



Media Advisory - Storm Update #2

3 p.m. – Tuesday, November 6, 2018
For Immediate Release

For more information, contact:
KUB Community Relations

Customers Out: 6,542
Peak Outage Number: 31,958
Crews Working: More than 75 crews (both KUB and contract crews)

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. Crews will work rotating shifts around the clock until power is restored to all customers.

Restoration Time Frames

Large numbers of trees and wires were reported down following the storm, which can make accessing job sites difficult. 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.*

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

At the onset of the event, 9 polling stations in KUB's service territory were without service. Eight of those were in Knox County, and one in Grainger County. As of midday, all of these polling stations had their power restored. KUB will continue to work closely with the Knox County Election Commission to address any issues that arise today, and we thank them for their coordination.

Online Outage Map

Please refer to the online 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.

Reporting An Outage

Please report all power outages immediately to KUB to ensure you are on the list for repairs. Call 865-524-2911 to report outages or report it online at www.kub.org. 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.

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