

## **How We Restore Power**

### **1. Critical community services restored first**

The City of Gastonia's Electric Department has a detailed plan for restoring electric service following a power outage. The plan calls for restoration of critical community services (hospitals, nursing homes, police, fire, etc.) first, and then restoring power to the greatest number of customers in the shortest possible time. All this is done while ensuring public safety and the safety of power line crews.

Outages occur for many reasons, but are most frequently caused by weather events. High winds, lightning strikes and ice can knock down power lines and cause power outages which may be widespread or localized. Once these outages are reported or detected, The City of Gastonia's Electric Department takes specific steps to return service to customers.

### **2. Power line repair begins process**

Restoration begins after the City of Gastonia's Electric Department determines where lines are down. Those determinations are made by monitoring systems and gathering information from across the Electric Department's service areas. To ensure safety and prevent injuries and fires, crews must first make sure power is no longer flowing through downed lines. Those who may see a downed line should remember to always assume it is a "live wire," stay away from it and call the City of Gastonia's Electric Department or 911 to report this dangerous situation.

After downed power lines are repaired, restoration proceeds based on established priorities. First transmission lines to distribution substations must be repaired, as they are the most important lines carrying power from generating plants to large numbers of customers over wide areas. When those repairs are complete, the Electric Department can begin restoring power to critical community services.

### **3. Systematic customer service restoration**

Next, service is restored to the largest number of people as soon as possible. Service to neighborhoods, industries, and businesses is systematically restored, followed by single residences and small groups of customers. This plan is followed until restoration to all customers is complete.

### **4. Different neighbors, different circuits**

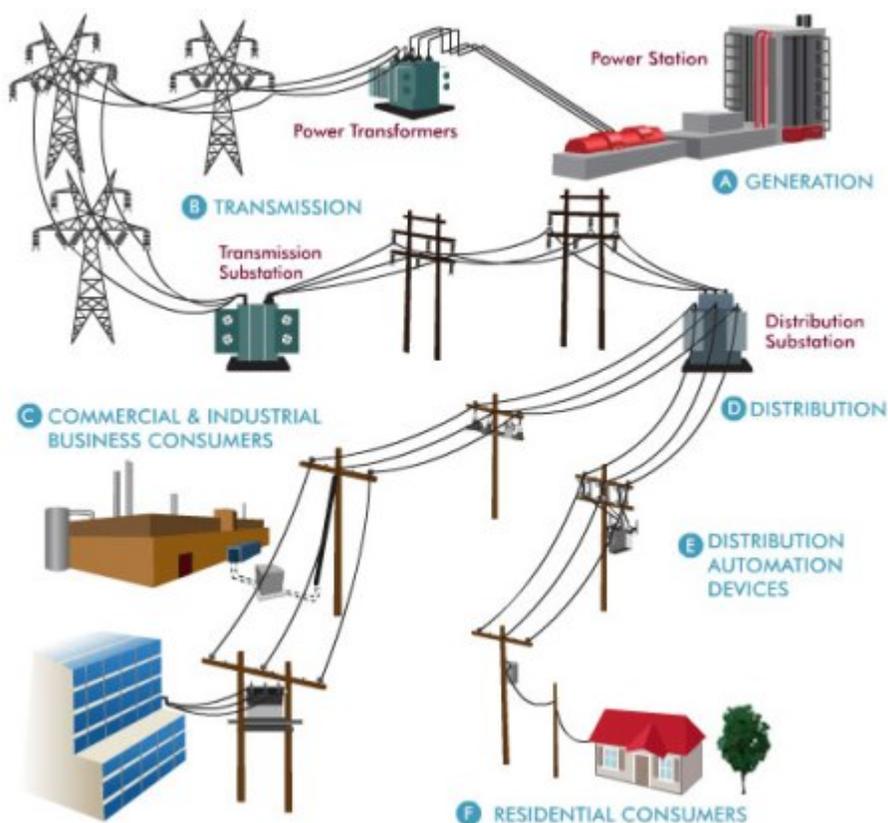
Sometimes customers may see lights come back on across the street or nearby, but they remain without power. One reason is that some customers may have generators that provide an alternate source of power for their homes. Another reason may be that different parts of a neighborhood are on different circuits, and not all circuits are restored at once. The restored customer's service may also come directly off a primary line, which is repaired first, while the customer without power is served off a secondary line.

If a customer notices that his neighbors' power has been restored and he remains without power, that customer should notify the City of Gastonia's Electric Department at 704-866-6823. This number is attended on a 24-hour basis. The Electric Department can then determine how to resolve the situation. In some instances, the customer who remains without power might have damage that can only be repaired by a licensed electrician before the home can be re-connected to the City of Gastonia's Electric Department's system.

## POWER RESTORATION ILLUSTRATED

When an outage occurs, our top priority is to restore power quickly and safely. The City Electric Department immediately mobilizes all available crews and equipment, and will ask for assistance from other utilities in our Mutual Assistance Program if necessary. While The City Electric Department's efforts have been effective, we continuously review this work and seek ways to improve your experience by being as responsive and successful as possible.

The City Electric Department takes several steps to restore power after a large storm, doing our best to ensure crews arrive at the hardest hit areas first. We dispatch crews to the affected areas to assess damage prior to committing them to specific neighborhoods and cities. If you see The City Electric Department trucks drive through your neighborhood without stopping, it's all part of this evaluation process.



As crews move through neighborhoods making repairs and restoring power, some homes and businesses may have service before others. If your neighbor's power is restored before yours, you may be on a different circuit. Avoid running extension cords from your neighbor's house to get electricity. This is dangerous and could damage equipment and your home.