Mutual assistance is a hallmark of the electric power industry and serves as an effective—and critical—restoration resource for electric companies. As always, the safety of customers, communities, and crews is a top priority during any power restoration process.

1. The electric power industry’s mutual assistance program is a voluntary partnership of electric companies across the country committed to helping restore power whenever and wherever assistance is needed, when it is safe to do so.

2. Mutual assistance is an essential part of the electric power industry’s restoration process and contingency planning.

3. Electric companies impacted by a major outage event are able to increase the size of their workforce by “borrowing” restoration workers from other companies in unaffected areas.

4. EEI member companies work through seven regional mutual assistance groups across the country, who are ready to provide assistance when needed.

5. When called upon, a company will send skilled restoration workers—both company employees and contractors—along with specialized equipment to help with the restoration efforts of a fellow company.

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