

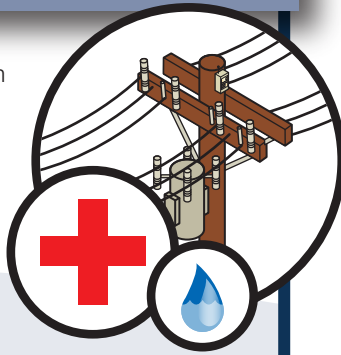
The 4 Steps to Restore Your Power

When the delivery of electric service is interrupted to large segments of Appalachian Power customers, we work to restore power as safely and efficiently as possible.



1 Repair the Main Line

When something like a storm interrupts power to a major part of a community, priority is given to restoring circuits that deliver electricity to essential public safety facilities such as hospitals, 9-1-1 call centers, water treatment plants, police and fire stations.



2 Target Large Areas of Affected Customers

Next, Appalachian Power will perform the repairs that restore electric service to the largest pockets of customers in the shortest amount of time. In some situations, a single repair can restore service to hundreds or thousands of customers.



For more information please visit appalachianpower.com

Service the

Smaller Clusters

3

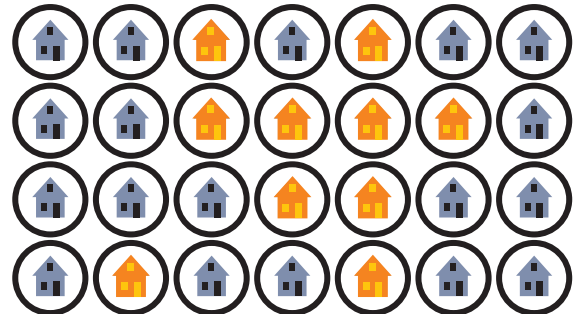
of Homes



Appalachian Power will then move on to make repairs to portions of circuits that restore service to smaller pockets of customers. These repairs may restore service to dozens of customers when completed.

4 Restore the Individual Lines of Service

In the final phases, work is done to restore power to individual properties. It may be a single home, business, or apartment complex. This phase of the restoration process can be especially time consuming after a major storm because there are so many of these kinds of repairs that must be done.



Safety is the highest priority.

In all phases of the restoration process, safety has the highest priority. Restoration teams are trained to maximize public safety and protect themselves as they work to restore electricity to a community.

