

HOW POWER IS RESTORED

While we do our best to ensure there are limited number of power interruptions throughout the year – there are many events that may cause an outage that are beyond our control. When the power does go out, our crews are on hand to restore it.



1

POWER GOES OUT IN A NEIGHBOURHOOD.

Our system has been designed to cut off power supply to a faulted area – limiting the number of customers impacted and preventing further equipment damage.

CONTROL ROOM OPERATOR USES A VARIETY OF RESOURCES TO DETERMINE OUTAGE CAUSE AND LOCATION:



Smart meter data



SCADA system



Customer calls

A CREW IS DISPATCHED TO THE IMPACTED AREA TO DETERMINE THE OUTAGE CAUSE.



3



4

CREWS ARRIVE ON SCENE TO DETERMINE CAUSE AND REPAIRS NEEDED.

When possible, our crews will reroute the power supply to impacted customers, isolating damaged equipment that requires repair and restoring power to a large number of customers affected.

CREWS PROVIDE AN ESTIMATED RESTORATION TIME AND BEGIN REPAIRS.

Our crews do their best to provide an accurate estimated restoration time – but it is only an estimate. Sometimes they can return power sooner and in other cases they encounter additional issues that add time to the repairs.



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POWER IS RESTORED.

