



Our Storm Response Process



➤ When a big storm hits and damages our electrical system, we have a planned approach to get the most customers restored at a time.

We begin by assessing the scope of the damage and helping First Responders address emergency situations, such as downed lines across roads.



➤ Then, before we begin work in your neighborhood, power restoration begins at our substations.

Large transmission lines are next on the repair list, followed by the lines in your neighborhood.



➤ As we work to bring the most customers online at a time, we'll keep you updated throughout the process. Please remember to report your outage online or by calling us at 207-973-2000.



Please stay safe while we work hard to get your power back on!

Scan the QR code or go to bit.ly/restorationprocess to learn more about our Restoration Process.

