

THE STEPS TO RESTORING POWER

AFTER A MAJOR POWER OUTAGE



Step 1

Transmission towers and lines are inspected first as they supply power to substations which serve thousands of members.

Step 2

Local distribution substations are examined. Correcting issues here can restore power quickly to a large number of members.

Step 3

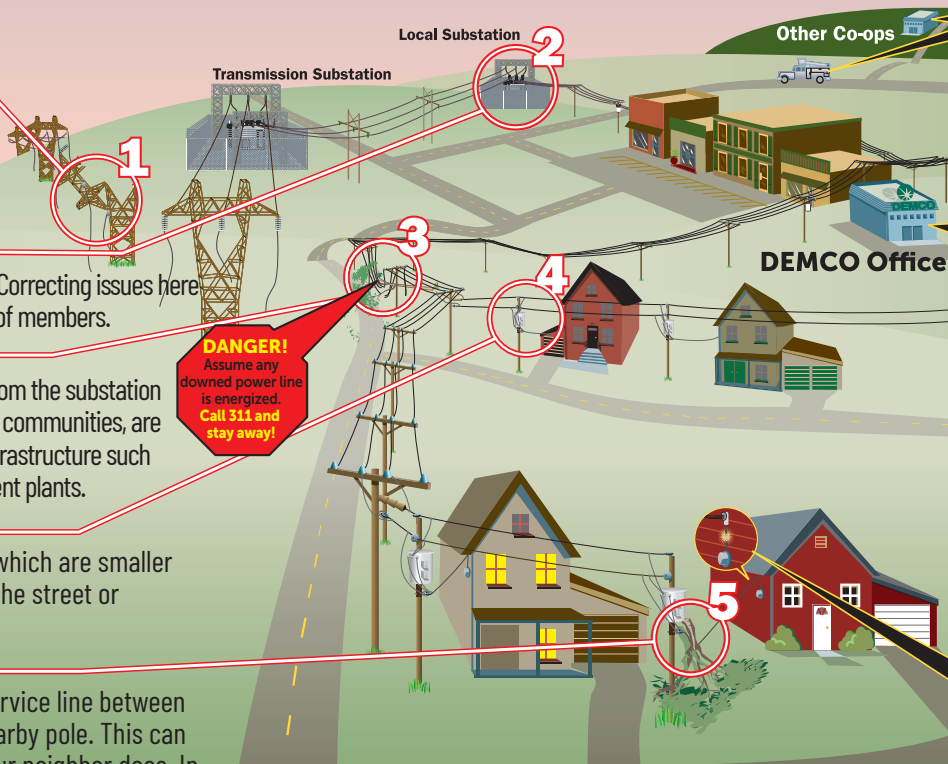
Main distribution lines, which deliver power from the substation to large groups of members in our towns and communities, are inspected. These lines also service critical infrastructure such as hospitals, water towers and sewer treatment plants.

Step 4

Line crews begin repairing lateral taps, which are smaller branches from the main line that serve the street or neighborhood level.

Step 5

Sometimes, damage will occur on the service line between your house and the transformer on a nearby pole. This can explain why you have no power when your neighbor does. In any event, when you experience a loss of power to your home or business, please contact DEMCO to report your outage.



During a major outage, other cooperatives send line crews to assist with restoring power.

Report your outage to DEMCO.

The co-op uses every available phone line in addition to an automated outage reporting system to receive outage calls. A major outage can affect thousands of other members.

To report an outage:

- Website: DEMCO.org/member-services/report-outage
- Phone: 1-844-MyDEMCO (1-844-693-3626)

Members are responsible for damage to the service installation on the building and should call a licensed electrician for repairs.

DANGER! Any downed power line may still be energized — **Stay away and call 311**