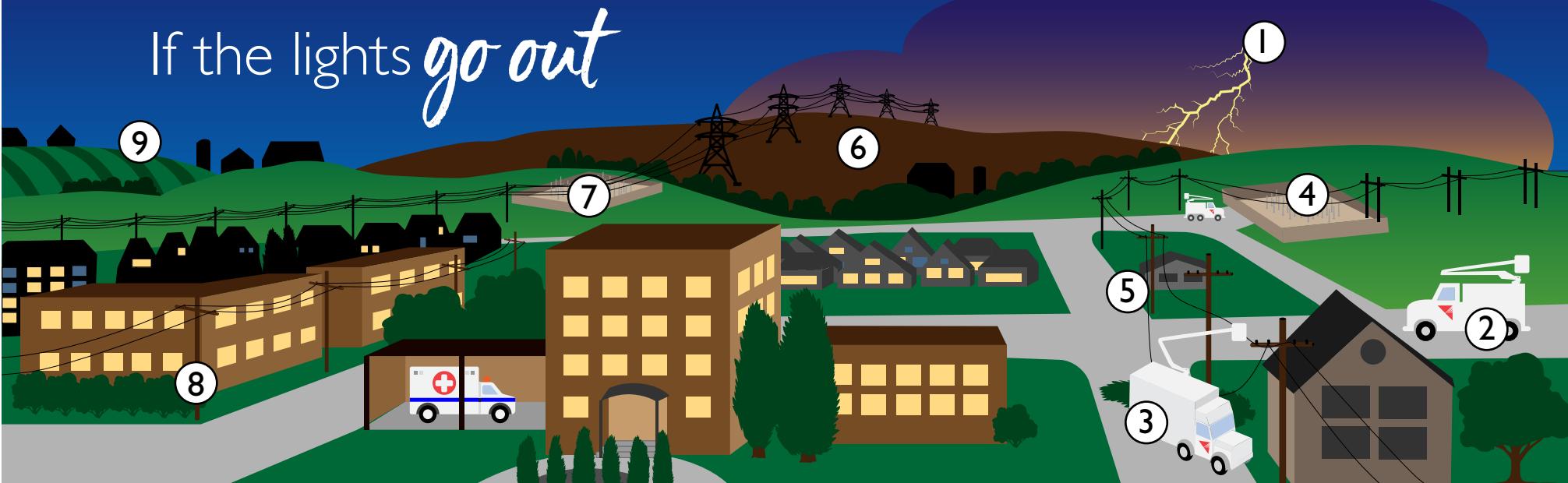


If the lights go out



Choose a number above, then reference the list below to learn about our outage restoration process.

Keeping your lights on

Ensuring dependable service is our priority. But there are some things we just can't control – like severe weather, accidents and other unpredictable situations. If your lights go out, we want you to know we are doing everything possible to get them back on as fast as possible.

What we do

- ① Pinpoint the outage and formulate solutions to restore power.
- ② Dispatch crew closest with the right type of equipment.
- ③ Assess conditions for public and crew safety and develop a restoration plan.
- ④ Patrol lines and check substations.
- ⑤ Clear downed power lines.
- ⑥ Restore power to the greatest number of people as quickly as possible through transmission lines that serve hundreds of substations.
- ⑦ Restore power to substations that convert high-voltage power to levels people can safely use at home.
- ⑧ Restore power to concentrated areas through distribution lines and tap lines. Distribution lines travel from the substations to neighborhoods and serve between 1,000 and 3,000 customers. Tap lines then feed into pockets of 20 to 30 homes.
- ⑨ Restore power to individual (typically suburban or rural) homes and businesses. This task usually takes the longest.

Since our crews can only work on company equipment, if storm damage occurs at the electric meter base, service mast or weatherhead – or circuits inside your home – you need to have a licensed electrician fix the problem before we can restore power to your home.

