

After a major power outage

GU steps to restoring power

Step 1. Transmission towers and lines supply power to one or more transmission substations. These lines seldom fail, but they can be damaged by a storm or tornado. Thousands of people could be served by one high-voltage transmission line, so if there is damage here it gets attention first.

Step 2. GU has several local distribution substations, each serving hundreds of consumers. When a major outage occurs, the local distribution substations are checked first. A problem here could be caused by failure in the transmission system supplying the substation. If the problem can be corrected at the substation level, power may be restored to a large number of people.

Step 3. Main distribution supply lines are checked next if the problem cannot be isolated at the substation. These supply lines carry electricity away from the substation to a group of consumers, such as a town or housing development. When power is restored at this stage, all consumers served by this supply line could see the lights come on, as long as there is no problem farther down the line.

Area enlarged: Consumers themselves (not GU) are responsible for damage to the service installation on the building. GU can't fix anything beyond this point. Call a licensed electrician.

Step 5. Sometimes, damage will occur on the service line between your house and the transformer on the nearby pole. This can explain why you have no power when your neighbor does. GU needs to know you have an outage here, so a service crew can repair it.

During a major outage, other's will send line crews to assist with restoring power. These additional crews, as well as communications, equipment and supplies, are coordinated through Greenwood Utilities Command Center.

Report your outage to Greenwood Utilities Office. Employees or response services use every available phone line to receive your outage reports. Remember that a major outage can affect thousands of other customers. GU appreciates your patience. Call (662) 453-7234.

Individual households where the loss of electricity could affect life support systems or pose an immediate medical danger should have an alternative Individual Emergency Plan in place prior to a power outage. A customer should always contact 911 for assistance immediately if an emergency medical situation develops. GU cannot guarantee service restoration priority at a particular location.

DANGER!
Stay clear of fallen lines

NOTE: WE ARE ASKING ALL CUSTOMERS TO PLEASE INFORM GREENWOOD UTILITIES BEFORE INSTALLING AND CONNECTING A GENERATOR TO YOUR HOME OR BUILDING. CALL US AT (662) 453-7234.

