

# How Power is Restored

## STEP 1 High Voltage Transmission Lines

Transmission towers and wires that supply power to transmission stations (and thousands of consumers) rarely fail. But when damage occurs, these facilities must be repaired before other parts of the system can operate.

## STEP 2 Transformer Station

Each station serves hundreds of thousands of consumers. When a major outage occurs, the local electric utility addresses issues at the stations to determine if the problem stems from lines feeding into the station or the station itself.

## STEP 3 Distribution Lines

Distribution lines are checked and repaired. These lines carry power to large groups of consumers in communities or housing developments.

## STEP 4 Tap Lines

If local outages persist, supply lines called tap lines are checked and repaired.

## STEP 6 Homeowner Repairs

The storm may have caused damage to the service mast or other equipment owned by the homeowners. This needs to be repaired by a Licensed Electrical Contractor. In extended and widespread power outages, you can avoid delays in having your power restored to your homes by having repairs made to your service mast\*, even if the local utility hasn't yet restored power to your street or neighbourhood.

## STEP 5 Secondary Lines

If your home remains without power, the secondary line between a transformer and your residence may need to be repaired. Call your local electric utility to report an outage to help them isolate these local issues.

\*Any work on the service mast requires a request to disconnect power from the local utility to ensure the safety of the workers/contractor.

