



NEWS RELEASE

# Dominion Energy Provides Estimated Times of Restoration for Customers in Aiken and Other Hardest-Hit Counties

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Thousands of crew members working around the clock to get the lights back across western region

CAYCE, S.C. (OCT. 4, 2024) – Dominion Energy expects to have power restored to approximately 95 percent of customers in five additional counties by late Sunday night. Work will continue through next week across the heavily wooded and rural portions of the state, where thousands of toppled trees decimated the company's electric grid.

The company estimates power will be restored to 95 percent of customers in the following areas:

- Abbeville, Greenwood, McCormick, Newberry and Saluda counties by 11 p.m. Sunday, Oct. 6. The areas of Modoc Shores and Lost Wilderness in McCormick County require extended restoration periods due to extreme damage and access constraints.
- Aiken and Edgefield counties by 11 p.m. Wednesday, Oct. 9. Due to extreme damage and access constraints, the areas of Hammond Hills, Aiken Estates, Belvedere Ridge, Crossland Park, and Forest Heights require extended restoration periods.

Additional details regarding estimated times of restoration by county are available on Dominion Energy's **outage map**. The company will continue to update the outage map as progress is made.

"Our customers in the western portion of South Carolina want to know one thing, and that's when power will be restored so their lives can return to normal," said Keller Kissam, president of Dominion Energy South Carolina. "We know families are desperate to make plans for the days ahead, but the work to reconnect miles and miles of poles

and wire will take time. Our army of highly skilled, hardworking crews have deployed specialized equipment such as all-terrain vehicles, pontoon boats and helicopters in areas where access is severely limited. We will continue the labor-intensive work to restore power neighborhood to neighborhood, street to street and house to house until every last customer is brought back into the light.”

In the aftermath of the storm, more than 90 percent of Dominion Energy’s customers in the western region of South Carolina were without power. As of 2 p.m. Friday, power has been restored to approximately 60 percent of those customers in the western region who can safely receive power. Crews can only repair electric service up to a home’s point of connection. If a customer has any storm damage from the weatherhead down to its meter base, an electrician must repair it before Dominion Energy can reconnect power to the home. Having any required repairs completed before crews arrive can save time in restoring power.

Since last week, more than 4,000 Dominion Energy employees and additional resources have worked nonstop to get the lights back on for more than 406,000 customers statewide, representing nearly 92 percent of customers impacted.

#### About Dominion Energy.

Dominion Energy (NYSE: D), headquartered in Richmond, Va., provides regulated electricity service to **3.6 million** homes and businesses in Virginia, North Carolina, and South Carolina, and regulated natural gas service to 400,000 customers in South Carolina. The company is one of the nation’s leading developers and operators of regulated **offshore wind** and **solar** power and the **largest producer of carbon-free electricity in New England**. The company’s mission is to provide the **reliable, affordable, and increasingly clean energy** that powers its customers every day. Please visit [DominionEnergy.com](https://www.dominionenergy.com) to learn more.