

How we restore power

We have a tried and true restoration plan that calls for restoring power to the largest number of customers safely and as quickly as possible.

We don't restore power based on when customers report an outage, where customers live or the status of accounts. Rather, we begin in multiple locations and follow an overall plan that calls for restoring power to the largest number of customers safely and as quickly as possible.

A

We start by repairing any damage to our power plants and the power lines that carry electricity from our plants to the local substations.

B

We prioritize restoring power to main lines that serve major hospitals and 911 centers, in addition to those facilities identified by the counties as critical infrastructure functions such as police and fire stations, water treatment plants, transportation providers and communication facilities.

C

At the same time, we work to return service to the largest number of customers in the shortest amount of time – including service to major thoroughfares that host supermarkets, pharmacies, gas stations and other needed community services.

D

From here, we repair the infrastructure serving smaller groups and neighborhoods, converging on the hardest-hit areas until every customer's power is restored.

