

# EPB Power System Restoration Priorities/ What You Should Do in the Event of an Outage

In any outage, we want to restore power to the most people that we can in the shortest amount of time. Therefore: Our goal is to restore services in the following priority (which also coordinates with what it actually takes to get power to your home or business):

**Transmission Lines** – These lines feed power from TVA to our substations – we will either repair these lines immediately or if possible try to re-configure our system to get these feeds to our substations and repair the lines after the crisis is controlled.

*(All EPB power customers can be affected by the loss of these lines)*

**Substations** – Everyone in our service area is fed from one of our substations – since problems within the substation are unique in nature, we would more than likely try to re-configure our system to carry the normal substation load from other substations if possible until professional repairs can be scheduled.

*(Groups of up to 1500 customers can be affected by the loss of a substation)*

**Breaker Circuits** – Up to five breakers per substation provide three-phase feeds out to selected sections of town. Breaker problems will more than likely be another case where the EPB would re-route the normal load from the breaker to either a neighboring breaker within the substation or another breaker from another substation.

*(No more than 500 customers should be affected by the loss of a breaker)*

**Three-Phase Primary Lines** – These lines are major distribution circuit arteries throughout Glasgow. They're used to re-route power between breakers when necessary.

*(Failure to one of these line sections can possibly affect up to 500 customers)*

**Line Fuses** – The failure of a fuse is what you would normally hear when you lose power, if you hear anything at all. These fuses protect our radial lines from our main arterial primary lines.

*(Up to 50 customers can be affected by one of these fuses blowing)*

**Distribution Transformers** – These units supply the final voltage conversion needed at a residence or business. The service to your house is attached to one transformer.

*(Up to 10 customers can be fed by one transformer)*

**Service Drop** – This is the power line going to your building from the transformer. The final priority of the EPB during a big power outage is the service drop. If you have an overhead service drop to your house in close proximity to a tree, you run the risk of that tree damaging the service drop (as well as the riser pole and meter base, which are both the responsibility of you, our customer). This can be a significant unexpected cost, not to mention being our lowest priority during a widespread power outage (remember, we want to get the greatest number of customers back on in the shortest time).

## Steps You Should Take During a Power Outage

**After you have confirmed that the breakers on your main house panel have not tripped, we suggest you do the following:**

Please call us at 651-8341 to report your name, address and phone number to us and any other information that might give us a clue as to the problem in your area (like, “I heard a loud boom” or “I’ve noticed my neighbors don’t have power, either.”). Please be patient – remember that hundreds of other people may also be trying to call in, too. Keep in mind that in order for us to answer as many calls as possible and then properly respond to your problem, we prefer not to listen to any complaints or information that is not pertinent during the crisis. If you feel that you must make your complaint or give us further information that does not pertain to restoring your electric service, we ask that you wait until your power has been restored.

**While waiting on your power to be restored, consider doing the following:**

Switch off major loads like central heat/air units, washing machines and ovens (assuming that these were on prior to the outage). You can’t use them until power has been restored anyway, and turning them off will keep the “surge” to a minimum when the power comes back on.

Turn your front porch light switch on so that when power has been restored, we can confirm that your house has power if our employees are in your neighborhood.

If you’ve called us about your power being out, please be prepared to let us know whether or not your power has been restored when we call you back.

Never go outside around poles or lines. It is simply too dangerous.

If you must drive during a widespread outage, avoid known areas of damage in order to allow our vehicles and personnel quick access to these locations for repair.

**Finally, why won’t we tell you how long it will be until your power is back on? (this is our most common question during an outage)**

Well, it’s quite simple, actually. The personnel in the office that you’re talking to when you call in *may not know* (for that matter, the guys in the field may not know – because they never know what they’re going to run into). Of course, we’ll try to give you some idea how large the problem really is, but we don’t want to make it sound like a small problem if it’s not. In other words, if it’s going to be a while before your power is restored, you should know that so you can plan accordingly. It’s not that we don’t want to tell you; it’s that we don’t want to tell you the *wrong thing*.