



A PHI Company

How We Restore Power

Our damage assessment and restoration process begins once the storm has passed and it's safe for our personnel to proceed with gathering information and determining the extent of the damage in the affected areas. Your telephone call reporting an outage is vital because it will be combined with other customers' calls and computer programs will analyze that information to make a prediction as to what lines or other equipment may be out of service. This helps our line crews find the locations of the outages more quickly.

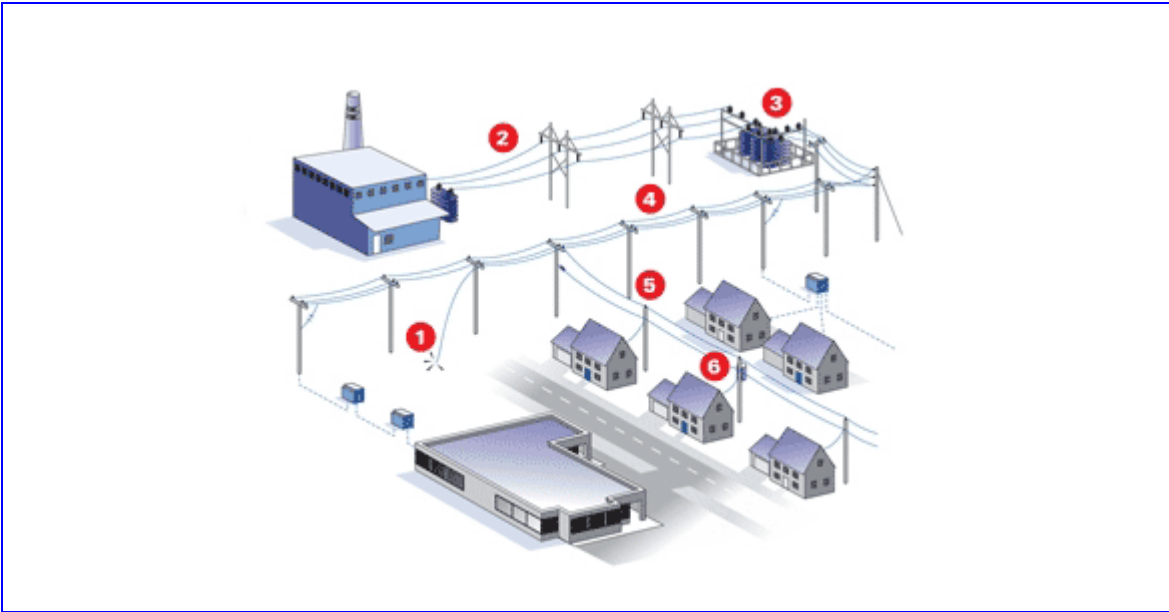
We then proceed using a system of priorities that have been developed taking into account public safety, community needs and the nature of the electric distribution system.

We first work to correct potentially life-threatening situations, such as downed live wires and public health and safety facilities without power. Crews responding to downed wires may not be able to restore power to your residence. They are sent to make the area safe until repair crews can be dispatched. We work closely with federal, state and local emergency management agencies to constantly reassess our restoration priorities.

We then work "downstream" beginning with any problems with the transmission or large distribution lines and focus on restoring power in a sequence that first considers public health and safety, and gets power to the greatest number of customers as quickly as possible. Just as when it snows it is not possible to plow side streets before the main thoroughfares are cleared, during a power outage it is not possible to correct problems at individual locations before main substations and distribution feeders are restored.

Next, we work to restore secondary distribution lines serving commercial areas, subdivisions and neighborhoods, working our way down through lines that serve smaller groups of customers and finally to individual homes and businesses.

The Power Restoration Process in Brief



In the event our system is damaged by severe weather, Pepco repairs equipment which will restore the largest numbers of customers first. Generally, the sequence is as follows:

1. Downed live wires or potentially life-threatening situations and public health and safety facilities without power.
2. Transmission lines serving thousands of customers.
3. Substation equipment.
4. Main distribution lines serving large numbers of customers.
5. Secondary lines serving neighborhoods.
6. Service lines to individual homes and businesses.

A Brief Glossary of Electrical System Terms

Transmission	Delivery of high-voltage electricity, usually from the <i>power generator</i> , via cables or wires, to an <i>electrical substation</i> .
Substation	Station(s) between the <i>power generator station</i> and the service locality (neighborhood). Contains <i>transformer(s)</i> .
Transformer	A component utilized to convey electricity from one circuit to another. Usually used to convert electricity from one voltage to another. Conversion is usually <i>step-down</i> , i.e., from high-voltage to medium or low voltage, for delivery to customers.
Bus	A heavy and rigid conductor that carries large currents between several circuits.
Feeder line	Usually referred to simply as a <i>feeder</i> . The electric cable that delivers electricity from the <i>substation</i> to a <i>distribution cable</i> , which then delivers the electricity to the customer.
Distribution	Delivery of electricity from the <i>substation feeder</i> to the customer.
Service line	An aboveground or underground line which connects a terminal of a <i>distribution cable</i> to a customer's premises.
Grid	A network of high-voltage transmission lines which link multiple electric power plants. Such a network may run through an entire country. Also called the <i>power grid</i> .