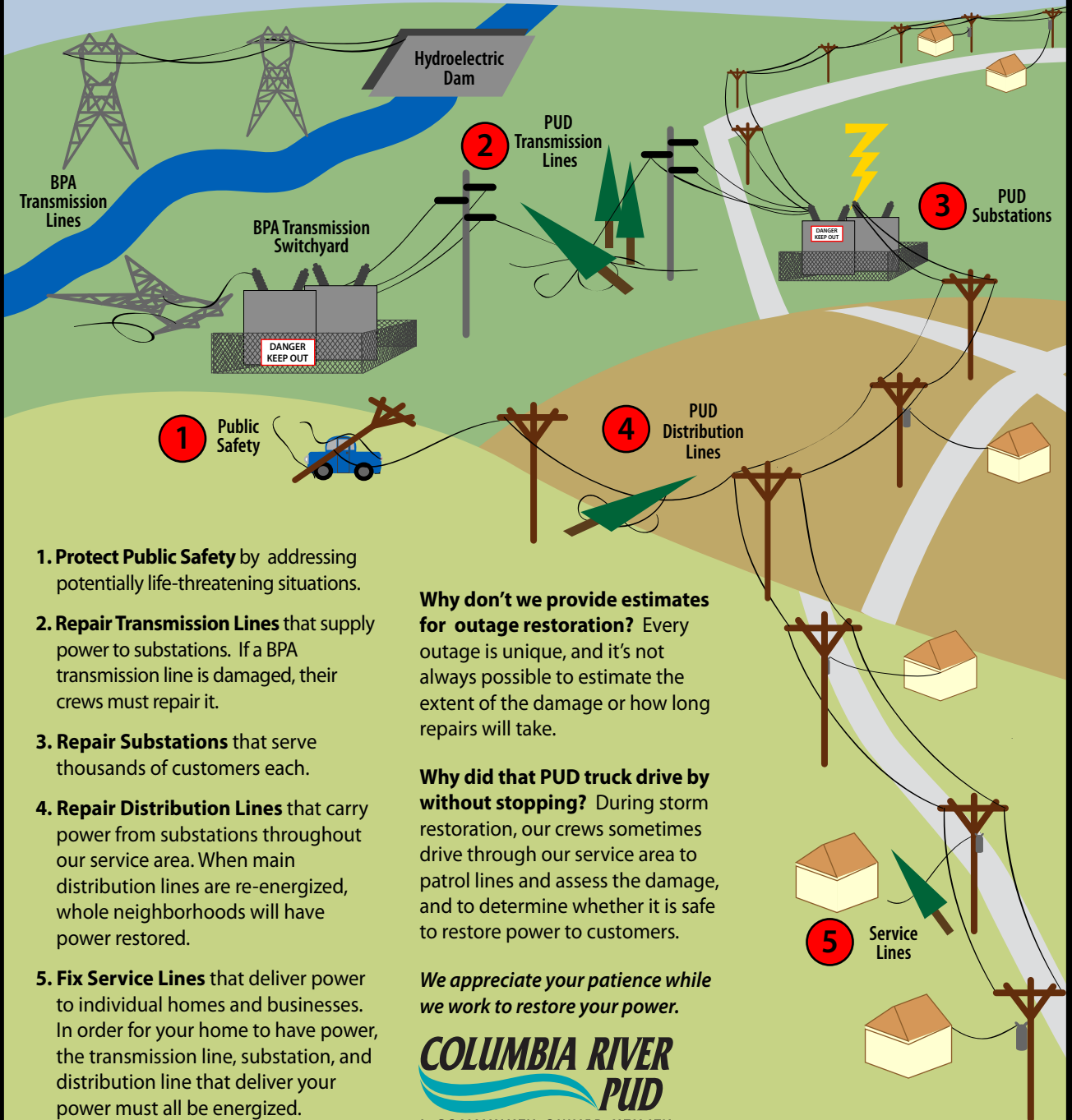


How We Restore Power

During outages, we prioritize repairs in order to safely restore power to the largest number of customers as quickly as possible.



- 1. Protect Public Safety** by addressing potentially life-threatening situations.
- 2. Repair Transmission Lines** that supply power to substations. If a BPA transmission line is damaged, their crews must repair it.
- 3. Repair Substations** that serve thousands of customers each.
- 4. Repair Distribution Lines** that carry power from substations throughout our service area. When main distribution lines are re-energized, whole neighborhoods will have power restored.
- 5. Fix Service Lines** that deliver power to individual homes and businesses. In order for your home to have power, the transmission line, substation, and distribution line that deliver your power must all be energized.

Why don't we provide estimates for outage restoration? Every outage is unique, and it's not always possible to estimate the extent of the damage or how long repairs will take.

Why did that PUD truck drive by without stopping? During storm restoration, our crews sometimes drive through our service area to patrol lines and assess the damage, and to determine whether it is safe to restore power to customers.

We appreciate your patience while we work to restore your power.

COLUMBIA RIVER
PUD
A COMMUNITY-OWNED UTILITY