



---

### **Media Advisory - Storm Update #3**

June 27, 2018  
For Immediate Release

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

Customers Out: Approximately 270  
Peak Outage Number: Nearly 17,000  
Crews: 50 (including 6 from other areas of East Tennessee)  
Estimated Restoration Time: Wednesday afternoon

KUB made significant progress overnight following severe weather Tuesday afternoon. Crews have restored more than 16,000 customers who lost service, and will continue to work 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 afternoon.*

#### **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. [COMPLETE]
- 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]

#### **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.

###

---

Electricity • Water • Wastewater • Gas

P.O. Box 59017•Knoxville, TN 37950-9017•(865) 524-2911•www.kub.org