

Outage Q & As

Q. *Why do I sometimes get a busy signal when there is an outage?*

A. A big outage can mean hundreds of members trying to call at the same time. We don't have the phone lines or employees to answer all calls. Most likely if our phone lines are busy the outage or outages are recognized and crews are already being dispatched or possibly already working towards fixing it. Also,

having your account information on hand when calling, and up to date in our system, can speed up the reporting process while shortening phone hold times.

Q. *How long will it take to restore my power?*

A. We may only be able to give you a rough estimate. Many factors play into restoring power, some of which are out of our control.

Rest assured our employees will work as quickly as they can. If it's a major outage, we'll request help from our statewide Emergency Work Plan to request whatever additional personnel and equipment it will take to get the job done.

Q. *Who gets their power restored first?*

A. The priority is always to restore power to substations, then main feeders. If your outage is on an individual line it may take longer.

Q. *Why do I see linemen driving by my house and not stopping to fix the problem?*

A. Often they are patrolling the line to find the problem first. Or they may be going to an outage location that has to be repaired first before electricity can reach your service. If they have stopped working, they may be waiting for materials to be delivered so they can fix the problem.

Q. *Why is my neighbor's electricity on but mine is off?*

A. Your service may actually be fed from a different circuit, your transformer may be damaged or an individual fuse may be blown. Sometimes, it's not our lines, and a service line to your home could be damaged and need to be repaired by a licensed electrician first.

While you may not always understand our method of restoring your electricity, please trust that we are your Touchstone Energy Cooperative, and it's our job to make sure you receive the safest, most reliable and lowest priced electricity possible.

