

The steps to restoring power

When a major outage occurs, our crews start with the repairs that will restore the greatest number of people in the shortest amount of time — and will continue this process until everyone has power.



1. High-voltage transmission lines

These lines carry large amounts of electricity to great number of homes and businesses, so they must be repaired first.



2. Distribution substations

Crews inspect substations next, which can serve hundreds or thousands of people.



3. Main distribution lines

Main lines serve essential facilities like hospitals and larger communities.



4. Individual homes and businesses

After main line repairs are complete, we repair lines that serve individual homes and businesses.