



FAQ's During Power Restoration

What is my best source of information on the restoration effort?

- Our Facebook page, www.facebook.com/MidwestElectric, will feature timely, streaming updates of outage and restoration status. This is the best place to get the most current information. We know many members have mobile devices (tablets and smart phones) that can access Facebook even during power outages, or their computer at work, or their home computer if they have a generator.
- Our Twitter page, www.twitter.com/midwestrec, will have similar information as our Facebook page.
- We'll also post updates to the News section of our web site, www.midwestrec.com. Also on our web site, click on the Storm & Outage Central link and the Power Outage Map link for more information.
- We send updates to the local news media, but we don't have control over whether they'll print or broadcast our information.

How does Midwest Electric decide which members to restore first?

- We work to restore power using the most efficient and safe manner possible. Our goal is to restore power to as many people as possible – as quickly as possible – while isolating smaller or individual outage locations for later restoration. Once substations are restored, large three-phase lines are next, then large single-phase circuits, and then smaller tap circuits and lastly individual outages.
- If you have medical needs, we cannot guarantee that we would restore your power sooner than others. Therefore, we recommend that you have a backup plan such as a generator or another location you could go for the time being.

Why would Midwest Electric trucks pass by my house without repairing anything?

- This can happen because work needs to be done at a nearby location before service can be restored to your residence or business. In these cases, if we were to repair your service line you still would not have power until we fix the main lines feeding your circuit. It also is essential that line crews patrol all lines before restoring power to prevent additional damage by not repairing all issues.

Why can my home be the only house on the road without power?

- There could be several reasons including fuses or circuit breakers in your home could have tripped. There also could be tree limbs that may have fallen on the line serving your home (even if it didn't fall in your yard). Or fuses on the transformer that serves your home may have tripped. Or it may be a three-phase

line on your road, and only one of the phases is damaged; and that may be the phase that serves your home, while your neighbors are served by the other lines.

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 at one of the service leads to your house. Sometimes damage to these leads leaves only the 120-volt outlets (or some of them) working. In this case, larger appliances that need 240-volt service – such as water heaters, dryers, air conditioners, ovens – may be inoperable until repairs are made. However, if some of your lights are extremely bright or extremely dim, you should avoid using outlets connected to these circuits to avoid potential damage to equipment.
- This also could be caused by a problem with the neutral and/or ground connections. This could be a bad connection at the transformer, a bad connection to the pole ground, a bad connection to the primary neutral conductor, a bad connection in the meter base, or a secondary conductor that is failing.
- If you experience partial service, or low voltage, you should turn off your main breaker and call us or an electrician.

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

- Usually, these outages occur when a protective device, called a recloser, detects interference on the line. If interference is detected, the line will de-energize briefly to determine if the problem is prolonged or only temporary. If the problem is temporary, the line will re-energize quickly. If the problem is prolonged, the line will de-energize until we come out to make repairs. This protective equipment prevents permanent damage from occurring such as if the interference is a tree remaining on the line; it also prevents your power from staying off when the interference is only temporary like a limb touching the power line only momentarily.