

9-28-24 Hurricane Helene-Keller Kissam Message Transcript

00;00;00;02 - 00;00;05;21
Hurricane Helene proved
to be an unpredictable yet massive storm

00;00;05;27 - 00;00;09;04
impacting our South
Carolina service territory.

00;00;09;25 - 00;00;12;20
As a result of Helene,
you can walk through your neighborhoods

00;00;12;20 - 00;00;15;08
and you can see the devastation
and the damage.

00;00;15;08 - 00;00;20;04
No other storm has impacted
across our service territory

00;00;20;13 - 00;00;24;18
as completely
and as devastating as Helene.

00;00;25;08 - 00;00;28;01
As a result of that, we have put

00;00;28;01 - 00;00;31;01
all resources that we can possibly muster

00;00;31;02 - 00;00;34;20
in order to return our customers
lives back to normal.

00;00;34;28 - 00;00;37;28
We know that's what you expect of us.

00;00;38;12 - 00;00;41;17
The crews that you see behind me
are Dominion Energy crews

00;00;41;24 - 00;00;44;24
that have, that came down
before the storm even hit

00;00;45;11 - 00;00;47;22
from Virginia to South Carolina

00;00;47;22 - 00;00;50;22
to go ahead and pre stage and prepare.

00;00;50;23 - 00;00;53;06
We do this for you.

00;00;53;14 - 00;00;54;03
Now,

00;00;55;25 - 00;00;58;06
it's going to be a long recovery period.

00;00;58;06 - 00;01;01;27
When we say long
probably into next week. Why?

00;01;02;13 - 00;01;04;24
Well it has to do with how we restore
power.

00;01;04;24 - 00;01;08;17
And let's give some specifics about it
instead of just talking in general terms.

00;01;09;05 - 00;01;14;15
We first had to focus on our transmission
as a result of the winds of these storms.

00;01;14;15 - 00;01;19;02
We had an unprecedented 88
transmission lines impacted on our system.

00;01;19;19 - 00;01;23;11
Those transmission lines
have to be restored first and foremost,

00;01;23;20 - 00;01;26;20
because those are the lines
that bring electricity

00;01;26;20 - 00;01;29;20
to the substations in your neighborhood.

00;01;29;21 - 00;01;31;28
I'm glad to say that today

00;01;31;28 - 00;01;35;12
we will have the majority
of those transmission lines back on.

00;01;35;19 - 00;01;36;27
And so that's good news,

00;01;36;27 - 00;01;40;04
in this progressive march
to restore your lives to normal.

00;01;40;28 - 00;01;43;20
Then once the substations come back on,

00;01;43;20 - 00;01;46;21
then we can begin the process
of restoring the neighborhoods

00;01;46;26 - 00;01;48;22
on the distribution side.

00;01;48;22 - 00;01;51;07
There are several things you can do to help us.

00;01;51;14 - 00;01;54;13
Number one, please be patient.

00;01;54;13 - 00;01;56;27
We know that your power is off.

00;01;56;27 - 00;01;59;04
We know the issues.

00;01;59;04 - 00;02;02;06

We want you to communicate still with us.

00;02;02;18 - 00;02;07;00

Our company app, the Dominion Energy App, is a great way for you to let us know

00;02;07;00 - 00;02;11;03

it is the most secure means of communicating with Dominion Energy.

00;02;11;28 - 00;02;14;15

Through that process, there will come a time

00;02;14;15 - 00;02;16;21

we aren't able to do it at this time.

00;02;16;21 - 00;02;21;07

We'll be able to begin issuing estimated times of restoration, which I know,

00;02;21;24 - 00;02;24;25

I know is foremost on our customers minds,

00;02;25;03 - 00;02;30;03

because I've spoken to enough of our customers in person and by phone.

00;02;31;01 - 00;02;32;26

In addition to that,

00;02;32;26 - 00;02;35;26

stay away from downed power lines, please.

00;02;36;11 - 00;02;40;04

Also, if you're involved with clearing trees and debris,

00;02;40;04 - 00;02;43;04

because there's a lot of that going on from this devastation.

00;02;43;19 - 00;02;46;20
Understand that if wires are
caught up in trees,

00;02;46;20 - 00;02;48;01
they will be under tension.

00;02;48;01 - 00;02;49;20
As you cut the tree,

00;02;49;23 - 00;02;53;13
those wires under tension can release,
and as they spring back,

00;02;53;23 - 00;02;58;09
they can have devastating consequences
to you from a personal safety standpoint.

00;02;59;03 - 00;03;02;22
If your weather head or your service
has been pulled away from your house,

00;03;03;14 - 00;03;06;26
then you need to get
a qualified electrician

00;03;06;26 - 00;03;11;07
to come in and do an inspection
and perhaps prepare your weatherhead,

00;03;11;07 - 00;03;14;23
which is the staff where the service line
connects into your home,

00;03;15;15 - 00;03;19;14
as well as repair your meter can that
is directly underneath it.

00;03;19;29 - 00;03;23;01
Once that is done, then we can come
and pull your service line

00;03;23;01 - 00;03;26;01
back up and restore your power.

00;03;26;04 - 00;03;29;13
We understand that this storm has brought

00;03;29;13 - 00;03;32;26
a lot of chaos and a lot of destruction
to the communities that we serve,

00;03;33;29 - 00;03;37;01
but we also understand
that this is South Carolina,

00;03;37;13 - 00;03;40;15
and we come together
as Team South Carolina.

00;03;40;27 - 00;03;44;25
And it's not just officials and linemen
and folks like that that you see,

00;03;45;06 - 00;03;47;28
but it's neighbors helping neighbors.

00;03;47;28 - 00;03;53;09
This is the time when we rise to
the occasion and may our positive energy

00;03;53;14 - 00;03;58;26
that we are trying to display, with
an army of individuals out

00;03;59;02 - 00;04;03;23
trying to serve you and restore
your power, that that same becomes

00;04;04;02 - 00;04;08;03
in your neighborhood as you go out
and help your neighbors who are in need.

00;04;08;15 - 00;04;11;01
If we all pull together, we'll get that.

00;04;11;01 - 00;04;14;15
We'll get everybody's
power restored, we'll be better off it,

00;04;14;24 - 00;04;18;11
and we'll look back
and we'll be thankful that our lives

00;04;18;11 - 00;04;19;16
have been returned to normal.