



Our customers' health and safety are important to us.

As we restore power in emergencies, we give priority to hospitals, nursing homes and other critical areas such as our water treatment plants. We also give special attention to our customers who are on life support equipment. Call us for more information.

It was a dark and stormy night...

Your company name
and logo here

When an emergency occurs, we follow a plan to restore **POWER...**

Our employees monitor our utilities 24 hours a day. We respond immediately to any emergency situation. In many cases, we can diagnose and often repair problems with minimal impact on our customers. Still, when tornadoes,

lightning, ice storms and other conditions cause widespread outages, we follow a plan to restore power. With each decision, the underlying goal is to restore power safely to the greatest number of customers in the shortest time possible...

1

Assess Damages

At the first signs of outages, our first step is to assess the problem and make sure any downed lines are not hazardous.

2

Major problems first

We fix problems on major transmission lines and at electric substations because these outages can affect thousands of customers.

3

Setting Priorities

We then set priorities to repair outages on feeder lines that go into neighborhoods and down streets. Feeder lines are like branches on a tree; fixing a problem at the end of the branch will do little good if the line feeding that branch is still without power. We work our way across the system, first repairing problems serving larger groups of customers to gradually repairing problems serving smaller groups.

4

Service Lines to Homes

Finally, we repair service lines to individual homes. At times our process may seem confusing, particularly if you are without power. We do appreciate your patience. Meanwhile, if we leave your neighborhood – and your neighbors have their power restored, but you do not – be sure to call us so we know to return to your home at some point.

Even with our monitoring system, we rely on customers to report outages. In emergencies, we call in extra employees to answer phones. We will pass along any information we may have about restoring your power.