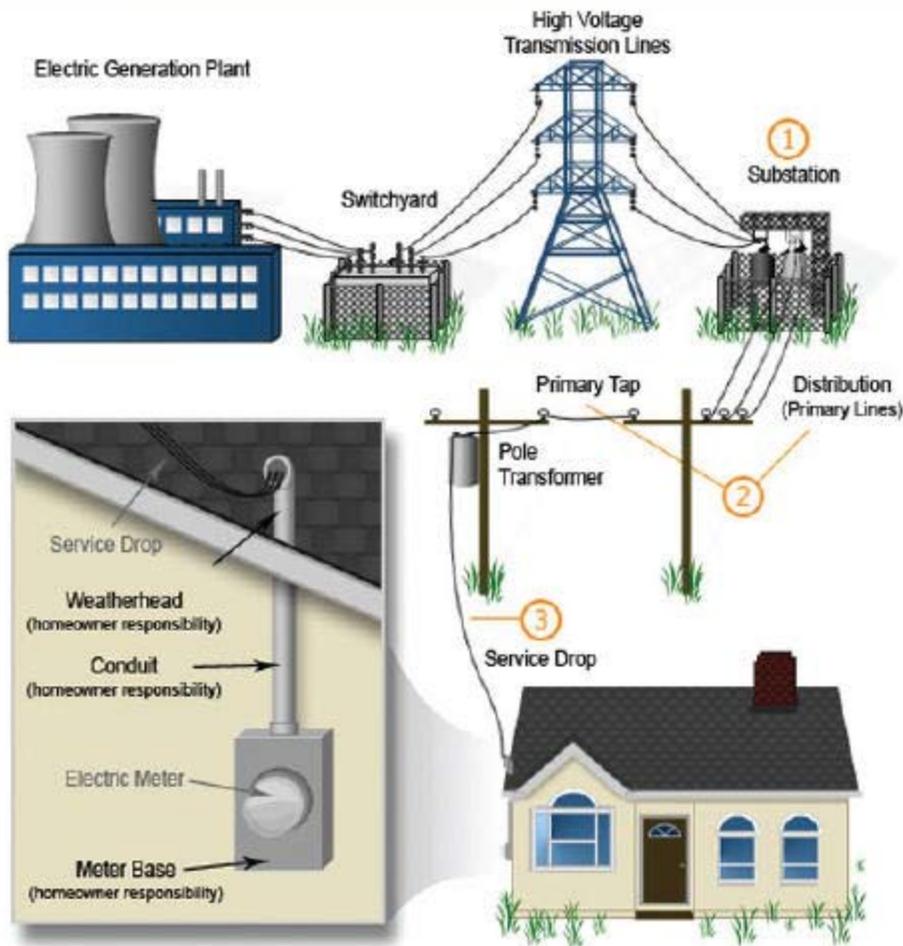


Power Restoration Process



Step 1 – Substations

Repair any damage on the main distribution lines that leave the substations. This initial step restores power to the largest number of customers.

Step 2 – Neighborhoods

Repair damage on the tap lines that branch off the main line into groups of homes or neighborhoods.

Step 3 - Individual Service

After the larger main lines and neighborhood lines are repaired, work begins to restore power to individual residences.