



Ready to respond to storms



From the desk of
CEO & General Manager
Eddie Oldham

Spring is here, and summer is right around the corner. School will be letting out, and families will be gearing up for a few months of fun and relaxation. While spring and summer bring fun in the sun, they can also bring the occasional severe storm. In the event of a power outage, you can trust that your cooperative is ready to respond.

The major cause of most power outages is damage to power lines due to falling trees and branches. We work year-round through our right-of-way clearing program to ensure power lines in our service territory stand little risk of being damaged by trees, branches or other types of vegetation.

However, during storms, damage can occur to transmission equipment, substations and power lines, despite our best efforts. When this happens, our first priority is to safely restore power to as many members as possible in the shortest amount of time.

We start by mobilizing our line crews and other critical staff. The biggest outages affecting the largest number of members are handled first. This includes damage to transmission lines, which serve thousands of people. These problems must be corrected before we can focus on other areas, where more localized damage may have occurred.

Our line crews inspect substations to determine if the problem starts there, or if there could be an issue down the line. If the root of the problem is at the substation, power can be restored to thousands of members.

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Next, line crews check the service lines that deliver power into neighborhoods and communities. Line crews repair the damaged equipment, restoring power to hundreds of people. If you continue to experience an outage, there may be damage to a tap line outside of your home or business.

The beauty of our advanced metering infrastructure is that we are aware of power outages prior to reports from members. However, it is always a good idea to make sure you report an outage by either calling our 24-hour reporting line, 877-766-6769, or texting “OUT” to 800-446-7752. That way, you can ensure we are fully aware of your outage, and you can also receive outage updates by texting “STATUS.”

When thunderstorms inevitably illuminate our warm, summer nights, *we are here for you*. Our dedicated crews are ready and prepared to respond to whatever Mother Nature may send our way. We will continue to do our best to avoid power disruptions, but as you know, the weather sometimes presents challenges beyond our control. In the event of a power outage, be sure to visit the “Outage Center” at CEMCPower.com to track outages in our area and to receive the latest outage restoration updates.

Until next time,