

POWER RESTORATION PROCESS

When a widespread outage occurs, our crews work to restore power to the greatest number of people in the shortest amount of time until everyone is restored.



High Voltage Transmission Lines

Transmission lines carry high-voltage electricity which is the main supply to our distribution system. These lines need to be inspected and repaired first in order for our distribution substation and lines to properly operate.



Distribution Substations

Crews inspect distribution substations for any faults and open breakers. These substations are supplied by transmission lines and provide service to many customers in specific areas of town.

Main Distribution Circuits

Main circuits are fed from distribution substations and provide the backbone for individual homes and businesses. These lines often supply service to essential emergency services and facilities.



Individual Homes and Businesses

After main distribution circuits are repaired and operational, lines serving individual homes and businesses are then inspected and repaired.



SAFETY PRECAUTIONS

If you encounter any downed lines, assume they are energized and avoid contact.

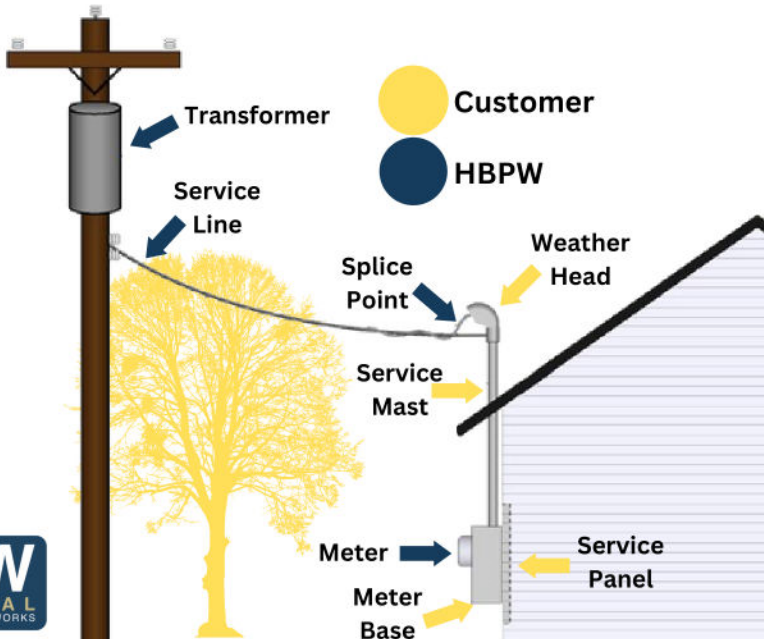
Notify our 24/7 Emergency Center to report a downed line.
573-221-0955



Downed power lines could energize the ground. Keep your distance! Never drive over a power line or through water that is near a downed line. Never try to move a line with a tree limb, broom handle, or anything you think is non-conductive. It is not worth the risk.

AREA OF RESPONSIBILITY

Please be aware of what you are responsible to provide or maintain.



A major outage caused by wind or winter storms sometimes impacts assets owned by the HBPW and/or the customer.

Pay close attention to what you are responsible for. If you experience any damage to any of your assets, repairs may be necessary. The work should be performed by a licensed electrician and may require the City Building Inspector to approve repairs before our crew members can restore your service.

Please contact City Hall at 573-221-0111 for inspection related questions.

