



## Ready to respond to storms



From the desk of  
CEO & General Manager  
Eddie Oldham

Summer is here, school is letting out and families are gearing up for a few months of fun and relaxation. While summer brings fun in the sun, it 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 from 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, like 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.

“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.”

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](http://CEMCPower.com) to track outages in our area and to receive the latest outage restoration updates.

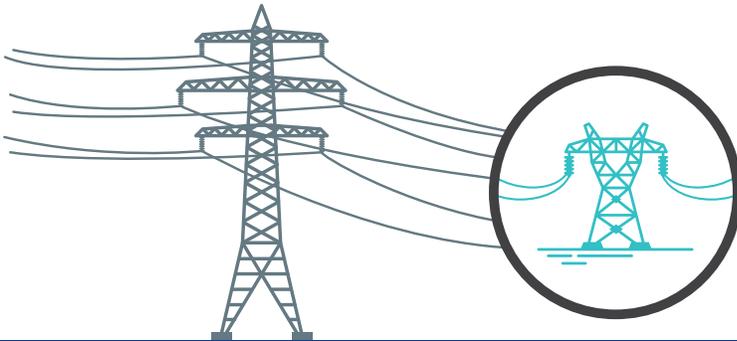
Until next time,

*Eddie B. Oldham*



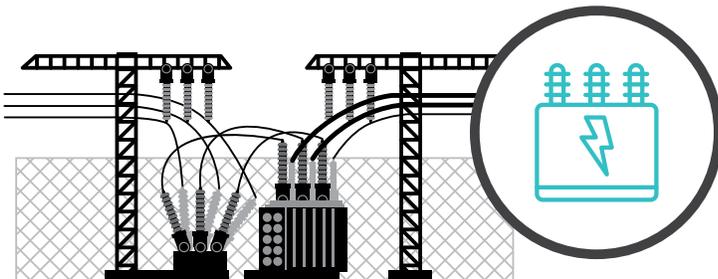
## The steps to restoring power

When a major outage occurs, our crews restore service to the greatest number of people in the shortest time possible – until all members have power.



### 1. High-voltage transmission lines

These lines carry large amounts of electricity. They rarely fail but must be repaired first.



### 2. Distribution substations

Crews inspect substations, 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.