



# How we restore your electric service

## **Restoring your electric service following a major outage**

When a major outage occurs, it takes more than the flip of a switch to get power back to all of our Members. Inside is a brief description of a very detailed plan we follow to restore your electric service.

# How We Restore Your Electric Service



**Step 1** – We focus on the biggest repairs first to restore the most Members – this means generating facilities, high-voltage transmission towers and lines that feed distribution substations.

**Step 2** – Substations are next. A repair here can bring power to a large number of homes and businesses.

**Step 3** – Distribution three-phase lines are then checked. They carry reduced voltage electricity to towns, communities and subdivisions.

**Step 4** – Next, we check the single-phase lines which carry electricity to utility poles or underground transformers outside homes and other buildings. Critical services such as hospitals, fire and police take priority here, followed by restoration to the greatest number of consumers.

**Step 5** – Finally, the service line between your home and transformer on a nearby pole may be damaged. This may keep you in the dark while your neighbors have power. Call us if you have an outage here.



## Committed to you.

In the event of a prolonged power outage, rest assured that we are working hard to restore your power as safely and quickly as possible. There are several things you can do to help the process.

If you see a downed line, remember to ALWAYS ASSUME it is a “live wire.” Stay away from it and any trees or structure that may be in contact with it. Call us or 911 immediately to report it.

You may still be without power while surrounding homes have lights. This could be because they have generators or they may be on a different circuit than your home. It could also be that the service line to your home is down or there is damage to your meter box. In either case, call us. We cannot repair your meter box — you will need to contact a licensed electrical contractor for that. We will, however, repair your service line if your meter box is in proper working order.

Finally, patience. Power outages are an inconvenience for everyone. Our goal is to restore power to all of our Members as safely and quickly as possible.

