

Media Kit

2026

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(media-use only)

DEMCO | ABOUT US

About | DEMCO is a local not-for-profit electric distribution membership cooperative formed in 1938, by the people who receive our services – our members.

Location | DEMCO is headquartered in East Baton Rouge Parish, 16262 Wax Road, Greenwell Springs, LA 70739. DEMCO has a member service center in each parish we serve, fully staffed and staged to respond year-round.

Electric Distribution System | DEMCO's state-of-the-art modern distribution and transmission system comprises 9,460 miles of line, 35 substations, 3 switching stations, 2 mobile substations, and 10 metering points.

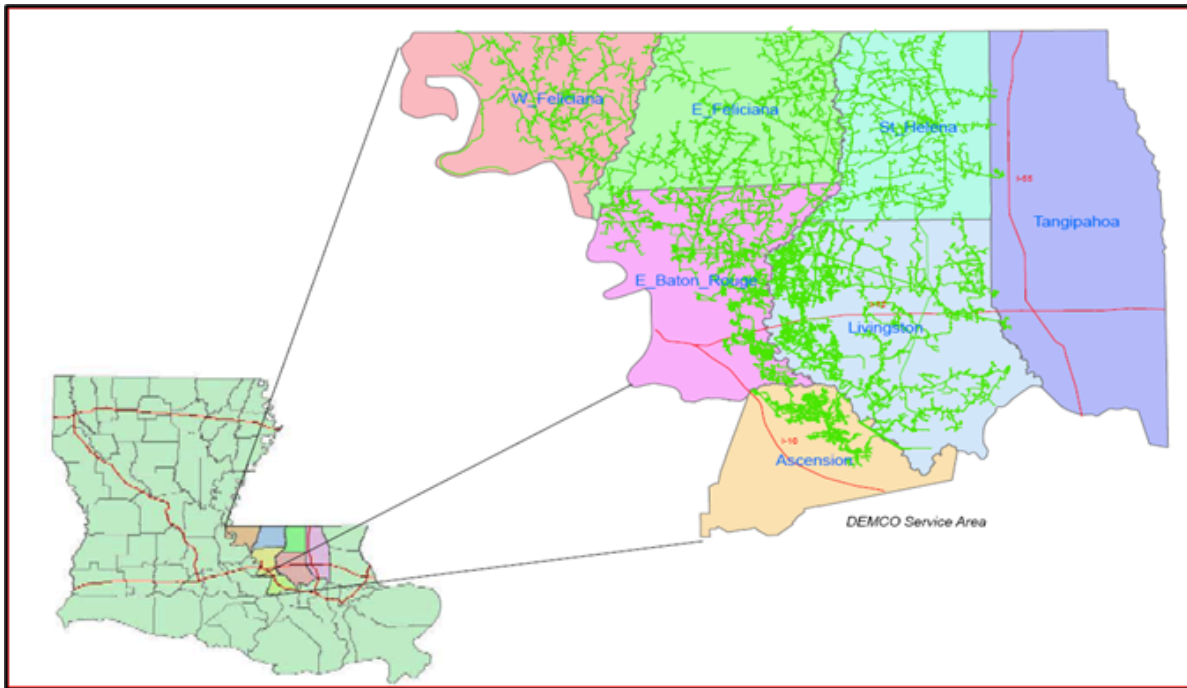
Meters | DEMCO powers 120,168+ meters that serve about a half million people in seven parishes.

Mutual Aid | DEMCO is part of a state, regional and national network of 900+ fellow electric cooperatives that are contractually obligated to provide linemen, equipment and other resources when needed. Out-of-state mutual-aid crews are placed on standby until the location and impact of the storm are known.



7-Parish Service Territory

Ascension, East Baton Rouge, East Feliciana, Livingston, St. Helena, Tangipahoa, West Feliciana



PUBLIC INFORMATION ADVISORIES

Any resident who relies on electrically operated life support equipment and does not have reliable backup emergency power generation should consider immediate evacuation before, during, and after severe weather—especially when long-duration outages are likely.

If you or someone you know uses life-support equipment that requires electricity to operate, charge the battery before the storm, identify a location with emergency power capabilities, and make plans to go there during a prolonged outage.

Contact your local health department or emergency management offices about shelters that can assist you during a prolonged outage.

Assemble a battery-operated emergency storm kit: Include a battery-powered radio, battery-powered flashlight, battery-powered or wind-up clock, battery powered lighter, back up cell phone battery, and extra batteries.

Protect your electronic equipment. Unplug sensitive electronics or plug computers and other sensitive equipment into surge suppressors.

OUTAGE REPORTING

Use any of the four methods listed below:

1. Report Outage at DEMCO.org
2. Text OUTAGE to 225.261.1177
3. Report Outage using MyDEMCO mobile app
4. Call 844-MyDEMCO (844-693-3626) Option 1

OUTAGE MAP

View outage and restoration progress at [DEMCO.org](https://demco.org)

The estimated time of restoration is based on our knowledge at the time the outage was confirmed, and it may change once crews arrive and assess the damage.

Use the map to view outages and restoration progress:

Green lines indicate that the power is on.

Red lines indicate a confirmed power outage.

Orange lines indicate a probable outage, reported but not yet confirmed.

Input street address to view your location on the map. **Meters affected - by parish and zip code.**

Outage Details
Parish: Ascension
Current members affected: 453
Estimated restoration: Tue Feb 01 05:00 PM

Map Legend
Members Affected:
● 1 - 10
● 11 - 50
● 51 - 100
● 101 - 500
● 500+
Multiple Outages
Power is On
Power outage is Confirmed
Power outage is Probable

A dot on the map represents an outage. Dot color indicates how many meters are affected.

DAMAGE ASSESSMENT

- After a severe weather system moves through the area, assessing damage is necessary before restoration can begin.
- With over 9,460 miles of line powering over 120,168+ meters in seven parishes, assessing a storm's impacts requires extensive manpower and time.
- Flood waters must recede and storm debris must be safely cleared for crews to work.
- Initial storm damage cleanup often includes coordination with parish, city, and state agencies.
- Special off-road equipment and crews are often needed to clear an area before restoration begins.

DEMCO does not clean up tree/vegetation debris after a storm, significant weather event or outage. Our top priority is to clear trees and vegetation from power lines and hardware in order to safely restore power.

POWERING UP

DEMCO follows standard utility practice in repairing and energizing its lines. Restoration is addressed and resolved as listed below:

Step 1 Transmission Towers, Lines and Delivery Points

Transmission towers and delivery points must be repaired and restored, in order to receive and transmit power from our substations for distribution.

Step 2 Local Distribution Substations

Local distribution substations are next in the order of restoration operations. Correcting issues at this level can restore power to hundreds or thousands of members.

Step 3 Main Distribution Lines

Main distribution lines that deliver power from the substation to large groups of members. These lines also service critical infrastructure such as hospitals, water towers and sewer treatment plants.

Step 5 Lateral Taps

These branch from the main line to streets and neighborhoods.

Step 6 Individual Transformers and Service Lines

Individual service lines between homes and transformers on a nearby pole is the last and most often the longest step in restoration.