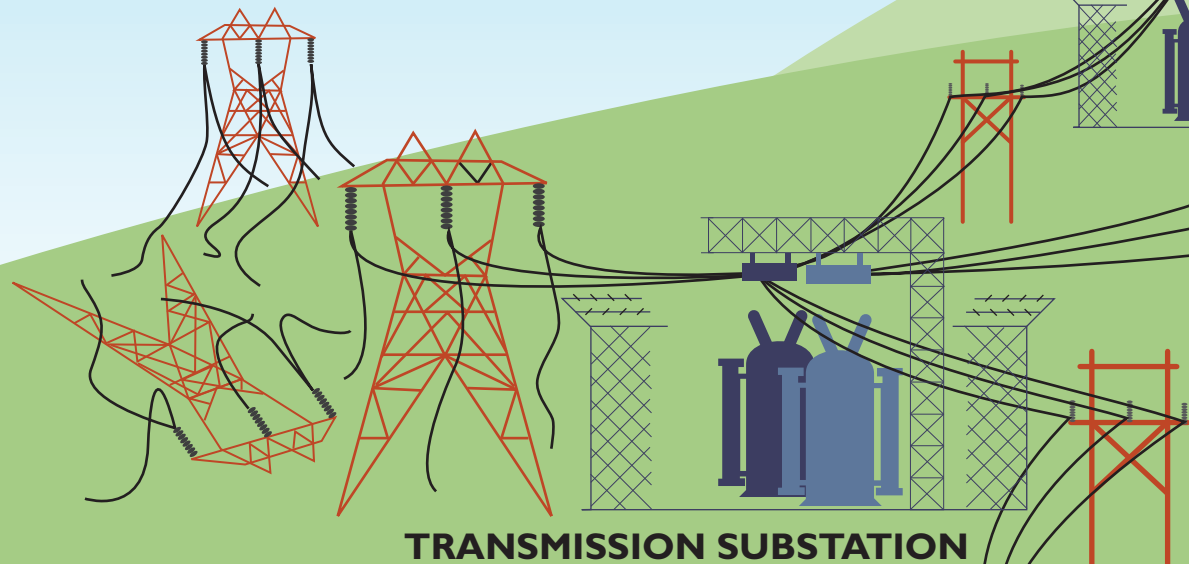


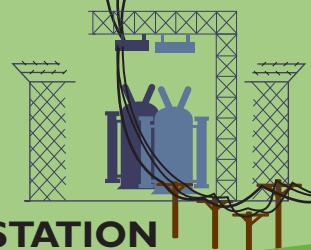
HOW POWER IS RESTORED after the storm

STEP 1: Transmission towers and lines provide power to transmission substations. Thousands of people are served by these lines. If one of these lines is damaged, it gets attention first.

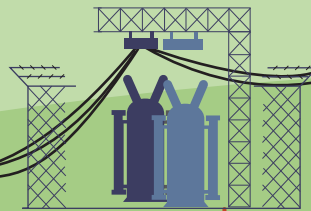


STEP 2: Tri-County Electric has dozens of distribution substations. They can serve thousands of members. When an outage occurs, Tri-County Electric checks the local substations first. If the problem can be repaired at the substation level, power may be restored to a large number of people.

LOCAL SUBSTATION



LOCAL SUBSTATION

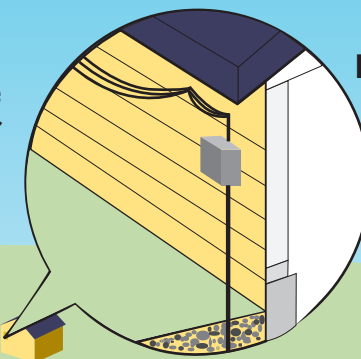


LOCAL SUBSTATION



STEP 3: If the problem can't be isolated to the substation, main distribution supply lines are checked next. These lines carry electricity away from the substation to a group of members, such as a town or neighborhood. When power is restored at this stage, all members served by this supply line could see the power restored, as long as there are no other problems farther down the line.

STEP 5: Damage can occur on the service line between your house and the transformer on the nearby pole. This can explain why your neighbor has power but you don't. Tri-County Electric needs to know if you have an outage here so crews can repair it.



ENLARGED: Members are responsible for damage to the service installation on a building. If this happens, please contact an electrician.

STEP 4: The final supply lines, called tap lines, carry power to Tri-County Electric poles or underground transformers. Crews repair remaining outages by determining which repairs restore power to the greatest number of members.

TAP LINE

DANGER!
Stay clear of
downed lines

Report an outage to
Tri-County Electric
at 800-522-3315.
Remember, a major
outage can impact
thousands of people
so phone lines will
be very busy.

