

Steps to restoring power

Safety for our employees and the public is our first priority

1 Transmission lines

Transmission towers and cables that supply power to transmission substations (and thousands of members) rarely fail. But when damage occurs, these facilities must be repaired by our power supplier before other parts of the system can operate.

2 Distribution substations

Each substation serves hundreds or thousands of members. When a major outage occurs, line crews inspect substations to determine if problems stem from transmission lines feeding into the substation, the substation itself, or if problems exist down the line.

3 Distribution lines

If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to large groups of members in communities or housing developments.

4 Tap lines

If local outages persist, supply lines, called tap lines, are inspected. These lines deliver power to transformers, either mounted on poles or placed on pads for underground service, outside businesses, schools, and homes.

5 Individual homes

If your home remains without power, the service line between a transformer and your residence may need to be repaired. Always call to report an outage to help line crews isolate these local issues.

If damage has been done to your meter socket, or any equipment connected to the meter socket, an electrician must be contacted to make the necessary repairs before ECE can re-energize your service.

DANGER!

Stay clear of fallen lines.

Your phone number is a critical step in restoring power. Contact ECE to update your phone number.