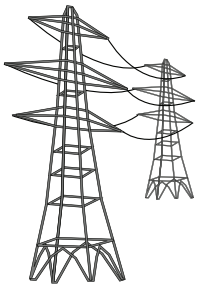
How Power Gets Restored

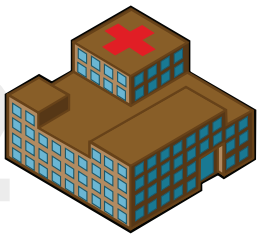
Fact Sheet
PSE.com

1



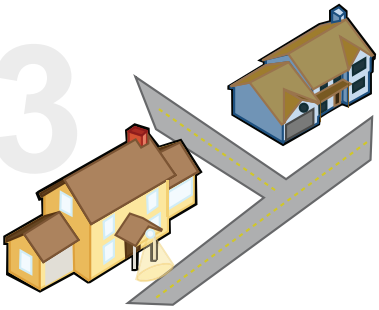
Puget Sound Energy (PSE) crews focus first on restoring power to high-voltage transmission lines that provide power to substations serving large numbers of customers in a broad geographic area.

2

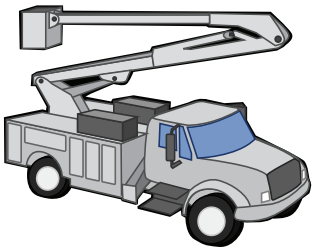


Priority for power restoration also goes to essential services such as hospitals, water/waste water systems, energy and transportation.

3



Once the high-voltage transmission system and substations are back online, PSE crews focus on repairing damage to distribution and service lines – the lines that directly serve homes and businesses. During an outage, one part of a neighborhood may have its lights on while another remains without power. Because our electric system works in sections or circuits, PSE crews re-route power around the damaged areas, thereby isolating the section that requires repairs.



Assess, Restore, Repair

Depending upon the severity of a power outage, it may take PSE crews many hours to provide accurate power-restoration estimates.

PSE's first priority in restoring power is safety to the public and employees. Crews make certain that downed power lines do not create a safety hazard.

Once the damage is assessed, PSE crews restore power quickly to as many people as possible. Following restoration, crews will schedule any follow-up repairs needed to permanently repair the damaged electric system.

1-888-225-5773

PUGET SOUND ENERGY

3813 10/10