

Outage Q & As

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

A. A big outage means hundreds of members may try to call at the same time. We do not have the phone lines or employees to answer every call. However, we are using our website, social media and on-hold messaging to improve communications during an outage. You can also use our automated Self-Serve 24 line to report an outage.

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 supplies 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. The service drop to your home may also 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, as your Touchstone Energy Cooperative, we're working for you to provide the most reliable service possible. Please call with any questions.



 **Rural Electric
Convenience Cooperative**

Your Touchstone Energy® Partner 

(217) 438-6197

Self-Serve 24 (217) 438-3575