



DALLAS (February 2, 2022) – Oncor has secured mutual assistance resources from across ten states to support power restoration efforts after the upcoming winter storm. Approximately 1,500 utility workers supporting the effort include personnel from Florida, Georgia, Alabama, Louisiana, Mississippi, North Carolina, South Carolina, Virginia, Kentucky and Missouri.

If ice accumulates, it will pose the greatest possible impact to electric delivery service. These accumulations can weigh down tree limbs, causing them to significantly sag or break onto power lines, and create dangerous road conditions. Responding personnel are trained to safely and efficiently work in freezing temperatures and restoration efforts will take place in 16 hour shifts, 24 hours a day, so long as weather conditions allow.

Oncor resources and personnel are being pre-positioned ahead of the severe weather arrival to ensure any necessary restoration work can begin as soon as safely possible. Mutual assistance personnel will also be pre-positioned where greatest impacts are expected upon their arrival.

Oncor maintains mutual assistance partnerships with private and public utilities throughout Texas and across the country to prepare for and respond to major outage and severe weather events, including ice storms, tornadoes, hurricanes and more.

Additional Resources

- Oncor customers can report outages and receive updates by [registering](#) for MyOncor text alerts by texting “REG” to 66267, [downloading](#) the MyOncor App and following Oncor on [Facebook](#) and [Twitter](#), or by calling 888.313.4747.
- Oncor’s annual winterization preparations and improvements have been completed and are detailed [here](#).
- A Winter Storm Warning has been issued across the majority of Oncor’s service territory, beginning Wednesday evening and continuing through Thursday afternoon. For more information from the National Weather Service, click [here](#).
- For local, individual and family resources, see the Texas Division of Emergency Management (TDEM)’s February Winter Weather 2022 webpage [here](#).

ERCOT, the governing body that oversees the power system for much of Texas, is closely monitoring conditions. Oncor will follow ERCOT’s direction and echo updates to customers. It is important to remember that Oncor is a transmission and distribution company, or “the poles and wires company” that delivers electricity to more than 10 million Texans. Oncor does not own or operate power generation facilities, or sell, purchase or offer electricity retail services.

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Headquartered in Dallas, Oncor Electric Delivery Company LLC is a regulated electricity distribution and transmission business that uses superior asset management skills to provide reliable electricity delivery to consumers. Oncor (together with its subsidiaries) operates the largest distribution and transmission system in Texas, delivering power to more than 3.8 million homes and businesses and operating more than 139,000 miles of transmission and distribution lines in Texas. While Oncor is owned by two investors (indirect majority owner, Sempra, and minority owner, Texas Transmission Investment LLC), Oncor is managed by its Board of Directors, which is comprised of a majority of disinterested directors.

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