



 **LCEC**
PEOPLE. POWER. POSSIBILITIES.

**HOW LCEC
RESTORES
POWER AFTER
A STORM AND
HOW YOU CAN
HELP**

LCEC.NET





BEFORE THE STORM

Storm Hardening:

Over the past ten years LCEC has invested hundreds of millions of dollars to harden the electric infrastructure. Our goal is to improve reliability and prepare the system to be more resilient to storm-related disruptions. Our coordinated maintenance and repairs reduce the chance of storm damage and make it quicker to restore power after a major storm.

Year-Round Tree Trimming:

Much of the damage that occurs during a major storm is the result of tree branches falling. Strong winds and heavy rain can impact the system but not like vegetation which also disrupts both overhead and underground services. To mitigate the risk of fallen tree branches, LCEC trims trees through a maintenance cycle all year long throughout the five-county 900-square mile service territory.

Securing materials, resources, and supplies:

Prior to the storm's impact LCEC is working with business partners to ensure that we have what we need to begin restoration as soon as it is safe to work after the storm. A great deal of planning is required to secure resources and prepare logistics for a safe and efficient restoration effort.

DURING THE STORM

Each employee is part of the LCEC restoration plan. First responders are asked to shelter locally so they can be available as soon as the storm passes. LCEC responders and contractors are in position, waiting for conditions to improve so they can safely begin to assess the damage and begin restoration. Our three-step restoration process is planned to assess and repair infrastructure and restore power across the service territory as quickly and safely as possible.

AFTER THE STORM

As soon as it is safe to work, LCEC executes the Emergency Restoration Plan into action. Our three-step restoration process is tried and true within the utility industry and has proven to be effective for many local LCEC restoration efforts.

RESTORATION 1•2•3

STEP 1: ASSESS THE DAMAGE

As soon as the weather has cleared, LCEC begins to assess infrastructure, making critical repairs to transmission lines, substations, and main distribution lines. We work to restore power to essential services like hospitals, shelters, and police and fire facilities. Efforts are focused on repairs to the “backbone” of the grid so that businesses and the largest number of customers can be restored the quickest.

WHAT YOU CAN DO:

Stay Safe:

We ask customers to remain patient, stay off the roads and away from downed power lines while the damage is assessed.

Know we're on it:

Customers do not need to call in to report the power outage. Our automated system will indicate where outages occur, and the assessment process will help determine the extent of damage waiting for repair.



STEP 2: MAIN CIRCUITS

While working in multiple locations, crews begin to repair the systems, linemen begin to repair the system one section at a time with the focus of restoring power to the most customers in one area before moving on to the next area. Crews are deployed throughout the service territory prioritizing facilities that serve a large number of customers.

WHAT YOU CAN DO:

Call (239) 656-2300 or visit LCEC.net/outage to report your power outage. If enrolled in SmartHub, customers can report their outage online or through the mobile app.



STEP 3: REMAINING RESTORATION

After all main circuits are restored, isolated outages for individual services are targeted. This step in the process takes the longest, and the few customers impacted will have been without power the longest. Crews who have been working long days without a break and remain committed to completing the restoration process. Customers are asked for patience and understanding during this step.

WHAT YOU CAN DO:

Sometimes major storms can cause damage to your home that will prevent your power from coming back on even though LCEC has made all necessary repairs to your circuit.

Check your circuit breaker:

Have any switches been tripped? Note: If your home has any storm-related flooding, address this issue first before attempting to assess any home electrical problems.

Make a visual inspection of the outside of your home:

Is there any visible damage to your weatherhead – the place where electric wires attach to your home? Are there any wires dangling on the ground that should be connected to your home? If so, stay clear and call 239-656-2300 or 800-599-2356 to report it.

If you're returning home after evacuating:

Enter cautiously and look for signs of flooding or other damage.

Power up gradually:

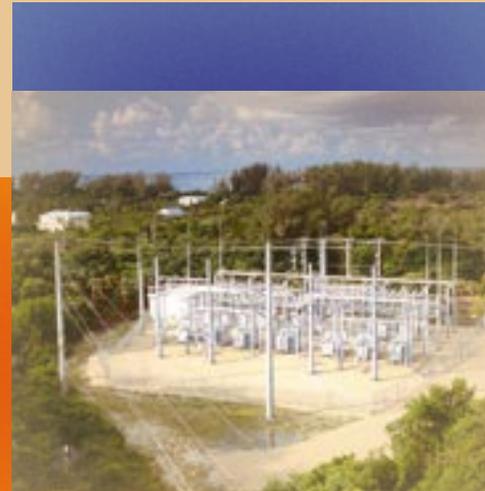
Turn on your appliances one at a time to prevent power surges.



RESTORATION DURING A PANDEMIC:

Please respect the social distancing requirements to keep crews safe so that they can continue working until everyone has power.

RESTORATION TO OUR CUSTOMERS COULD BE DELAYED DUE TO THE CHALLENGES OF A PANDEMIC.



LCEC.NET

