



DOE Hurricane Isabel Situation Report September 26, 2003 6:30AM

Highlights

- 96% of customer power has been restored
 - Approximately 300,000 remain without power
 - Most of the 300,000 are Dominion customers in Virginia's Tidewater and Richmond Metro/Tri-Cities and Gloucester / Northern Neck.
 - Only three utilities - PEPCO, BG&E, and Dominion continue to have a significant number of outages totaling around 300,000 customers as of early morning on 9/26 - less than 2% of customers who lost power from Hurricane Isabel.
 - Dominion's Tidewater and Richmond Metro/Tri-Cities and Gloucester / Northern Neck have a significant number and percentage of customers still without power. EA staff assisting FEMA in Virginia is supporting the restoration efforts.
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Office of Energy Assurance (EA)

EA staff manning the Virginia Emergency Operations Center report the following:

- According to Dominion, roughly 90% of their customers will be restored by late Sunday night, Sept. 28. All customers should be restored by Friday, Oct. 3. Eight co-op distribution delivery points are back to 100% and five remain down. One small municipal power company (City of Franklin) still has a small percentage of outages and expects to have 100% of the power restored in the next 1-2 days.
- More than 1.8 million have been affected by Hurricane Isabel. All customers still without power should be able to get individual estimated restoration dates by Saturday afternoon, Sept. 27 made through the company's automated voice response system at 1-888-667-3000.

In participating with the emergency response ESF-12 team, EA staff is involved in:

- Providing information that helps to facilitate the delivery of food, water, ice, and generator deliveries.

- Establishing good information sharing relationships with all affected utilities.

Summary Table

Utility	Total Customers	Total Customers who Lost Power	Total Customers Now without Power	% of Customers who lost power without Power	Time of Update
PEPCO		497,000	5,900	1.2%	5AM 9/26
BG&E	1,156,000	650,000	3,500	0.5%	6AM 9/26
Dominion	2,215,825	1,800,000	291,262	16.2%	6 AM 9/26

Utility Updates

Dominion Virginia Power / Dominion North Carolina Power

-as of 9/26 6 AM

Richmond Metro/Tri Cities	442,598	113,872
Gloucester / Northern Neck	56,454	23,173
Tidewater	645,549	134,379
North Carolina	115,880	12,238
System Total	2,215,825	291,262

(only areas with significant outages are shown above)