LEADERSHIP COLUMN

**THE FINE ART OF GETTING THE LIGHTS ON**

Mother Nature can often be unpredictable, and when she gets angry, you may find yourself without power. Storms, floods, tornadoes, snow and ice pose major threats to all kinds of infrastructure, including our electric distribution system.

Electric co-ops like [CO-OP NAME] serve more than 71 percent of the state’s landmass, including some of the most remote areas in Tennessee. During a widespread outage, we must use our time and resources wisely to minimize the impact on our members.

When the lights go out, we start by assessing the damage. Our goal is to restore service to the greatest number of members in the shortest amount of time possible. This is how we do it.

Our crews first inspect substations. Damage to TVA supply lines or substations could affect thousands of members, so these areas are our first priority.

If the problem cannot be isolated at a substation, main distribution lines are checked next. These are the lines you’re most likely familiar with. Distribution lines carry power to large groups of members in [CO-OP NAME]’s service area.

Smaller “single-phase” lines are examined next. These lines supply individual subdivisions and roads. Damage here could impact anywhere from dozens of members to entire neighborhoods.

Finally, we repair service lines that connect individual homes. Keep in mind that we cannot repair anything attached to your home. If you have damage to your weatherhead or meterbase, this will need to be repaired by an electrician before our crews can reconnect your service.

In recent years, technology has significantly improved the restoration process. [INCLUDE DETAILS ON SCADA, OUTAGE MANAGEMENT SYSTEMS, PREDICTION ENGINES, ETC…]

Our team at [CO-OP NAME] is passionate about keeping the lights on. In the last 12 months our average member has had service [99.XX] percent of the time, and we are improving that statistic each year. However, we know that extended outages are inconvenient for your family, and you can be confident that when the lights go out our crews do as well – assessing the damage, developing a plan and getting the power back on as quickly as possible.