

Understanding O&R's Restoration Priorities



When it comes to large-scale power restoration, we go through a step-by-step process.

Our top priority is ensuring public safety by securing downed wires and addressing critical infrastructure such as hospitals, emergency facilities and municipal services. We then work to restore power to the largest number of customers until all lights are back on.

1. Transmission towers and lines

Thousands of people are served by these lines, which are usually miles away from your neighborhood. If these lines are out, they must be restored first for electricity to flow to other parts of the system.

2. Substations

Our substations reduce the voltage from the transmission lines to levels appropriate for distribution lines that run along local streets in your community. If there's damage to a substation, it must be repaired before work can begin on the distribution lines in your neighborhood.

3. Circuit lockout

Damage anywhere along a distribution circuit can prevent the flow of electricity throughout the entire circuit feeding many communities. Repairing a lockout restores service to large numbers of customers, and allows us to then work on damages to distribution lines fed by the circuit.

4. Overhead distribution lines

All homes in the neighborhood may not be fed by the same overhead line. That's why some houses in the same neighborhood may have power while others do not.

5. Underground distribution lines

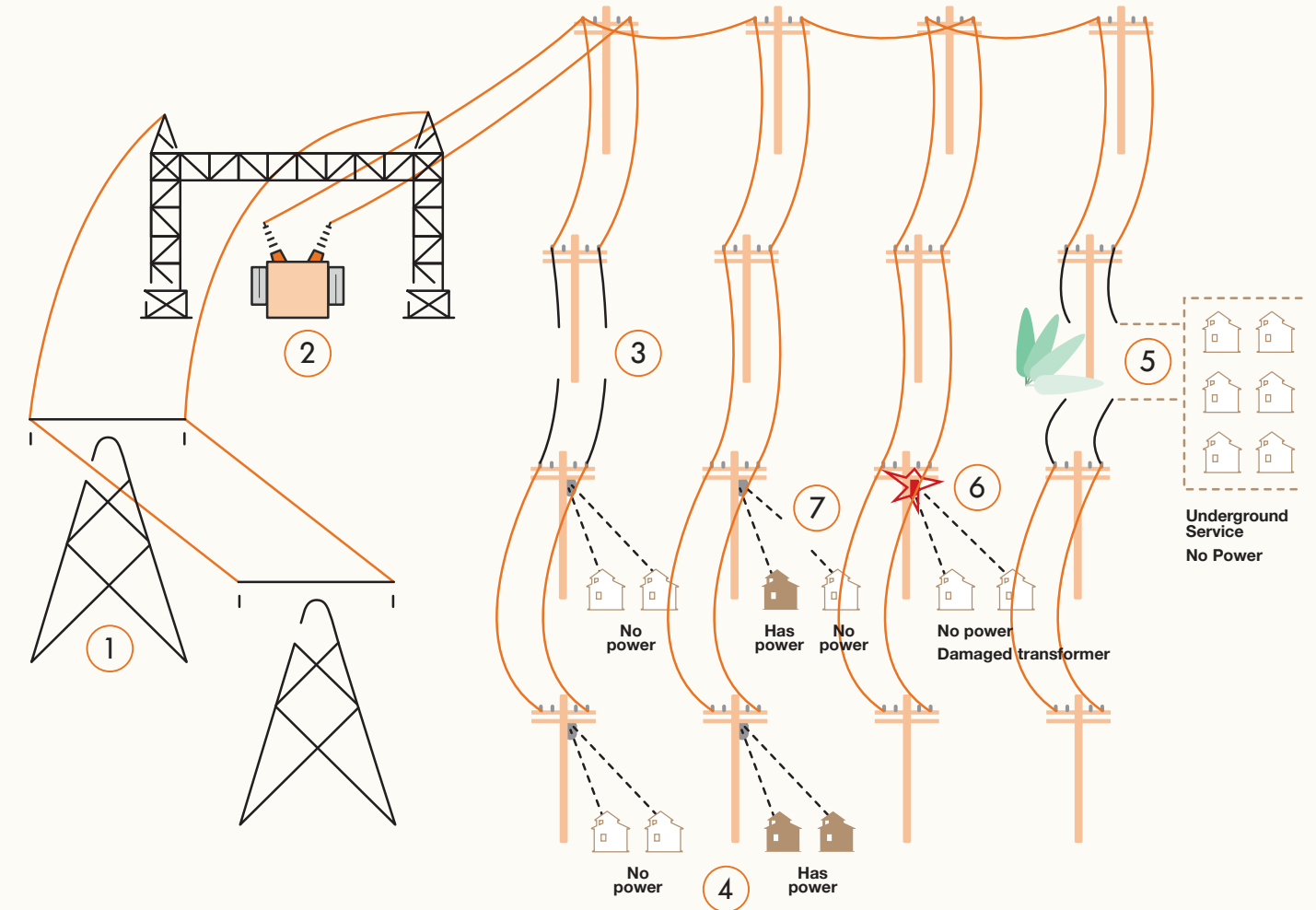
You might think that you're in the clear if you have underground distribution lines. But they're fed by overhead lines. A tree falling onto an overhead line can affect a neighborhood with underground service.

6. Transformers

Transformers further reduce voltage to levels suitable for homes and buildings. If a transformer is damaged, the number of homes served by that transformer will be out of power. Once distribution repairs are made, we fix damaged transformers.

7. Individual service wire

Damage can occur on the service line between your house and the pole on the street. If your service wire is damaged, you may not have power even though the rest of your neighborhood does.



Stay connected

Power outages can make you feel isolated from the rest of the world. That's why we offer several ways to stay connected with us so you can get updates on outages and restoration times.

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We take a lot of steps to prevent outages and recover from them quickly. Find out more about what we do, and what customers can expect if they're caught in an outage.

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send "OUT" to 69678 (myORU).

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Sign up at oru.com/myaccount.

Call us to report an outage or downed power line

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