



Tracing the Path of Power

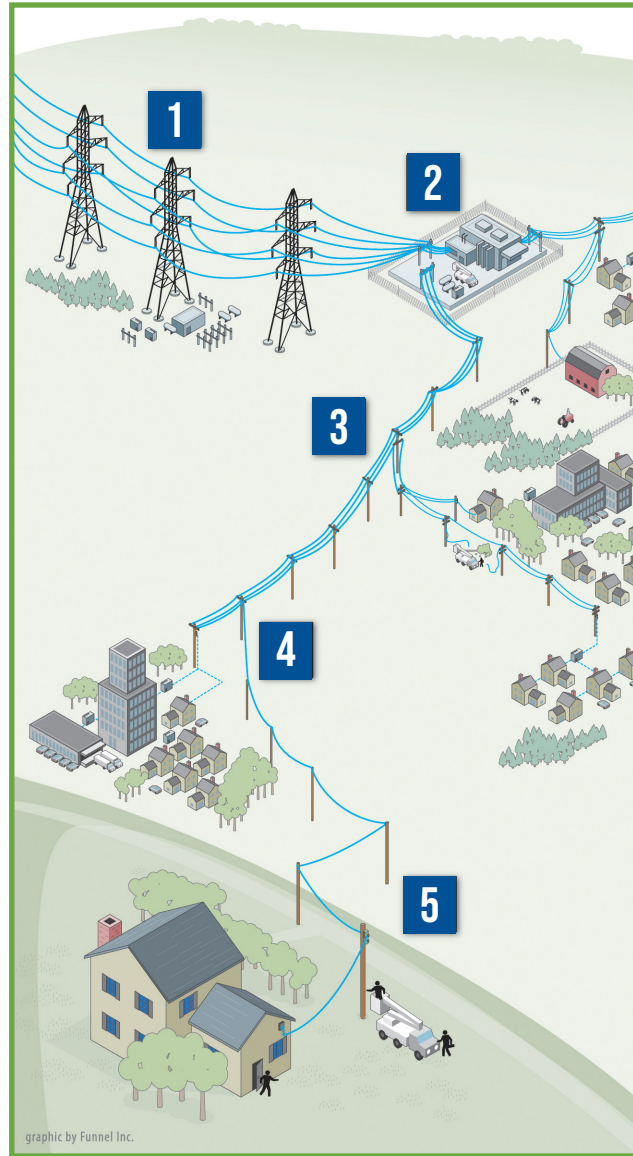
UNDERSTANDING OUTAGE RESTORATION

We know power outages are frustrating, and waiting for service to be restored can feel even more stressful, especially during large outages that affect many members. While it may sometimes look like the problem is just a tree limb or a single issue near your home, outages are often caused by multiple problems along the electric system.

Electricity does not travel directly from your pole to your house. Instead, it travels a long path that starts at power plants where electricity is generated. From there, it moves through transmission lines, substations, distribution lines, and tap lines before finally reaching your home. Because of this long path, restoring power requires crews to repair problems in order, from the beginning of the line to the end.

If lineworkers repair damage near the end of a line first, power may still not be restored if there is damage earlier on the line. Any issue earlier on the line blocks electricity from reaching everything beyond it. That is why restoration typically begins at substations. When a substation is restored, members closest to the substation are often the first to get power back.

From there, lineworkers work down the line, repairing each issue they find until power is restored to as many members as possible. During large outages, this means crews must complete multiple repairs, not just one, before everyone's service can be restored.



1 Transmission Lines

Transmission towers and lines rarely fail, but when they do, they must be repaired before the rest of the system can work.

2 Distribution Substation

Each substation serves hundreds or thousands of members. During a major outage, crews check whether the problem is in the transmission lines, the substation, or further down the line.

3 Main Distribution Lines

If the problem is not at the substation, crews check distribution lines, which deliver power to neighborhoods and communities.

4 Tap Lines

If local outages continue, crews inspect tap lines, which deliver power to transformers serving homes, businesses, and schools.

5 Individual Homes

If your home still has no power, the service line from the transformer to your house may need repair. Always report outages to help crews pinpoint the problem.

Preparing for Outages

STOCK YOUR HOME WITH ESSENTIALS

- Keep enough nonperishable food and water on hand for three to five days.
- Stock extra essential toiletries.
- Prepare an outage kit with a radio, first aid kit, medications, extra batteries, a portable charger, a flashlight, and emergency blankets.

TAKE EXTRA PRECAUTIONS

- Consider investing in a portable or whole-home backup generator.
- If you rely on medications or medical equipment that require electricity, make sure you have a backup plan.
- During extreme weather outages, cooling or warming centers can be found through Indiana 211 by dialing 211.

KNOW HOW TO REPORT OUTAGES

- Visit sciremc.com and click Report an Electric Outage.
- Download the SCI Connect app.
- Use TextPower, sciremc.com/textpower or text OUTAGE to 765.505.7005
- Call 800.264.7362 or 765.342.3344

WE WANT YOUR FEEDBACK!

Participate in our survey!

SCI REMC is continuing to conduct surveys over the next few months to gather feedback from members on how we can improve.

The deadline to take our current survey is March 31.

14%

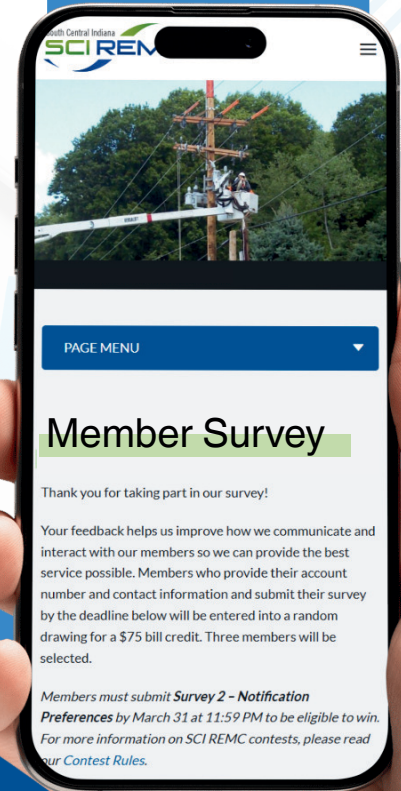


Three participating members will be randomly selected to receive a

\$75

bill credit!

sciremc.com/survey



Chill out and SAVE!

Beat the heat and conquer the cold with our HVAC tune-up rebate program!

Apply to save up to 50% of your maintenance cost.

Visit sciremc.com/rebate to learn more. Hurry - this offer won't last!

