



Line Items

The Official
Newsletter
Of Excelsior EMC

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HURRICANE HELENE: A HISTORIC RESTORATION EFFORT

Hurricane Helene made landfall as a powerful Category 4 hurricane on September 26, around 11 p.m., near the Big Bend region of Florida. After moving northeast, the storm's eyewall passed just west of our service area, putting Excelsior EMC on the storm's powerful northeastern side. While local airport wind reports were inconclusive due to power outages, nearby recordings showed winds reaching 79 mph in Tattnall, 63 mph in Evans, and 53 mph in Candler. Our anemometer measured an intense 86 mph wind gust at around 2 a.m. It was at that point we realized this restoration effort would take weeks not days.

Historically, we've measured hurricane damage by the percentage of meters without power. For example, in Hurricane Matthew, 92% of our meters were out of service. With Helene, every single meter—100%—was out, but that doesn't fully capture the extent of the damage. A more telling metric is the number of poles replaced. Early estimates for Helene show we replaced around 900 broken poles, 85 damaged transformers, and 20 line protective devices.

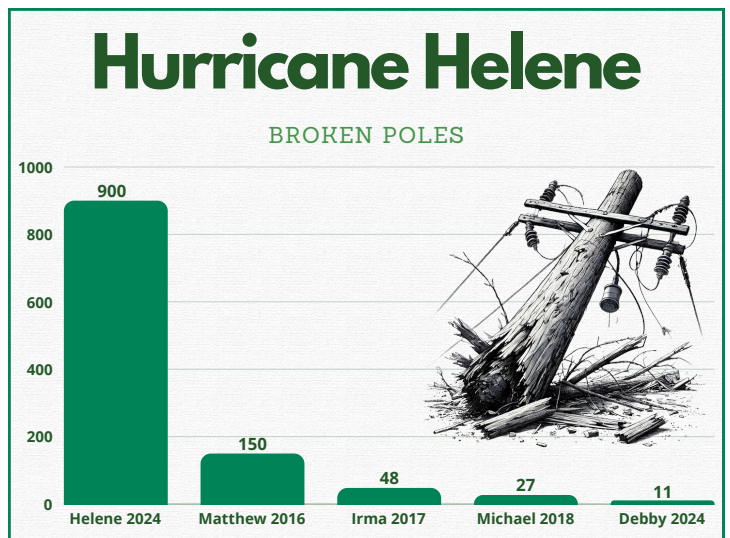
Outages began the night of September 26, and by daybreak on the 27th, all of our members were without power. Ten of our twelve substations were out of service. Our team immediately began patrolling transmission lines in coordination with Georgia Transmission to assess the damage and start the restoration process. By the end of the day on Friday, six substations were back online. Over the next few days,



more progress was made, with the final substation energized by the following Thursday.

The effort required a monumental workforce. A total of 461 lineworkers from 36 different cooperatives, including some from as far away as Maryland and Texas, joined forces with contractors and right-of-way crews. In total, 664 personnel, including retired EEMC employees, worked tirelessly to restore power to our community. Our dispatch team also expanded from four to eight dispatchers to manage the massive restoration effort.

The response to Hurricane Helene was unprecedented, and it showcased the dedication and resilience of our team and the support we received from cooperatives across the region. Together, we worked diligently to bring the lights back on for our members.



Line Items

Joseph Jones
Editor

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When your power goes off, don't stay in the dark longer than you have to. To restore your power as quickly as possible, we need your correct phone number. Your phone number is the quickest way for us to locate your home or business when you call to report an outage.

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Between the Lines

by
Greg Proctor
President/CEO

In the aftermath of Hurricane Helene, I want to take a moment to express my personal appreciation for your patience, understanding, and assistance during this difficult and trying time. This storm had a significant impact on our service area, disrupting lives and causing extensive damage across our community, state, and region. Yet, throughout the challenges and frustrations that came with power outages, downed lines, and damaged infrastructure, you stood strong and showed remarkable patience and resilience as the Excelsior EMC team worked to restore power.

This storm was humbling. Things that we take for granted like homes, power, water, communications, roads, and traffic signals were suddenly unavailable. Our surroundings changed overnight as the destructive winds passed through our service area. Things that were familiar were suddenly unrecognizable.

However, the response of people to the storm was truly remarkable. The cooperation and solidarity shown by our extended network during this time is a testament to the strength of the cooperative spirit. Hundreds of people came to the assistance of our community. Cooperative crews from 36 different coops traveled from places like Maryland, Kentucky, Tennessee, Alabama, Mississippi, Missouri, Arkansas, Texas, Florida, and Georgia to restore power to Excelsior EMC members. Contract electrical repair crews also came and helped to rebuild power lines. Georgia Right of Way and contract vegetation crews from across the region came to help with the massive clean-up effort that was needed before power lines could be repaired and replaced. Skid steer teams came to push the heavy and tangled web of limbs and trees out of roads and rights of way. A total of 664 people were working outside the office to repair lines, clear debris, and supply material. Our crews, warehouse, and dispatch teams worked around the clock to restore power safely, systematically, and quickly. I am extremely proud of the dedication, determination, and commitment they demonstrated. I want to extend my sincere gratitude to them as well. One of my many prayers during this ordeal was for safety. I am especially thankful that we did not have any serious injuries during the restoration.

Excelsior EMC has always been more than just a utility provider. We are a part of this community. We live and work here, and we are invested in the well-being of our members because they are our neighbors, friends, and family. It's times like these that remind us of the importance of community and the power of pulling together to overcome adversity. Your support and kind words to our crews during their restoration efforts were a source of encouragement and motivation for our entire team. Our people in the field told me repeatedly how kind everyone was during this difficult time. Members prepared lunches, brought water, cut trees, cleared roads, and offered kind and encouraging words. These acts of kindness made a huge impression on our out-of-town guests. Many of them made comments to me about the kindness of the people in our communities.

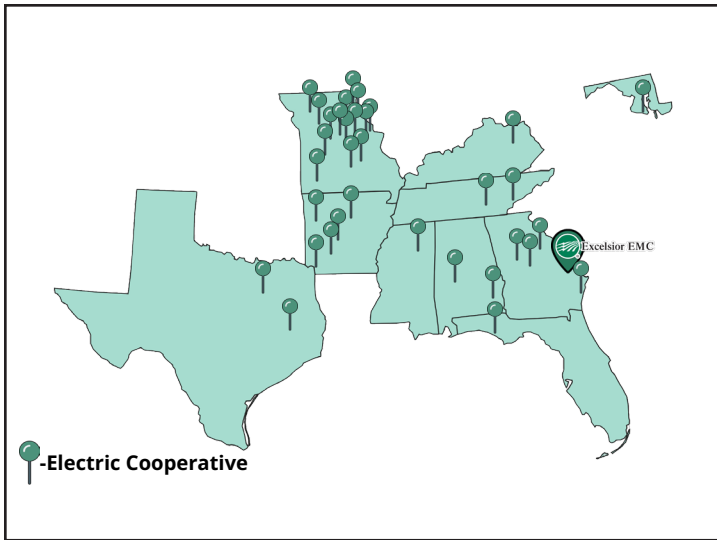
As we move forward, I want to assure you that we will continue to work hard to strengthen our system and enhance our storm response capabilities. We will analyze this experience to ensure that we continue to meet the needs of our members in the face of future challenges.

Thank you again for your trust in Excelsior EMC. We are honored to serve you, and we will continue striving to provide safe, reliable, and cost-effective electrical service.



Every Member Counts

COOPERATION AMONG COOPERATIVES



Georgia

- Snapping Shoals EMC
- Central Georgia EMC
- Coastal EMC
- Walton EMC
- Greystone Power

Alabama

- Pea River Electric Cooperative
- Black Warrior EMC

Tennessee

- Caney Fork Electric Cooperative
- Fort Loudon Electric Cooperative

Texas

- Farmers Electric Cooperative
- Sam Houston Electric Cooperative

Arkansas

- First Electric Cooperative
- Petit Jean Electric Cooperative
- Arkansas Valley Electric Cooperative
- South Central Arkansas Electric Cooperative
- Southwest Arkansas Electric Cooperative

Kentucky

- Fleming-Mason Electric Cooperative

Maryland

- Southern Maryland Electric Cooperative

Florida

- Gulf Coast Electric Cooperative

Mississippi

- Tombigbee Electric Cooperative

Missouri

- Barton County Electric Cooperative
- Boone Electric Cooperative
- Callaway Electric Cooperative
- Central Missouri Electric Cooperative
- Co-Mo Connect
- Consolidated Electric Cooperative
- Farmers Electric Cooperative
- Gascosage Electric Cooperative
- Laclede Electric Cooperative
- Lewis County Electric Cooperative
- Macon Electric Cooperative
- Osage Valley Electric Cooperative
- Platte-Clay Electric Cooperative
- Tri-County Electric Cooperative
- United Electric Cooperative
- West Central Electric Cooperative

Thank You Contractors!





During our Hurricane Helene restoration efforts, we were deeply reliant on mutual aid from our fellow cooperatives and the invaluable assistance of contractors. Their support was critical in helping us restore power to our members swiftly and safely. Additionally, we were incredibly grateful to our retired employees who, with decades of experience, returned to join us in this immense task. Their expertise in their fields, combined with their knowledge of our distribution system and familiarity with every corner of our service area, provided us with guidance and efficiency that only years of dedication could bring. In a moment of crisis, this level of experience and commitment makes an immeasurable difference.

The spirit of cooperation truly shone through as linemen from across the nation worked side by side with our own crews and retired team members. Together, they showcased the strength of teamwork, adaptability, and resilience in the face of adversity. We are immensely grateful for the dedication, expertise, and unity shown by everyone involved in this restoration process, and we're honored to be part of a community that steps up to meet any challenge.

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