



Media Advisory - Storm Update #2

June 26, 2018
For Immediate Release

For more information, contact:
KUB Community Relations (865) 594-7988

Customers Out: 3,423
Peak Outage Number: Nearly 17,000
Estimated Restoration Time: Wednesday evening

KUB will continue to assess damages, clear trees and debris, and mobilize crews and resources around the clock to facilitate power restoration to all impacted customers.

Restoration Time Frames

Large numbers of trees and wires were reported down following the storm. Crews have had challenges accessing the lines due to the number of downed trees and other damage – even getting to the job has been difficult in some cases. Every job is different, but a typical repair job can take up to 4-6 hours. Replacing a pole can take a minimum of 6-8 hours. *Given these challenges, a definite time frame for restoration of specific areas is not available. However, based on information available at this time, KUB expects restoration to continue through Wednesday evening.*

Online Outage Map

Please refer to this map for the latest outage numbers. The information is refreshed 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.

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. [COMPLETE]
- Transmission lines (the backbone of the electric system) serving large numbers of customers. [IN PROGRESS]
- 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]
- Service lines and transformers serving individual customers. [IN PROGRESS]

Stay Away from Downed Power Lines / Contact with Trees and Limbs

As restoration efforts continue, KUB advises customers 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. Additionally, customers are reminded to stay at least 25-feet from the work area for their safety and the safety of our crews.



A reminder that KUB crews are trying to work safely and quickly to restore power to as many customers as possible. Therefore, our crews will only clear downed trees and limbs only to the extent necessary to safely restore power.

Reporting An Outage

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 social media pages to gather information on the locations of power outages, and customer account information is not connected to social media.

Social Media/Web Updates

You can see photos of crews in action, along with photographs of damage, on KUB's Facebook and Twitter. As a reminder, KUB does not monitor social media for outage reports. Customers are asked to call KUB at 524-2911 or 1-800-250-8068 to report outages, or report them online.

For your convenience, the latest outage numbers and storm tips can be found at our web site, www.kub.org.

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