

# Managing Major Storms

*When major storms damage power lines, we work as quickly and as safely as possible to restore service.*



## WHAT WE DO

### *Bring in Extra Help*

- Monitor national and local weather forecasts to determine staffing needs.
- Enlist extra help from across AEP's 11 states.
- Call in contractors and employees from other electric companies.
- Increase the number of call center representatives and telephone lines.

### *Follow Restoration Priority List*

- Focus on hazards first, such as fallen power lines.
- Restore power to emergency facilities, including hospitals, and fire and police stations.
- Work on main lines that restore the largest number of customers.
- Work on secondary lines that serve smaller clusters of homes.
- Repair lines that feed power to individual homes.

## WHAT CAN YOU DO?

### *Report Outages*

- Outages can be reported at [AppalachianPower.com](http://AppalachianPower.com) or by calling us: Tennessee 1-800-967-4237; Virginia 1-800-956-4237; West Virginia 1-800-982-4237.
- If you call, you may be connected to an automated system to report your outage.
- Priority is given to safety-related outage calls.
- Remember, until damage has been assessed, it's hard to predict restoration times for specific houses.

### *Get Updates Quickly*

- Use battery-operated radios and televisions to stay up to date on restoration efforts.
- Visit [AppalachianPower.com/MyOutage](http://AppalachianPower.com/MyOutage) using your smart phone, tablet or laptop.
- Updates also are posted on our Facebook page, [Facebook.com/AppalachianPower](https://www.facebook.com/AppalachianPower), and Twitter account, [@AppalachianPowe](https://twitter.com/AppalachianPowe).

### *Use Generators Safely*

- Notify us if you're using a backup generator. Generators can backfeed up power lines and injure workers.
- Connect appliances directly to the generator.
- Contact a licensed electrician if you choose to have a transfer switch installed.



*A unit of American Electric Power*

## FREQUENTLY ASKED QUESTIONS

### *Why can't I talk directly with a customer service representative?*

- During major outages, we give priority to calls dealing with safety concerns – such as fallen power lines – so these hazards are addressed quickly. Your call may be answered by our automated outage reporting system.

### *Why would trucks pass by my house without repairing anything?*

- We may need to complete work nearby to restore service to you and your neighbors.

### *Why can my home be the only one on the block without power?*

- Fuses or circuit breakers in your home could have tripped.
- Tree limbs could have fallen on the line serving your home.
- Fuses on the transformer serving your home could have tripped or been damaged.
- The primary line feeding the transformer could be damaged.

### *Why would I lose electricity in only part of my house?*

- You could have tripped a circuit breaker, blown a fuse or have a broken connector or wire.
- Since this damage might leave only smaller outlets working, larger appliances (water heaters, ACs, ovens) might not work.
- It's OK to use your working outlets while you check with an electrician. Don't use outlets if your lights are really bright or dim.
- Our crews will make necessary repairs when they restore service.

### *Why do I sometimes experience brief outages that call for resetting appliances?*

- This might happen when a protective device called a recloser detects interference on the line.
- The line will de-energize briefly to determine if the problem is temporary.
- If the problem is temporary, the line will re-energize quickly. If the problem is prolonged, the line will de-energize.

### *How does Appalachian Power handle tree damage?*

- Appalachian Power contractors clear trees from power lines year-round; however, they don't remove fallen limbs or branches from properties after a storm.
- Contact a landscape or tree contractor for tree and debris removal.
- Don't try to remove tree limbs or debris within 10 feet of a power line.
- Stay away from downed wires or sparking equipment. Call us immediately.