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## **Media Advisory**

July 8, 2016 – 10:30 p.m.  
For Immediate Release

For more information, contact:  
KUB Community Relations

### **KUB Storm Update Advisory #2**

As of 10:30 p.m., 15,290 KUB customers remain without power following a third evening of severe storms in the service territory. Friday's peak outage was 22,518 customers without service. KUB and contract crews are working as quickly and safely as possible, to assess damage, remove downed vegetation and restore power to customers who are without service.

KUB thanks customers for their continued patience and support as crews work around-the-clock to restore service.

#### **Restoration Timeframes**

Significant damage, including downed trees and limbs across roadways, has made travel difficult and hindered access to damaged lines and poles. KUB continues to advise customers that downed power lines could be energized, and they should stay well away from any downed lines.

Damage assessment is expected to continue through Saturday. KUB will continue to work non-stop to restore power to the remaining customers, unless new overnight storms require crews to stand-down temporarily for safety. We expect this to be a multi-day event.

#### **Online Outage Map**

Please refer to this map for the latest outage numbers. The information refreshes every 15 minutes. Remember to refresh your computer to get the most current outage totals if you have had the outage map page open for an extended period. You can also login to your account at [www.kub.org](http://www.kub.org) to check the status of your outage.

#### **Reporting an Outage/Storm Tips**

Please report all power outages immediately to KUB to ensure you are on the list for repairs. Click on the Report an Outage link on the KUB website homepage or call 524-2911 to report outages. KUB would also like to remind customers that we do not check Facebook postings to gather information on the locations of power outages. Storm tips are also available at our website [www.kub.org](http://www.kub.org) under the "Safety and Outages" tab.

#### **KUB determines the order of restoration in the following sequence:**

- Critical system loads that include communications systems, water/wastewater pump stations, hospitals, and other services vital to public welfare. (COMPLETED)
- Transmission lines (the backbone of the electric system) serving large numbers of customers. (COMPLETED)
- Substation equipment that can impact large numbers, as well. (IN PROGRESS)
- Distribution lines serving subdivisions, large housing areas, and commercial areas. (IN PROGRESS)
- Service lines and transformers that serve small numbers of customers. (IN PROGRESS)

Electricity • Water • Wastewater • Gas  
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P.O. Box 59017 • Knoxville, TN 37950-9017 • (865) 524-2911 • [www.kub.org](http://www.kub.org)  
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- Service lines and transformers serving individual customers. (IN PROGRESS)

### **Important Safety Message**

Customers are reminded to stay well away from any downed power lines as they may be energized. Also be mindful that trees leaning on power lines, utility poles, and related equipment can conduct electricity, and contact should be avoided. Trees and limbs on the ground may be in contact with energized power lines and may pose a threat as well. Customers with questions should call KUB at 524-2911.

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***Be sure KUB has your correct phone number.*** That will enable you to report outages quickly and easily on our automated outage line. It will also help KUB contact you to verify whether your power has been restored. You can update your number in your profile on [www.kub.org](http://www.kub.org) or by calling 524-2911. (You will need to register, if you haven't already.)

Additional updates for this outage event will follow as needed.

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