

POWER OUTAGES HOW RECOVERY HAPPENS



Hurricanes, blizzards, tornados, and other severe weather can cause power outages. Restoring power after a major outage is a big job that involves much more than simply flipping a switch or removing a tree from a power line. The priority is to restore power safely to customers in the shortest time possible. As your utility is community-owned, crews focus on restoring the local service area. With severe or widespread damage to the system, crews from other public power utilities come out to help.

OUTAGE RECOVERY PLANNING

Getting the power back on safely takes planning. From day one, utilities create detailed plans for how to safely restore power in a variety of events. They plan how crews will be deployed, how information will be shared with customers, and when to call for additional help.

STEP
1

EMERGENCY RESPONSE & DAMAGE ASSESSMENT

During and after a storm, utility crews de-energize downed lines and safely assess other damaged parts of the system to reduce potential dangers.



STEP
2

TRANSMISSION LINES

High-voltage transmission towers and lines seldom fail, but can be damaged by severe wind or flooding. One line can serve tens of thousands of people. If one of these lines is damaged, utility crews would focus on restoring it first.



STEP
3

SUBSTATIONS

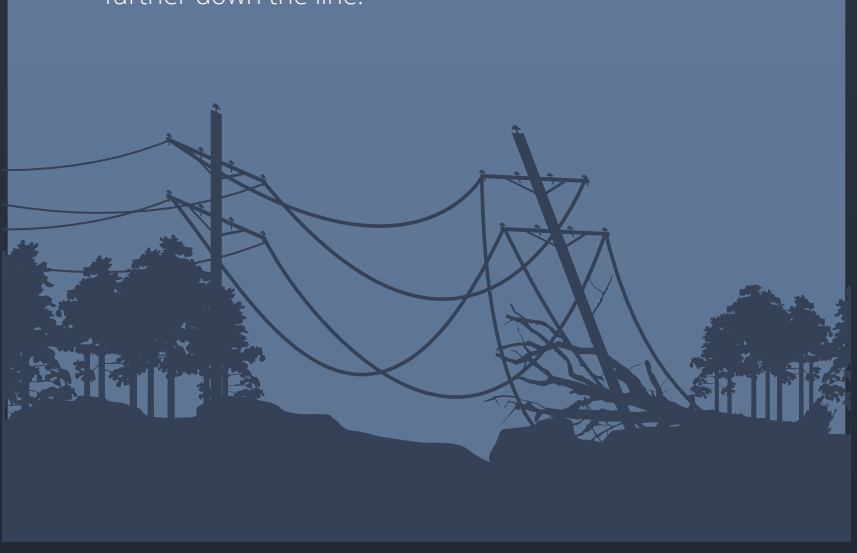
Utility crews check distribution substations, which can serve several thousand homes and businesses, to see if a major outage is occurring because of a problem at the substation or with the transmission line coming into the substation.



STEP
4

MAIN DISTRIBUTION LINES

Main distribution lines carry power from substations to a central point in a neighborhood. When power is restored on these lines, whole neighborhoods and business districts may see the lights come back on as long as there are no problems further down the line.



STEP
5

LOCAL DISTRIBUTION LINES

Local distribution lines carry electricity to utility poles or underground transformers serving one to several homes or businesses. Utility crews work on these lines after repairs to the main distribution lines and prioritize locations to get the largest number of customers back in service.



STEP
6

SYSTEM IMPROVEMENTS

Once power is restored, utilities assess if the recovery plan should be updated, and identify parts of the system that may benefit from upgrades or enhancements to reduce the likelihood of damage in the future.

