

GENERAL
MANAGERERIC
HALFMANN

How We Restore Power Safely and Efficiently

WE DO OUR BEST to prevent power outages, but we can't avoid every one.

In general, outages are rare and only last a few hours. But when major storms impact our area, extended outages are sometimes unavoidable.

When the power goes out, Karnes Electric Cooperative crews are prepared with a plan for safe, efficient power restoration.

When it's safe for our crews to begin the restoration process, they start by repairing power lines and equipment that will restore power to the greatest number of people in the shortest time possible.

The process typically begins with repairs to the larger main distribution lines that serve many homes and businesses. After those repairs are made, crews work on tap lines, which deliver power to transformers, either mounted on utility poles (for aboveground service) or placed on pads (for underground service). Finally, individual service lines that run between transformers and homes are repaired.

We can't control the weather, but we can prepare for it. Karnes EC keeps on hand a supply of extra utility poles, transformers and other equipment so we can quickly get to work in the event of an outage.

When widespread outages occur, crews will be out in the field working to repair damage at multiple locations simultaneously. We also coordinate with nearby co-ops to bring in additional crews when necessary.

A proactive approach to maintenance helps minimize the chance of prolonged outages.

This is why you see crews periodically trimming trees and clearing vegetation near KEC rights-of-way. We love trees, but it only takes one overgrown limb to knock out power for an entire neighborhood. Trimming improves power reliability for our entire community.

In addition to managing vegetation, we regularly inspect utility poles, power lines and other critical equipment to maintain a more reliable system.

If your power goes out, don't assume a neighbor already reported it. It's best to report the outage yourself. The quickest way is by calling our outage reporting number, 1-888-807-3952. You can also report outages at karnesec.org and through the SmartHub app on your mobile device.

If you have a medical condition that requires electrical equipment, please let us know anytime, and always have a backup plan in place.

This plan could include a portable generator, extra medical supplies or moving to an alternate location until power is restored. If you plan to use a generator for backup power, read all safety information and instructions before use.

Mother Nature can be unpredictable, but as a member of Karnes EC, you can feel confident knowing we're standing by, ready to restore power as quickly and safely as possible. ■



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