The Storm Restoration Process

Every electric company has a detailed plan for restoring electricity after a storm. Typically, one of the first steps a company takes—to prevent injuries and fires—is to make sure that power is no longer flowing through downed lines. Restoration then proceeds based on established priorities.

Step 1

Power Plants

Power plants, the primary source of power production, are assessed for damage and restored.

Step 2

Transmission Lines

High-voltage transmission lines serving thousands of customers over wide areas are repaired.

Step 3

Substations

Substations are brought online in order for power to reach local distribution lines.

Step 4

Emergency Responders

Power is restored to emergency services and facilities critical to public health and safety—including hospitals, police and fire stations, water reclamation plants, and communications systems.

Step 5

Large Service Areas

Crews are dispatched to repair lines that will return service to the largest number of customers in the least amount of time. Service lines to neighborhoods, industries, and businesses are systematically restored.

Step 6

Individual Homes

Once major repairs are completed, service lines to individual homes and smaller groups of customers are restored.