



**PLUG INTO  
SAFETY**

# STEPS TO RESTORING SERVICE

HERE IS HOW YOUR ELECTRIC CO-OP PRIORITIZES REPAIRS TO RESTORE SERVICE.

## PRIORITY 1

### Transmission lines

These high-voltage lines carry electricity from generating plants to substations (or between substations). They are supported by tall towers, usually of steel lattice framing or tall wooden poles in an “H” or “M” configuration. Since tens of thousands of people could be served by one transmission line, damage here needs to be taken care of first.

## PRIORITY 2

### Substations

These electrical facilities contain equipment that switch or regulate the voltage of electricity. They lower the voltage from the transmission lines so the electricity can be transmitted through the distribution lines. If problems are taken care of at the substation, power to a large number of people can be restored.

## PRIORITY 3

### Main distribution lines

You see these along roadways. They carry electricity from the substations to groups of consumers, like towns or housing developments. They are usually T-shaped and support three or more wires. When power is restored here, all consumers from this supply line will see their lights come on unless there is a problem farther down the line.

## PRIORITY 3

### Tap lines

These are electric feeder lines running from the main distribution line to utility poles and underground transformers outside houses or buildings. They serve small numbers of consumers.

## PRIORITY 3

### Individual service

These lines run from the transformer on the nearest pole to the individual consumer’s electric meter.