

Media Advisory

July 7, 2016 – 11:30 a.m.
For Immediate Release

KUB Storm Update Advisory #4

Last night's storm left widespread damage and power outages across the KUB service territory. While power has been restored to a significant number of customers thus far, 496 outages remain throughout Knox and surrounding counties. Extensive debris, including downed trees, limbs, and damaged structures, has made access and restoration more challenging in those remaining areas.

Restoration Timeframes

Extra crews came on duty this morning, so there are now a total of forty-nine KUB and contract crews working to assess damages and restore power. This work will continue until all service is restored; however, some outages may extend into early Thursday evening.

Crews have been working non-stop restore service to the more than 14,000 customers who were without power following the severe weather that hit our service area early Wednesday evening. Significant progress has been made so far, but most of the remaining jobs will only restore a handful of customers at a time. KUB thanks customers for their patience and support as crews continue to work to restore power. Additionally, the employees of KUB would like to thank customers who have expressed gratitude for our storm restoration work.

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)**
- Service lines and transformers serving individual customers. **(IN PROGRESS)**

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 to check the status of your outage.

Customers with Damaged Service Lines, Weatherheads, and Meter Centers:

KUB advises customers who have damage to their electric service equipment such as weatherheads, conduits, and meter centers should contact a qualified electrician to make repairs before KUB can reconnect the customer's electricity. In addition, the customer should contact



KUB to lower the service line (at no charge to the customer) so the customer's contractor can safely perform the necessary work. Visit the following link for more detailed information <http://www.kub.org/wps/portal/Customers/PowerOutages>.

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.

Also, KUB would also like to remind customers that dig-ins to buried utilities can hurt people and damage property. As customers prepare to restore property from possible storm damage they may need to Call 811 three days before digging to have buried utility lines located and marked. It's a free service to the customer.

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 under the "Safety and Outages" tab.

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 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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