

FOR IMMEDIATE RELEASE:

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Historic winter storm causes Governor to call state of emergency, PGE crews continue to assess damage and restore power

Portland, Ore. – The historic ice, snow and wind storm that began on Thursday is causing extraordinary damage across the state, including to power service equipment. At least 4,000 PGE power lines have been brought down by ice and tree limbs, and multiple transmission lines across our service area have been severely damaged. Today, 120 PGE, contract and mutual assistance crews from the NW, tomorrow, more crews from as far away as Montana and Nevada will be working to help restore power. At peak so far, about 253,000 PGE customers were affected Saturday, while about 189,000 remain without service on Sunday morning.

We thank affected customers for their patience under these difficult conditions. Crews will continue to work around the clock, as quickly as safety allows, until everyone is back online. Given the extreme situation, the repair effort may take several days before service can be restored to all customers, and some customers could experience multiple outages as the weather continues to deteriorate.

Snow and ice on transmission lines as well as on trees and limbs that fell on power lines caused the vast majority of the damage and outages. Restoration work is expected to take some time, continuing through the weekend and into next week.

People should always assume that any downed line is live and extremely dangerous and should stay far back. Never touch a downed wire with your body or any object. Report any downed line immediately to PGE by calling 503-464-7777 or 800-544-1795.

For customers who are without power, we know it's hard, especially in the cold. We encourage you to:

- Use caution with alternative light and heating sources to avoid unintentional fire from candles, harmful fumes from kerosene heaters used indoors without proper ventilation or deadly carbon monoxide from use of charcoal briquettes indoors;
- Lock in home heat by tacking blankets over windows and doorways to keep the cold out and putting rolled towels at the bottom of doors to keep drafts out;
- Save body heat by wearing loose layers of clothing to trap body heat; wearing a hat, even when sleeping; moving periodically to generate body heat and using blankets and a hot water bottle if feasible.



- If you can safely do so, consider staying with a friend or family member who has power;
- If you're concerned for yourself, a family member or neighbor, consider finding another location with power.
- If you need emergency shelter or have other needs related to cold weather, please call 911.

For customers whose power is out, please contact PGE if you haven't already. PGE offers several ways to report an outage or get an update:

- **Online:** Go to portlandgeneral.com/outage. Customers can also view a map and a list of current outages by ZIP code.
- **App:** Download at the [Google Play Store](https://play.google.com/store/apps/details?id=com.pge) or [Apple App Store](https://apps.apple.com/us/app/portland-general-electric/id1488888888). Links also available at portlandgeneral.com/app.
- **Phone:** Call 503-464-7777 or 800-544-1795 to report a power outage or downed line through our automated system. Customers can also request a call back when power is restored.
- **Social:** Follow us on Twitter [@PortlandGeneral](https://twitter.com/PortlandGeneral) and Facebook [@PortlandGeneralElectric](https://www.facebook.com/PortlandGeneralElectric).

About Portland General Electric Company

Portland General Electric (NYSE: POR) is a fully integrated energy company based in Portland, Oregon, with operations across the state. The company serves approximately 900,000 customers with a service area population of 2 million Oregonians in 51 cities. PGE owns 16 generation plants across Oregon and other Northwestern states and maintains and operates 14 public parks and recreation areas. For over 130 years, PGE has delivered safe, affordable and reliable energy to Oregonians. Together with its customers, PGE has the No. 1 voluntary renewable energy program in the U.S. PGE and its 3,000 employees are working with customers to build a clean energy future. In 2020, PGE, employees, retirees and the PGE Foundation donated \$5.6 million and volunteered 18,200 hours with more than 400 nonprofits across Oregon. For more information visit www.PortlandGeneral.com/news.

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