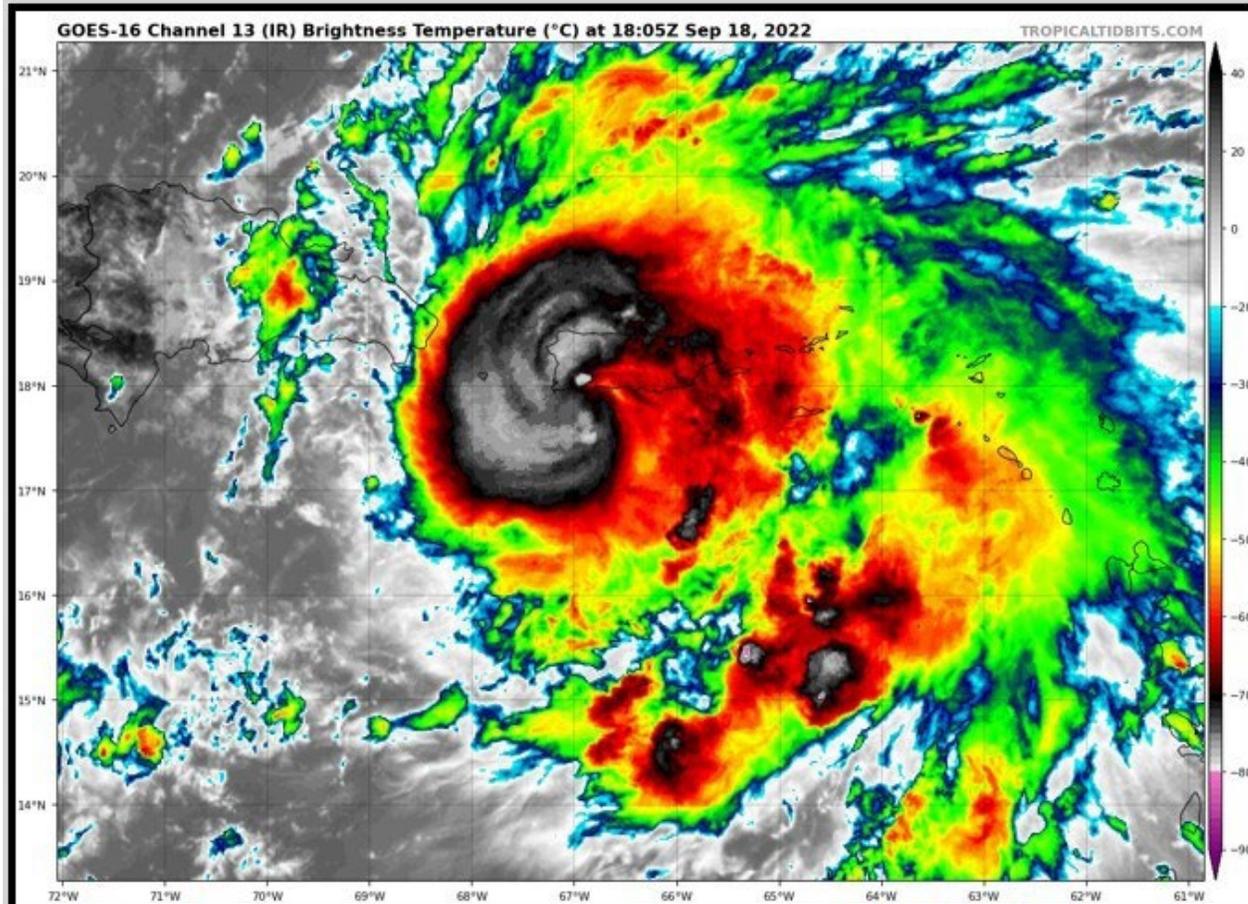
1,135
Social media updates



34
Videos posted

Hurricane Fiona

OVERVIEW



Category 1



12-30+
inches of rain



85-103
mph winds

Widespread Flooding | Federal Emergency Declaration

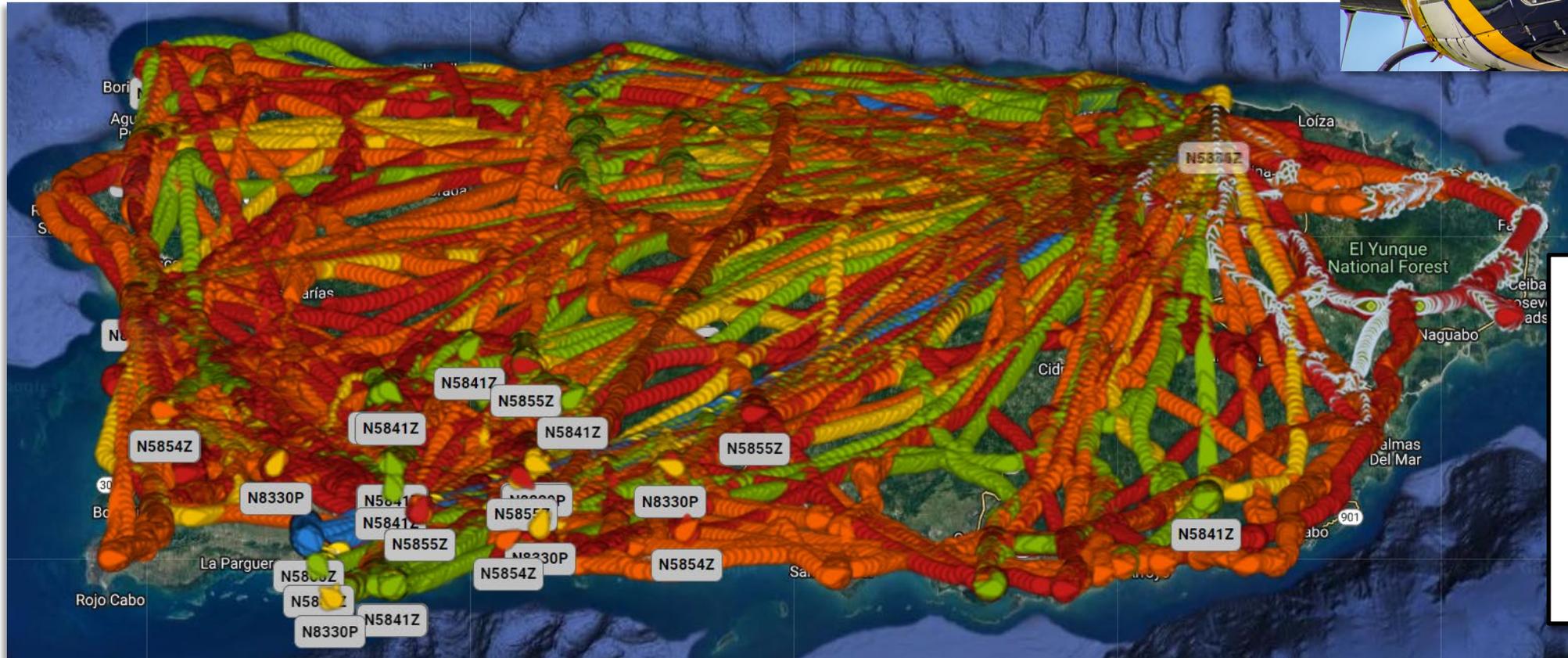


PRELIMINARY DAMAGE ASSESSMENTS

Hurricane Fiona

AERIAL PATROLS

Total aerial patrols conducted during Hurricane Fiona to assess damage and assist with response.



239
Total Flight Hours

12,841
Nautical Miles Flown

(Sep. 26, 2022 – Oct. 15, 2022)



Hurricane Fiona

DAMAGE ASSESSMENTS



54% of Distribution Feeders sustained damage

30% of Transmission Lines sustained damage

7 Substations submerged

Completed visual inspections on **100%** of critical substations

Completed aerial inspections on **100%** of transmission lines

Detailed information related to Hurricane Fiona Damage Assessments can be found on our interactive map here: lumapr.com/fiona



Adjuntas



Bayamón



Yunque



Cabo Rojo



RESOURCES & RESPONSE

Hurricane Fiona

RESOURCES DEPLOYED

- **2,500+** Utility workers
- **2,500+** Vehicles
- **7** Helicopters
- **24/7** LUMA Emergency Operations Center Operations Following Incident Command Structure
- **6** Regional Operations Centers
- **\$130 million** in on-hand inventory for emergency response operations

LUMA prepositioned crews, vehicles and equipment in advance of Hurricane Fiona's landfall.



Quanta Services Mobilized

221
utility workers

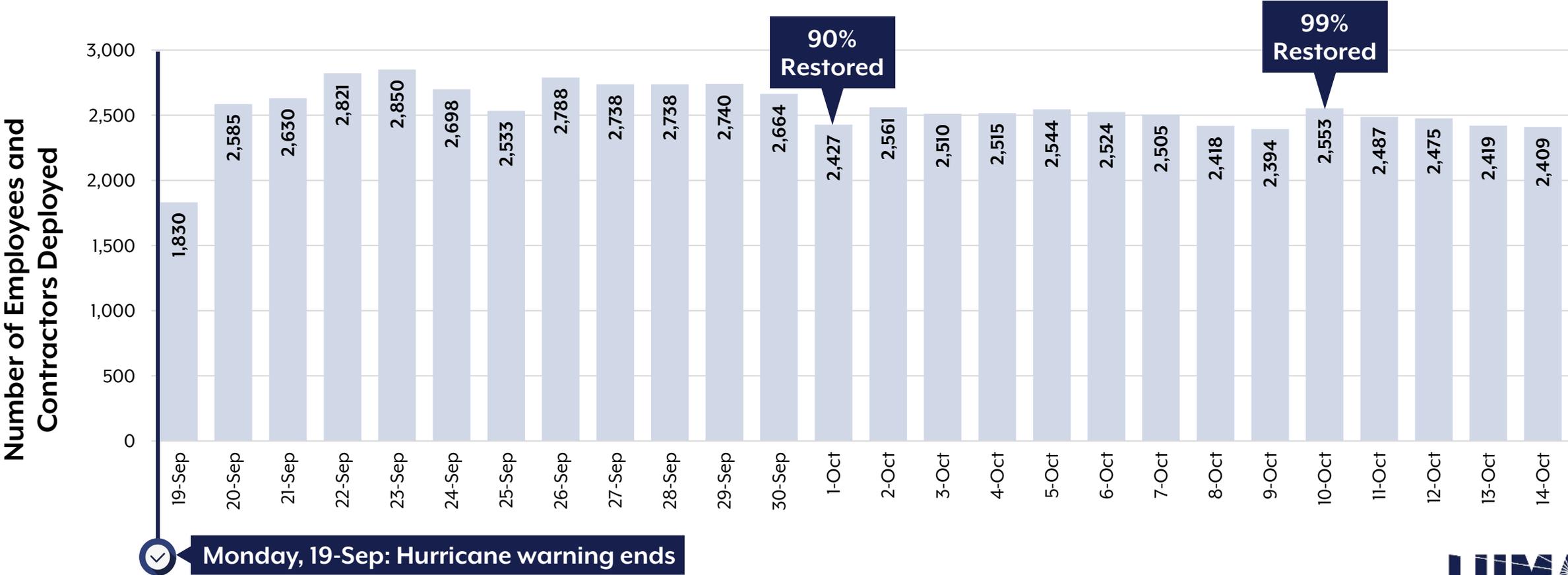
56
bucket trucks

22
diggers

Hurricane Fiona – Employees and Contractors

As restoration efforts progressed following Hurricane Fiona and the hardest hit areas became accessible, LUMA deployed crews and contractors to prioritize restoration in the southern and western regions.

ALL REGIONS



Fleet

TYPES OF VEHICLES

TOTAL VEHICLES DEPLOYED:
2,588

BUCKET TRUCK

Truck equipped with an extendable, hydraulic boom carrying a large bucket for raising workers to poles.

TOTAL VEHICLES:
473

DIGGER TRUCK

A digger truck is a truck with an equipped tool used to dig holes, set poles and work with a variety of materials.

TOTAL VEHICLES:
150

HEAVY DUTY VEHICLES

Vehicles for hauling heavy duty trailers, equipment, and supplies with a max Gross Vehicle Weight Rating >10,000 lbs.

TOTAL VEHICLES:
320

LIGHT DUTY VEHICLES

Vehicles for hauling personnel, tools, and equipment with a max Gross Vehicle Weight Rating <10,000 lbs.

TOTAL VEHICLES:
1,139

TOW BEHIND EQUIPMENT

Trailer beds, mobile generators, vegetation chippers, and conductor carts that are hauled behind other vehicles.

TOTAL VEHICLES:
354

MISCELLANEOUS EQUIPMENT

Other engine -or motor- powered equipment including forklifts, skid steers, and bulldozers.

TOTAL EQUIPMENT:
152



Materials Issued for Hurricane Fiona Restoration

ALL REGIONS

ARRESTERS	798
CONDUCTORS	945,065 feet
HARDWARE/ PARTS	244,104
INSULATORS	12,686
POLES	1,444

STREETLIGHTING	1,170 lights
SWITCHES/BREAKERS	21
SWITCHES & FUSES	21,211
TRANSFORMERS	412
UNDERGROUND	8,387



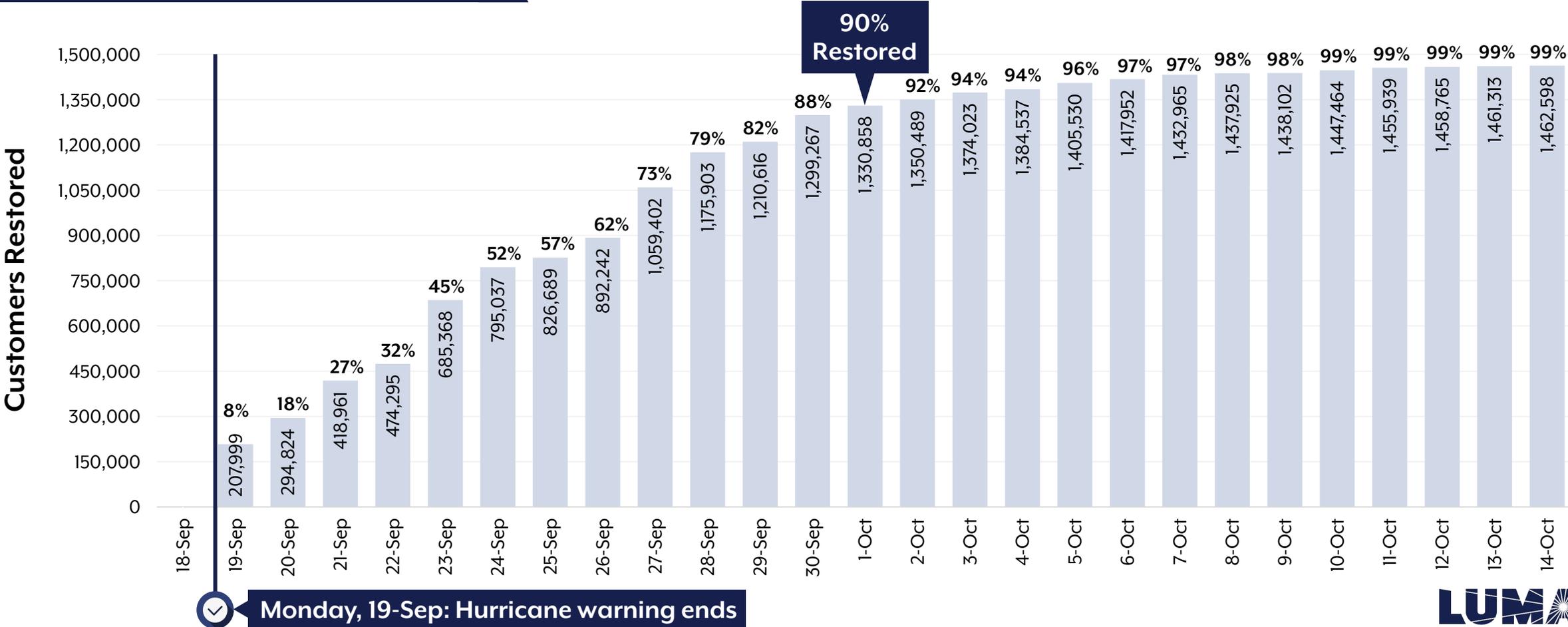


POWER RESTORATION TIMELINE

Hurricane Fiona – Power Restoration Update

LUMA made historic progress in restoring customers affected by a serious category 1 hurricane. In less than two weeks, over 90% of customers had their power restored, in stark comparison to Hurricane Maria, where customers waited over a year.

ALL REGIONS

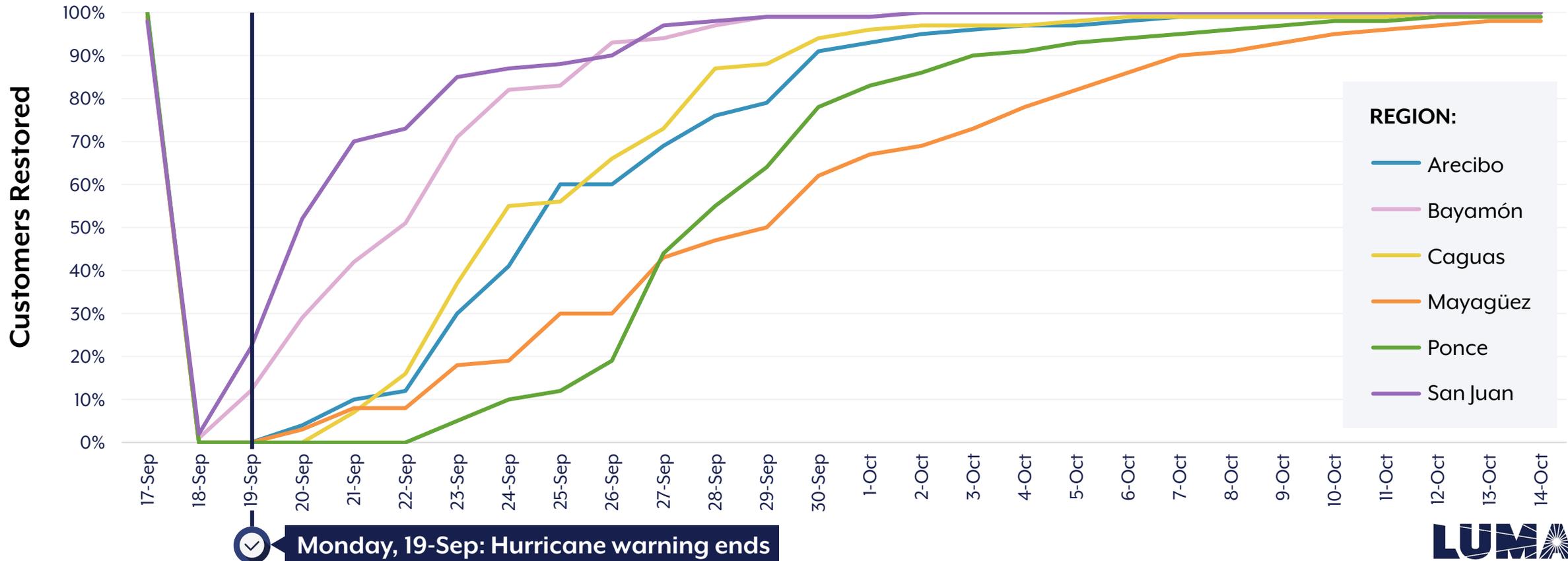


Hurricane Fiona – Power Restoration Update



ALL REGIONS

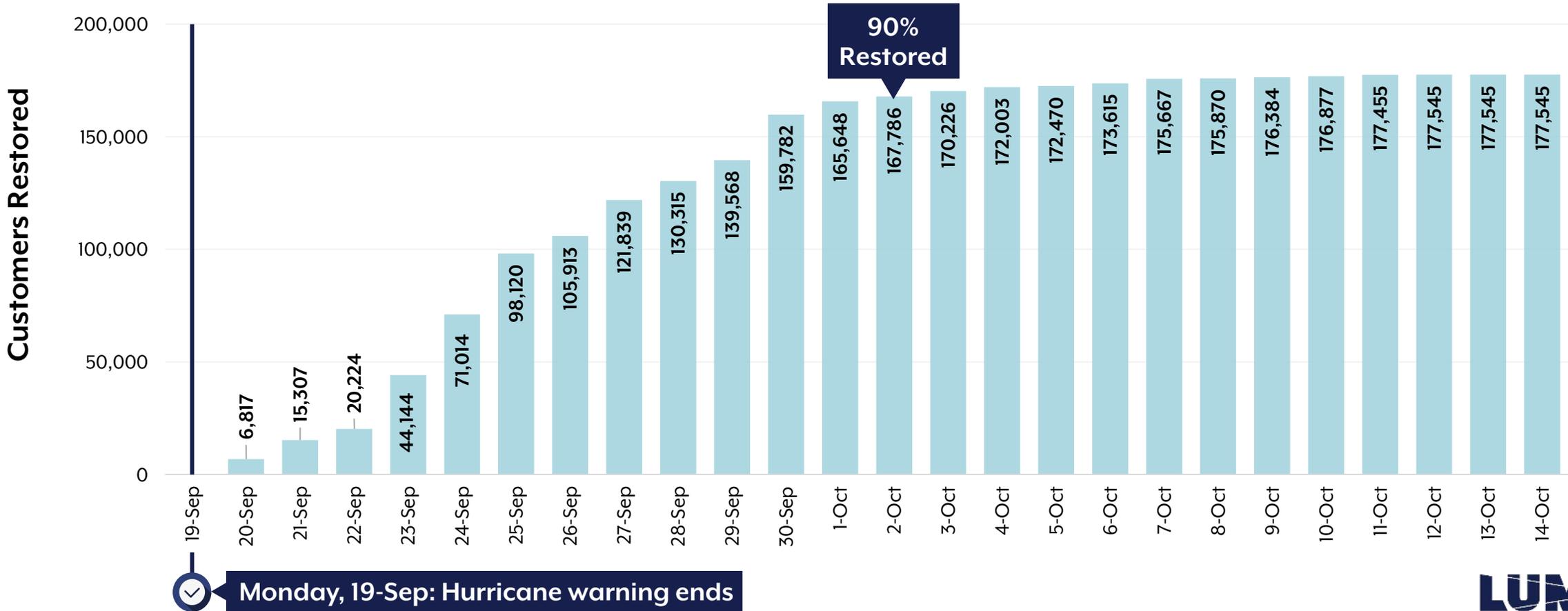
% Customers Restored by Region



Hurricane Fiona – Power Restoration Update



ARECIBO SERVICE REGION



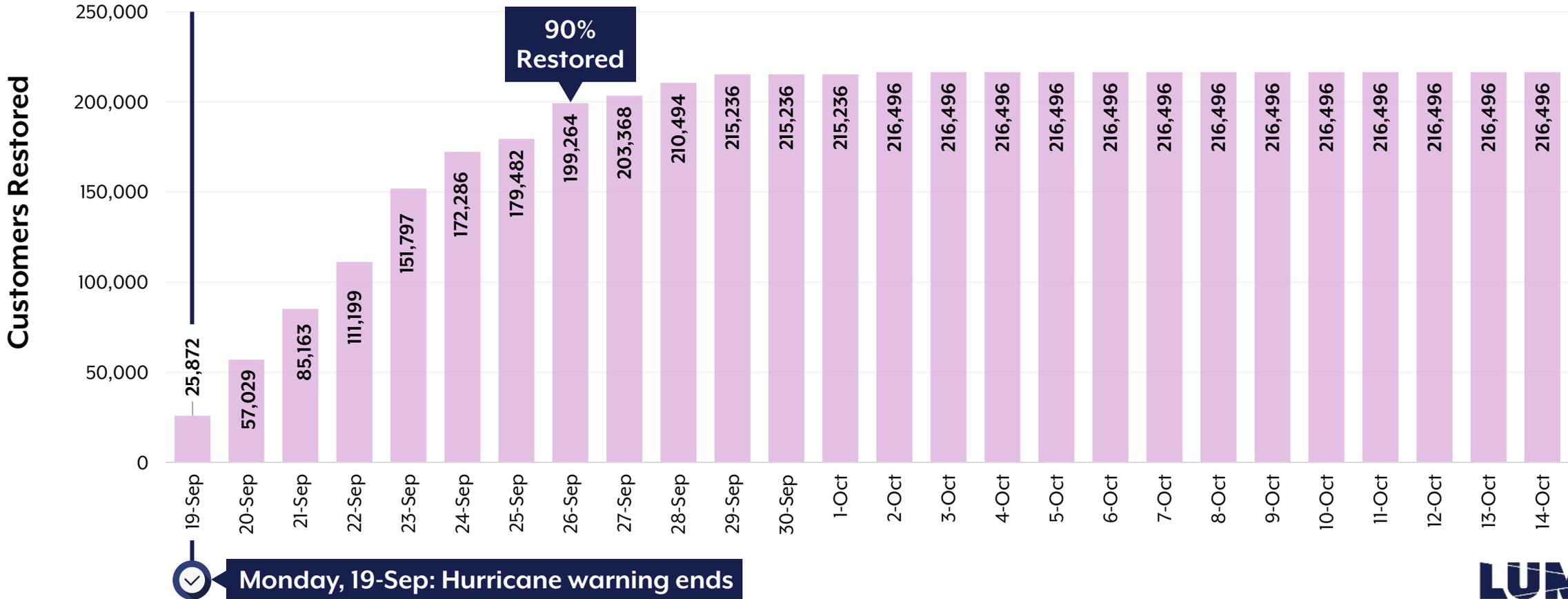
Monday, 19-Sep: Hurricane warning ends



Hurricane Fiona – Power Restoration Update



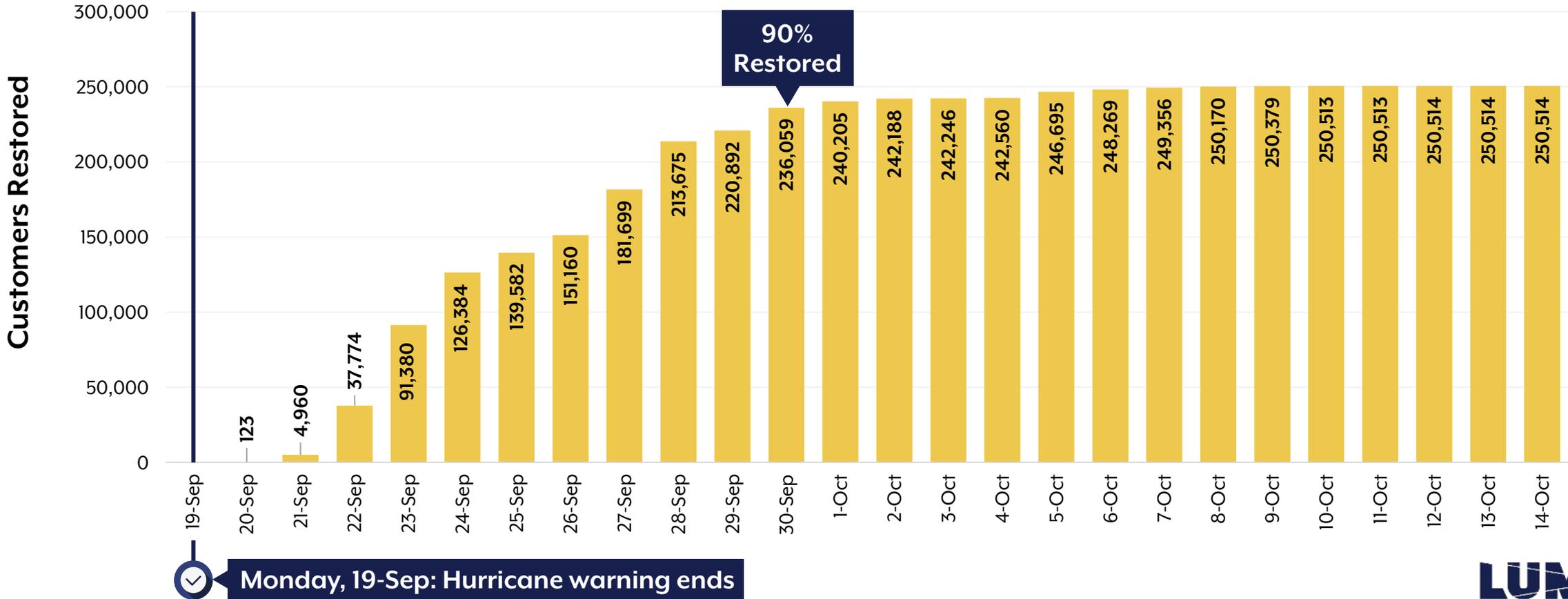
BAYAMÓN SERVICE REGION



Hurricane Fiona – Power Restoration Update



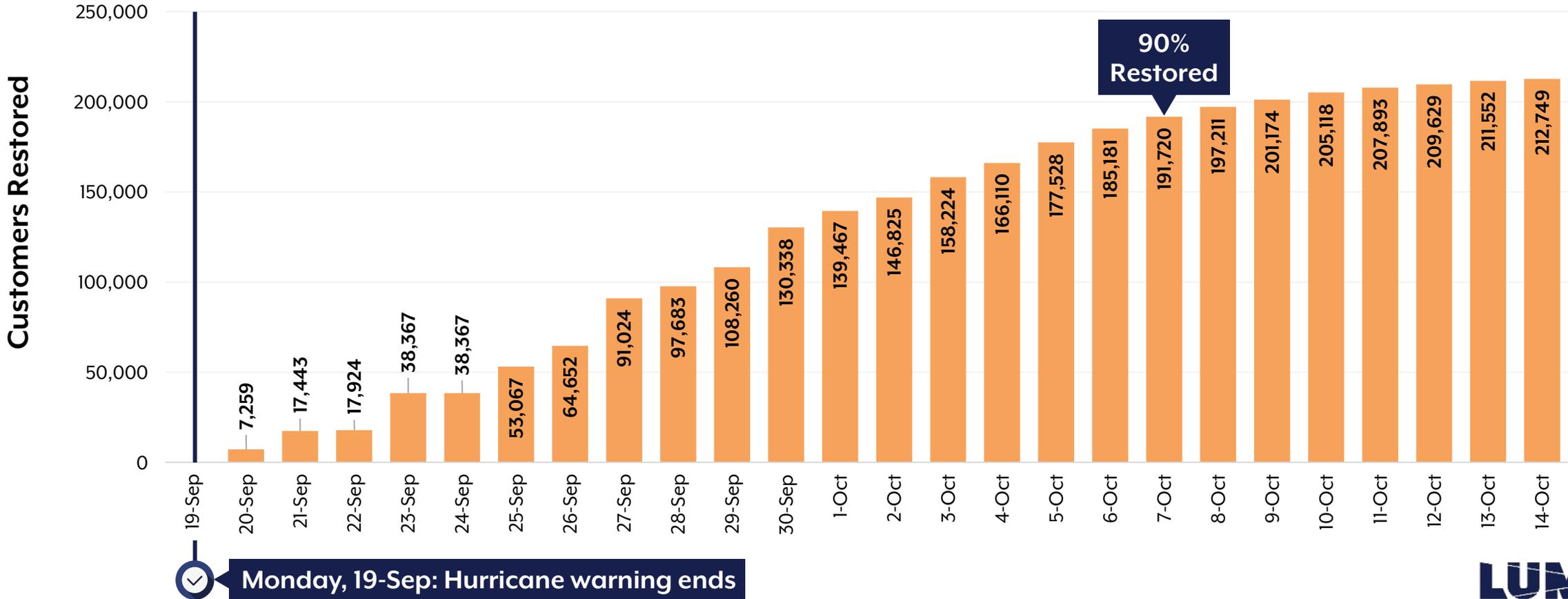
CAGUAS SERVICE REGION



Hurricane Fiona – Power Restoration Update



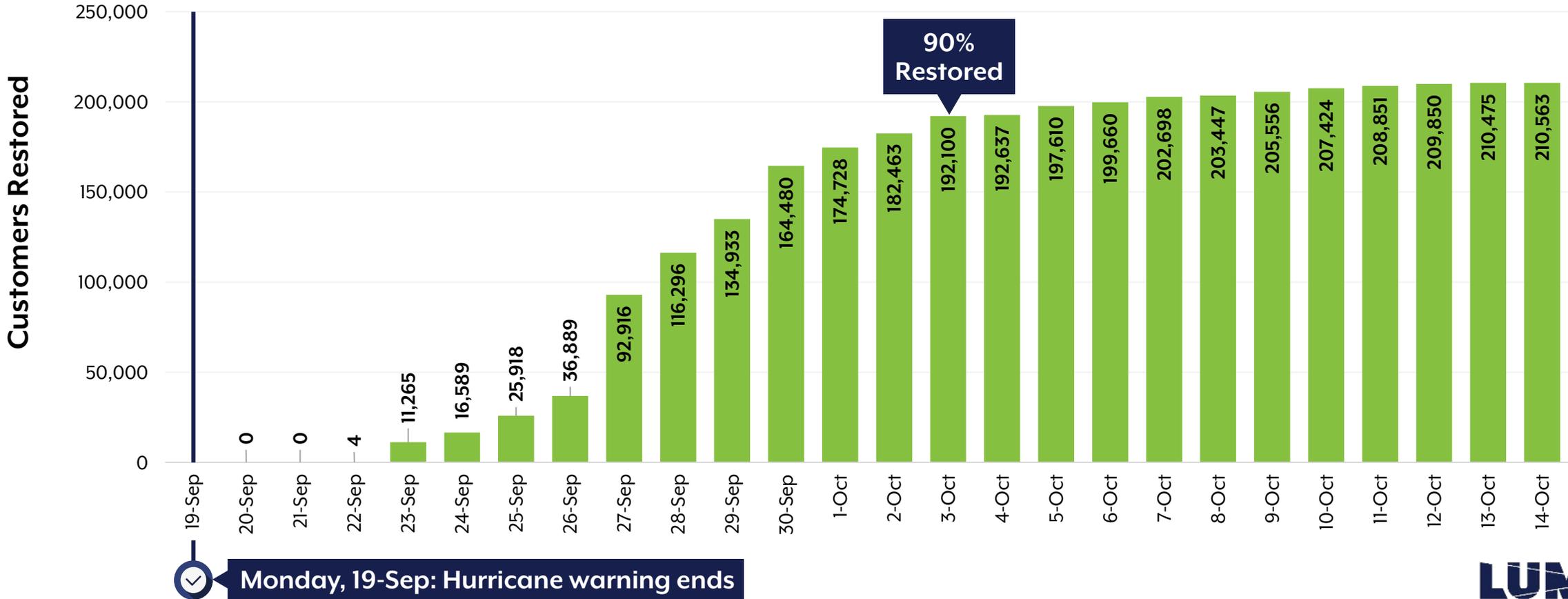
MAYAGÜEZ SERVICE REGION



Hurricane Fiona – Power Restoration Update



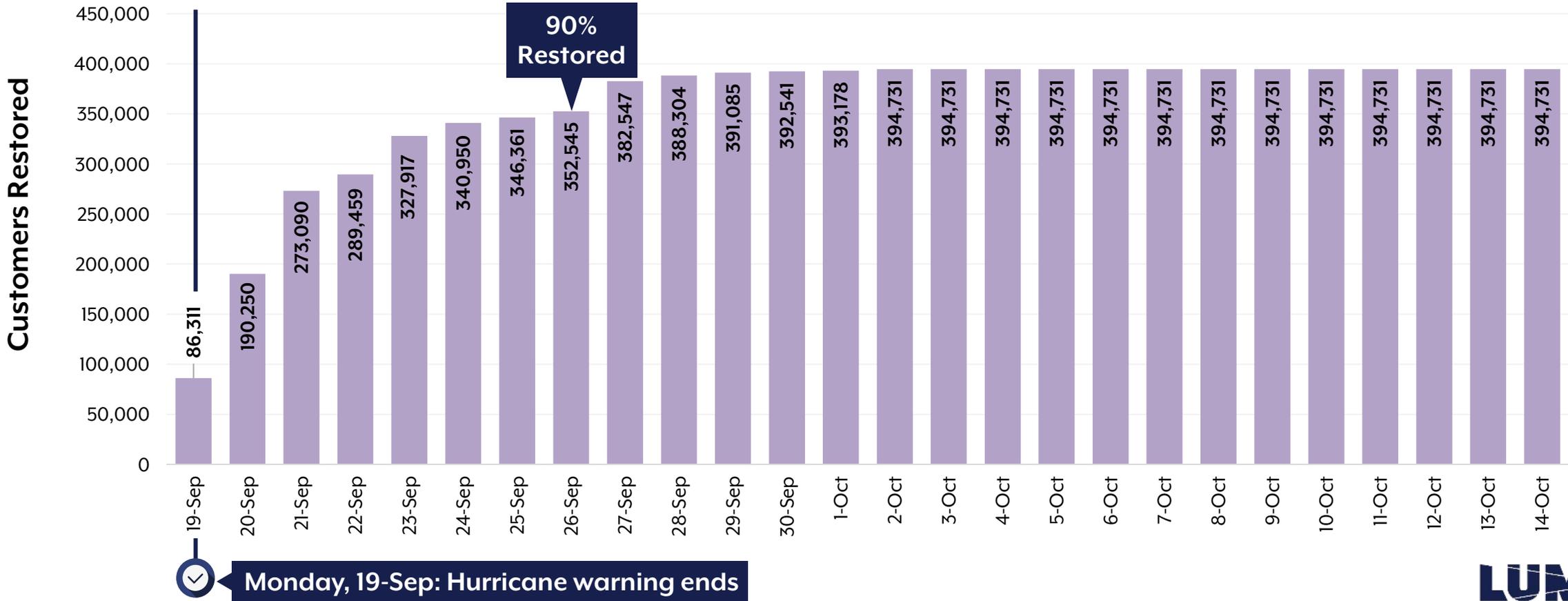
PONCE SERVICE REGION



Hurricane Fiona – Power Restoration Update



SAN JUAN SERVICE REGION



Hurricane Fiona

RESTORATION ACTIONS

Critical Infrastructure Restored

100% of PRASA facilities energized

100% of Level 1 critical hospitals restored

Electric Infrastructure Restored

100% of transmission lines restored

100% of substations restored

In response to emergency events like Hurricane Fiona, LUMA follows a rigorous Emergency Response Plan (ERP) that prioritizes restoration in an organized manner to restore power to critical customers such as Lifeline Residential Services Customers, hospitals and water facilities.





PUBLIC INFORMATION

Hurricane Fiona

OUTREACH BY THE NUMBERS

Throughout the Hurricane Fiona response and restoration efforts, LUMA shared public information through social media, radio and traditional media communicating estimated restoration timelines, work being performed and additional restoration updates.

SOCIAL MEDIA



VIDEOS

34 TOTAL VIDEOS



TOP PERFORMING VIDEO:
CREW REPAIRS IN BAYAMÓN



PUBLIC INFORMATION



RADIO



Hurricane Fiona

LUMA IN ACTION

Throughout the Hurricane Fiona response, LUMA shared videos featuring storm restoration and repair work conducted by LUMA crews across Puerto Rico.

Videos highlighted storm damage and repairs done in heavily impacted regions.



Hurricane Fiona

LUMA IN ACTION

LUMA

Esfuerzos de respuesta tras el paso del huracán Fiona

**Reparaciones de alimentadores
Guayanilla**

September 22: Restoring Guayanilla Hospital

LUMA



September 24: Coordinated Restoration Efforts

LUMA

Esfuerzos de respuesta tras el paso del huracán Fiona

**Reemplazo de interruptores
Costa Sur**

September 25: Insulator Repairs at Costa Sur

LUMA

**Carr 169
Guaynabo**



Voice of Maintenance & Construction Supervisor Mike O'Niell

September 27: Restoration Work at Night

LUMA

LUMA continúa evaluando daños, reenergizando y restableciendo el servicio a través de Puerto Rico.

Calle 50 SE

September 29: Dedicated Restoration Efforts

LUMA

LUMA continúa exhortando al público a mantenerse alejado de toda línea eléctrica caída a medida

September 29: People First, Safety Always

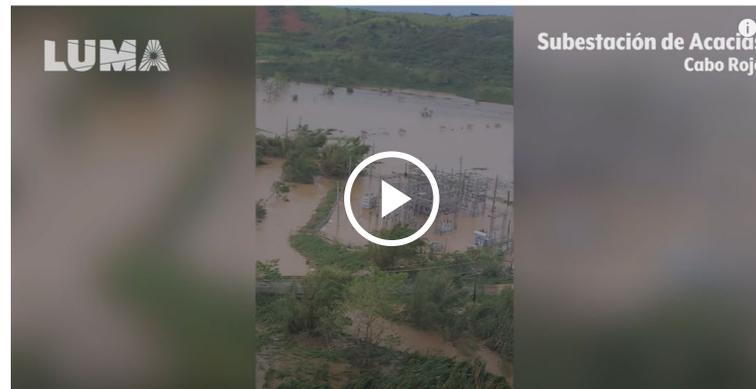
LUMA

Hurricane Fiona

LUMA IN ACTION



September 30: Substation Restoration at Night



October 1: Flooded Substation Repairs



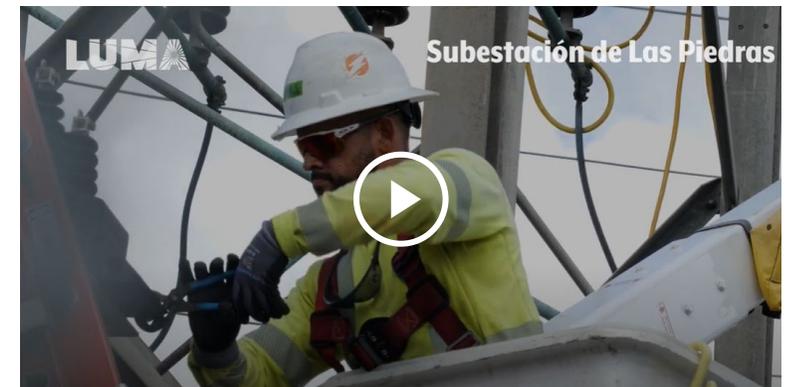
October 2: Ponce Airport Restoration



October 4: Helicopter Transmission Repairs



October 10: Critical Restoration Work in Ponce



October 12: Critical Substation Repairs



HISTORICAL COMPARISON



HISTORICAL STORM | RESTORATION TIMES

LUMA's response to Hurricane Fiona has outpaced restoration efforts on more modern electric grids. LUMA restored power to over 90% of customers in under two weeks.

