



When a major storm causes widespread damage to our electric system, our top goal is to restore service safely to the greatest number of members in the shortest amount of time. We have priorities for making repairs, determined by the number of members affected. Think of the system like a tree.

Roots

We prioritize the main roots of the power: our substations and the transmission lines feeding the substations. A problem with these lines could interrupt power to several thousand members and must be repaired before other parts of the system can operate.

Trunk

Distribution feeders carry power from the substations. Each feeder serves a large portion of members from the substation.

Branches

Tap lines, or line sections, serve a smaller group of members from the main feeder. The tap line will remain without power until the main feeder line is repaired.

Leaves

These are the lines that serve a single residence, business, or farm. It may not do you any good for us to repair your line if one of our main lines is still out.

My neighbor has power

Have you ever lost power only to see the lights still shining from your neighbor's window? When this happens, it could mean the service line between your home and the transformer is damaged.

Or it could mean that a three-phase power line serves your neighborhood and you are served by a different line than your neighbor.