



## Resilience a top priority



From the desk of  
CEO & General Manager  
Eddie Oldham

As you are very aware by now, an unprecedented situation recently occurred in Moore County involving a concerted effort to damage Duke Energy equipment. The aftermath of the vandalism resulted in substantial damage to various substation and transmission equipment, including transmission equipment serving us here at Central as well as our sister co-op, Randolph EMC. The end result was a widespread outage across Moore County that included the greater Carthage, Cameron and Vass communities here in our area.

For those of you who live in the Carthage area, you are most likely already aware of the impact to us at the co-op due to the outage at your home that evening, but some of our other members may not be as aware. At about the same time thousands of others in Moore County began losing power, roughly 1,300 of our members in the Carthage, Cameron and Vass areas lost power, as well. When the damage occurred to the Duke Energy transmission equipment, one of our Moore County substations lost its transmission feed. This resulted in an outage to our distribution feeds serving the greater Union Pines and Joel Road areas, putting our members in those areas in the dark.

Our fantastic team members responded quickly that evening to determine the issue behind the outage and came to realize that the situation was anything but normal. Thankfully, we found no damage to any of our facilities but were soon notified of the damage to Duke Energy equipment.

You've probably heard us mention "back feeding" when communicating about work being completed on the system, and we were proactively in a position to have

“ Many years of prior work on the system focusing on resilience, reliability and redundancy, coupled with a quick response from our team members, put us in a position to restore service very quickly. ”

back feeding capabilities already set up in this area. Once we were given the “all clear” from emergency personnel, as well as from Duke Energy on the transmission load side, our crews went to work to tie in the feeds from our disabled Moore County substation to other areas of the system. Our team put together a quick and precise plan of action to back feed the impacted areas, or in less technical terms, reroute and distribute power from other areas of the system to members who were in the dark. Many years of prior work on the system focusing on resilience, reliability and redundancy, coupled with a quick response from our team members, put us in a position to restore service very quickly.

Following the vandalism, you may have concerns regarding grid security and vulnerability of infrastructure. Rest assured, along with all other utilities in the industry, keeping the grid secure is a top priority for us at the co-op. Staying ahead of new challenges is a collaborative effort, and we will continue to work with other utilities, industry partners and organizations, government agencies and local officials to address concerns and reinforce vulnerabilities. As we do with all other areas of our service, we will continue to look for ways to best serve our members and community, including adding additional layers of security as necessary to ensure our substations and other critical infrastructure are secure.