

# Restoring Power is a Complex Process

Those of us in the electric delivery business are comforted by the fact that our customers have become so accustomed to the reliability of our electric service that they do not have to think about what it takes to provide safe and reliable power to every apartment, home, business, public institution, health care facility, school, and I could go on and on. As consumers, we expect to flip a switch and the lights turn on.

During major storms such as Hurricane Irene, Superstorm Sandy and other weather events, we experienced first hand the 'inconvenience' of being without electric power for an extended period of time.

The power grid, from its origin at the generating station to your home or business, is a complex set of grids that transport large volumes of electricity through a series of 'step-down' transformers and finally to the end user. During winter storms that include snow and ice loading and when dry autumn leaves absorb rainwater, and when these conditions are compounded by wind and lightning strikes, fallen limbs can wreak havoc on the electric distribution grid. Unfortunately, the damage is rarely localized so that we can concentrate the necessary restoration resources to one location.

Wide spread outages by definition take time to rebuild the network, and rebuild is an accurate term.

The safety of the public and our workforce is the first priority. No single service will be restored until we are certain the working men and women, who themselves may be out of power at home, have a safe work environment. This sometimes means that the storm must pass before crews are able to begin to assess the damage. Then and only then does the restoration process begin.

## Power Restoration Process

Restoration plans following outages are designed to get power back on to the most people in the shortest time. Our crews rely on our process recognized as an industry standard to get power back on as quickly as possible. Hospitals, police departments, fire stations and other public health and safety facilities are priority number one.

After critical facilities are restored, the order in which repairs are made follows the path that electricity takes as it comes from the power plants to the customer. In summary, restoration crews begin with primary lines that can restore power to perhaps thousands of

people. Then they move to lateral lines that can affect hundreds; secondary lines that affect dozens; and finally to service drops at individual homes. This is why homes in the same neighborhoods can be restored at different times and why businesses are sometimes restored first because of their high traffic locations along primary lines.

## Partnerships Work Best

Partnerships are required to manage through a crisis and we value our relationship with your staff and emergency responders – especially during critical events. During storm preparation, we seek your support to remind residents that each one of them should report a power outage because the more calls that PSE&G receives, the more our associates can understand the magnitude of the problem and direct resources to address it. Without a call, PSE&G may not know that a customer is out of power. One customer's reason for not having power, may not be related to their next door neighbor's.

Please also share the link [https://www.pseg.com/home/customer\\_service/outage\\_info/](https://www.pseg.com/home/customer_service/outage_info/) so residents have more opportunities to report an outage and to receive updates on the restoration of electric service.

## Power Restoration Process

