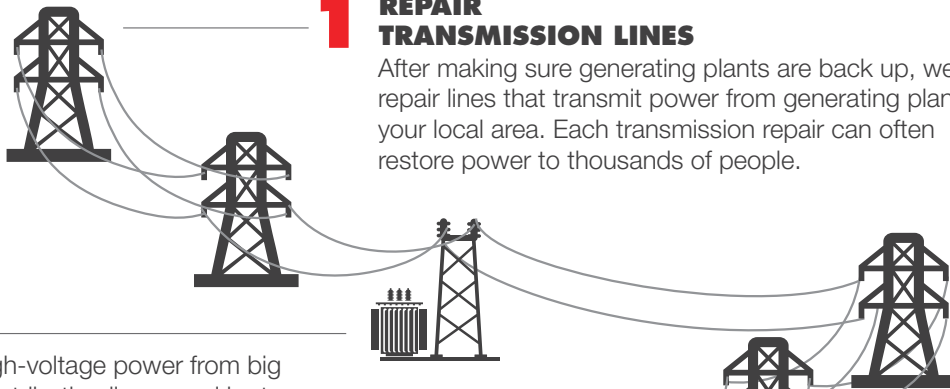


RESTORATION PRIORITIES

When severe weather strikes, our teams spring into action to assess damage, make repairs and safely restore power to each and every customer. When responding to large-scale outages, we start by working on circuits that serve the most customers, including major transmission lines and large circuits, then medium and smaller-capacity lines, and individual service lines to finish. Throughout the restoration process we prioritize critical facilities such as hospitals, shelters and water treatment plants.

1 REPAIR TRANSMISSION LINES

After making sure generating plants are back up, we repair lines that transmit power from generating plants to your local area. Each transmission repair can often restore power to thousands of people.



2 REPAIR SUBSTATIONS

Substations, which convert high-voltage power from big transmission lines to smaller distribution lines used by towns and neighborhoods, usually serve several thousand people.

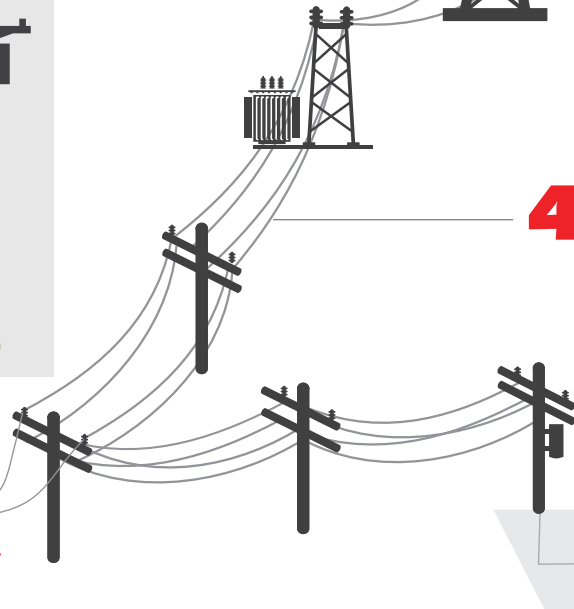


3 REPAIR DISTRIBUTION LINES

Feeder lines leading from substations serve several hundred to more than 1,000 of our customers.

4 REPAIR TAP LINES

Tap lines extend from feeder lines into your individual neighborhood. They generally serve 20 to a few hundred homes and businesses.



5 REPAIR INDIVIDUAL CONNECTIONS

This is the most difficult and time-consuming task, as our crews restore power to individual customers. Downed lines, broken poles and fallen tree branches on lines often take extra time.



If any customer-owned equipment is damaged, the property owner will need to have repairs made by a licensed electrician before we can safely restore power.

