Restoring Your Power

Hierarchy of Repair

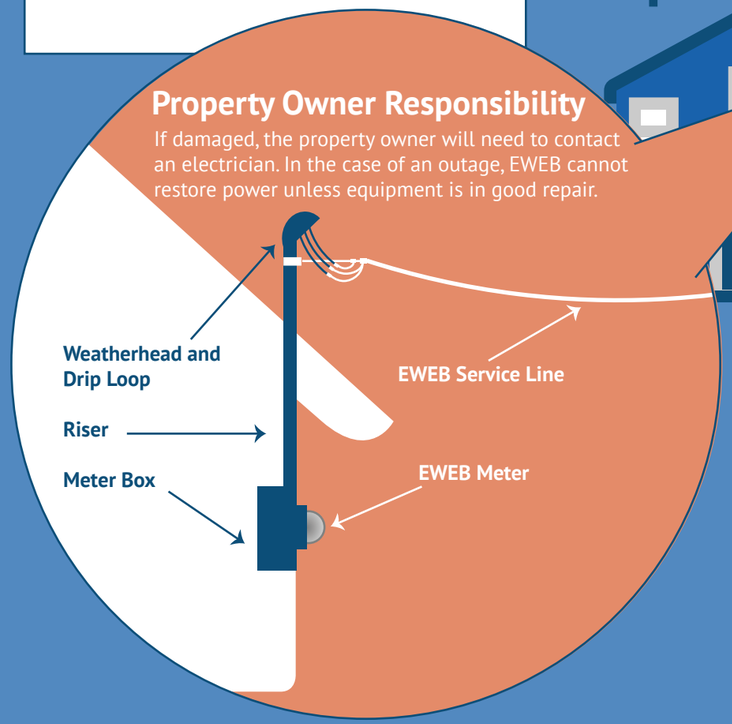
During a widespread outage, crews first work to protect public safety. Our top priority is to clear downed power lines and to make sure critical facilities, such as hospitals have power. This "make safe" priority can take 24 hours or more following a major storm.

We restore power in the following order of priority:

1. **Repair transmission lines**
   After making sure generating plants are back up, we repair lines that transmit power from generating plants to the local area. Each repair often can restore power to many thousands of customers.
2. **Repair substations**
   Substations, which convert high-voltage power to use by individual customers and businesses, usually serve several thousand customers.
3. **Repair distribution lines**
   "Feeder" lines leading from substations serve several hundred to more than 1,000 customers.
4. **Repair tap lines**
   Tap lines extend from feeder lines into individual neighborhoods. They generally serve 20 to a few hundred customers.
5. **Repair individual connections**
   This is the most difficult and time-consuming task, as crews restore power to individual customers.

Property Owner Responsibility

If damaged, the property owner will need to contact an electrician. In the case of an outage, EWEB cannot restore power unless equipment is in good repair.



Restoration Process

During outages, you may see EWEB staff come and go. This is because during an outage, we have crews or teams assigned to different parts of the restoration process.

Assessors or Troubleshooters first survey the area, looking for the cause of the outage. They relay back to dispatch what equipment is needed to make repairs, including whether flaggers are required.

Wire-watchers may be assigned to do just that, watch downed power lines until a line crew arrives to make the location safe.

Line crews arrive to restore power after safety issues, such as downed power lines, have been addressed throughout the community. During widespread outages, it could be several days before power is restored. In addition, there are situations where a line crew may arrive at a location and disconnect power in order to safely make repairs.

When the Lights Come Back On

When crews restore power to areas during cold weather, one of the issues they face is known as "cold load pickup." Cold load is the amount of power needed by customers as we try to re-energize an area that has been without power for an extended period of time. In some cases, this results in a greater demand than the system is designed to meet all at one time, and shortly after the power is restored, circuit breakers automatically trip to protect the system, and the power goes out again.

The primary cause of this issue is the large number of electric heaters and furnaces coming on at the same time. You can help by leaving your electric heat off for about 30 minutes after power is restored. Then turn electric heat back on and gently bring the temperature up to a comfortable level.

EWEB