

## The Co-op Way

Powerful information  
for electric  
cooperative members

# Before and after an OUTAGE

**S**evere damage to the electric cooperative distribution system can result from a major storm or other disaster. These steps toward power restoration are provided to inform members how the cooperative systematically responds to an emergency. The system of priorities is intended to restore service to the greatest number of members in the least time. Your cooperative's employees work as hard as possible to restore power as quickly as possible.

1

State  
Association  
Office

**1 Step One** Employees closely monitor the path of the approaching storm from the state co-op association's Storm Center. There, employees provide assistance to damaged cooperatives in the form of workers, equipment, materials and supplies to cooperatives in South Carolina. If South Carolina co-ops are not damaged by a storm, the Storm Center provides the same type of assistance to cooperatives anywhere in the southern United States by working through other state co-op associations.

2

Transmission  
substation

Local  
substation

Local substation

2

2

**2 Step Two** As power outages occur, co-op employees immediately dispatch crews to trouble spots with the help of remote monitoring equipment and high volume, interactive telephone reporting systems. Transmission lines that carry bulk power to substations and disrupt service to many thousands of co-op members get first priority as a rule. Next, crews check local substations and the lines that serve them, which may serve many hundreds of members.

Co-op  
office

1

**3 Step Three** If the substations and transmission lines are okay, then primary distribution lines or feeder lines are examined. Such a line usually serves fewer members than a substation. Restoration at this and later stages can be very time consuming if many lines are damaged.



**4 Step Four** Next, if primary lines are okay, then the final lines or tap lines are checked. Those serving the greatest number of members get priority.

**5 Step Five** Damage to the line between a member's home and the pole can be to blame if he or she has no lights, but a neighbor does. These outages usually receive last priority. Damage to the electric wiring on a building is normally the homeowner's responsibility.