



News Release

December 26, 2020 – 9 a.m.
For Immediate Release

For more information, contact:
KUB External Relations

KUB Storm Update Advisory #2

Customers Out: Approximately 3,300

Peak Outage Number: 23,635

Crews Working: Approximately 60, including assistance from Lenior City Utility Board and Appalachian Electric Cooperative, crews from Nashville and Jackson, Tennessee, and crews from Alabama, Kentucky, and North Carolina

Estimated Restoration Time: Unknown at this time. Multi-day event lasting into at least Sunday afternoon

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. New outages are decreasing, and crews will focus on problems causing outages for large numbers of customers and those who have been out since Christmas Eve.

Restoration Time Frames

Large numbers of trees and wires were reported down following the storm. Although KUB has made significant progress since yesterday, the heavy, wet snow and freezing temperatures are causing additional limbs and trees to fall, creating additional outages. 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 where snow and ice has made travel treacherous. 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 at least Sunday afternoon. The safety of the public and our crews is our top priority.***

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. <https://www.kub.org/outage-center>.

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. [COMPLETE]
- Distribution lines serving subdivisions, large housing areas, and commercial areas. [IN PROGRESS]
- Service lines and transformers that serve small numbers of customers. [IN PROGRESS]



Knoxville Utilities Board

- Service lines and transformers serving individual customers. [IN PROGRESS]

Prepare Water Pipes for Frigid Temperatures

Frigid temperatures may cause leaks in water pipes, both on KUB's system and on customer property. KUB has staff on hand to address breaks if they occur on the water system, but also recommends that customers take precautions to protect their own facilities. Customers should disconnect hoses and cover outside faucets. Open cabinet doors under sinks and vanities to let warm air in. If you have reason to be especially concerned (if your pipes have frozen before, for example), you may also want to let hot and cold water faucets trickle into an open drain overnight. Customers should also locate and test their home's water cut-off so that, if pipes do freeze, they can shut the water off immediately. Breaks to home water lines should be repaired as soon as possible by a licensed plumber.

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, <https://www.kub.org/outage-center>.

Safety Tips

More Storm tips are available on www.kub.org under the "Safety and Outages" tab. And the Red Cross has tips on its site at <http://www.redcross.org/news/article/American-Red-Cross-Offers-Winter-Storm-Safety-Tips>.

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