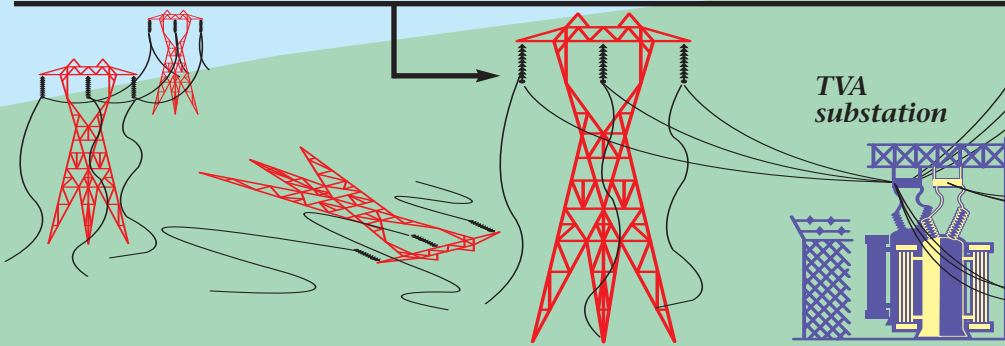


After a major power outage

The Steps to Restoring Power

Illustration by Katherine Fowler

Step 1. Tennessee Valley Authority transmission towers and lines supply power to one or more transmission substations. These lines seldom fail, but they can be damaged by a build up of snow and ice or by a tornado. Tens of thousands of people could be served by one high-voltage transmission line, so if there is damage here it gets attention first.



Step 2. The Middle Tennessee Electric Membership Corporation has several local distribution substations, each serving thousands of consumers. When a major outage occurs, MTEM's distribution substations are checked first. A problem here could be caused by failure in the transmission system supplying the substation. If the problem can be corrected at the substation level, power may be restored to a large number of people.

Step 3. Main distribution supply lines are checked next if the problem cannot be isolated at the substation. These supply lines carry electricity away from the substation to a group of consumers, such as a town or housing development. When power is restored at this stage, all consumers served by this supply line could see the lights come on, as long as there is no problem farther down the line.

Snowstorms, ice storms and tornadoes. Middle Tennessee Electric Membership Corporation members have seen them all. And with such severe weather come power outages. Restoring power after a major outage is a big job that involves much more than simply throwing a switch or removing a tree from a line.

The main goal is to restore power safely to the greatest number of members in the shortest time possible.

The major cause of outages is damage caused by fallen trees. That's why MTEM has an ongoing right-of-way maintenance program.

This illustration explains how power typically is restored after a major disaster.

Area enlarged: Consumers themselves (not MTEM) are responsible for damage to the service installation on the building. MTEM can't fix this. Call a licensed electrician.

Step 5. Sometimes, damage will occur on the service line between your house and the transformer on the nearby pole. This can explain why you have no power when your neighbor does. MTEM needs to know you have an outage here, so a service crew can repair it.

During a severe outage, other cooperatives may send line crews to assist MTEM with restoring power. These additional crews, as well as communications equipment and supplies, are coordinated through MTEM.

Report your outage to your local office. Employees or response services use every available phone line to receive your outage reports. Remember that a major outage can affect thousands of other members. MTEM appreciates your patience.

Individual households may receive special attention if loss of electricity affects life support systems or poses another immediate danger. If you or a family member depends on life support, call your local office before an emergency arises.

DANGER!
Stay clear of fallen lines