

Spring Storms



Power outages & restoration

Call in outages 24/7 to 800-872-1203

Outages after a storm can take time to repair depending on what portion of our system is damaged. Rest assured our linemen are dispatched as soon as it is safe, and work quickly to restore power. They will follow these four steps:

1. Assess and possibly repair substations – if they aren't receiving electricity from our power supplier, we won't be able to provide power to our members.
2. Repair the large three-phase lines leading out of those substations.
3. Check our distribution lines. If you see a truck pass by your home, we aren't ignoring you. Our crews work to restore power to the largest number of members at one time.
4. Check individual lines and services to get power restored to every individual.

We encourage members to call and report all outages to be sure we are aware you are out of power.

Storm safety tips

- ☂ Treat all downed lines as energized and stay away.
- ☂ If your car comes into contact with a line, stay in the vehicle. See more at www.safeelectricity.org.
- ☂ Generators must have a transfer switch or appliances connected directly to avoid electricity backfeeding onto power lines.
- ☂ Never touch electrical appliances, cords, wires or electric yard tools while you are wet or standing in water.
- ☂ Do not step into flooded areas if water is covering outlets, cords, or is in contact with appliances.
- ☂ Before you re-enter a storm-damaged building turn off electric and gas services. If you can't reach the breaker box, call us to shut off power at the meter.
- ☂ Carbon monoxide kills; never cook indoors with a charcoal grill and keep generators out of garages.
- ☂ April through July are the most active months for severe storms, lightning strikes and tornadoes. Get prepared and know how to stay safe during the storm by visiting www.ready.gov and www.safeelectricity.org.



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