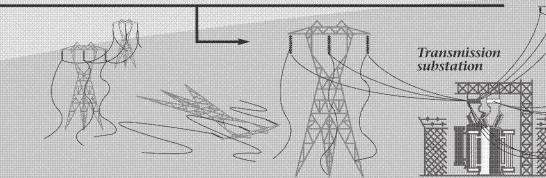


The steps to restoring power

Step 1. Transmission towers and lines supply power to one or more transmission substations. These lines seldom fail, but they can be damaged by a hurricane or tornado. Tens of thousands of people could be served by one high-voltage transmission line, so if there is damage here it gets attention first.



Step 2. A co-op may have several local distribution substations, each serving thousands of consumers. When a major outage occurs, the local distribution substations are checked first. A problem here could be caused by failure in the transmission system supplying the substation. If the problem can be corrected at the substation level, power may be restored to a large number of people.

Step 3. Main distribution supply lines are checked next if the problem cannot be isolated at the substation. These supply lines carry electricity away from the substation to a group of consumers, such as a town or housing development. When power is restored at this stage, all consumers served by this supply line could see the lights come on, as long as there is no problem farther down the line.

urricanes and tornadoes. Fires and floods. Electric cooperative members have seen them all. And with such severe weather comes power outages. Restoring power after a major outage is a big job that involves much more than simply throwing a switch or removing a tree from a line.

urricanes and tornadoes. Fires The goal is to restore power safely to the greatest and floods. Electric cooperative number of members in the shortest time possible.

After a major power outage

The major cause of outages is damage caused by fallen trees. That's why your electric cooperative has an ongoing right-of-way maintenance program.

This illustration explains how power typically is restored after a major disaster.

Area enlarged: Consumers themselves (not the co-op) are responsible for damage to the service installation on the building. Your co-op can't fix anything beyond this point. Call a licensed electrician.

Step 5. Sometimes, damage will occur on the service line between your house and the transformer on the nearby pole. This can explain why you have no power when your neighbor does. Your co-op needs to know you have an outage here, so a service crew can repair it.

substation **Step 4.** The final supply lines, called tap

Local

lines, carry power to the utility poles or underground transformers outside houses or other buildings. Line crews fix the remaining outages based on restoring service to the greatest number of consumers.

> DANGER! Stay clear of fallen lines

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Local substation

Local

substation

During a major outage, other cooperatives send line crews to assist with restoring power. These additional crews, as well as communications, equipment and supplies, are coordinated through the cooperative's statewide organization.

Other co-ops

During a major storm outage it is not necessary to immediately call and report your outage. Automated equipment identifies main feeder lines that are not in service. The co-op will advise through radio spots, news releases and the coop's website when members should call and report an outage.

Co-op

office

Tap Line

Clay Electric's Toll-free Automated Outage Reporting Line

1-888-434-9844