

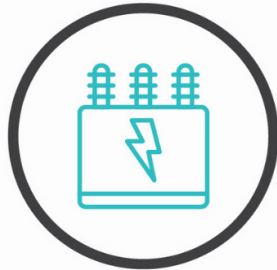
The Steps to Restoring Power

When a major outage occurs, our crews restore service to the greatest number of people in the shortest time possible – until everyone has power.



1. High-Voltage Transmission Lines

These lines carry large amounts of electricity. They rarely fail but must be repaired first.



2. Distribution Substations

Crews inspect substations, which can serve hundreds or thousands of people.



3. Main Distribution Lines

Main lines serve essential facilities like hospitals and larger communities.



4. Individual Homes and Businesses

After main line repairs are complete, we repair lines that serve individual homes and businesses.

WHAT TO DO WHEN THE POWER GOES OUT

Check the faceplate of the meter of your meter pole. Do any numbers appear?

Yes. If the meter has numbers appearing on the faceplate, the problem may be on your side of the meter or at the main disconnect on the meter pole. Begin troubleshooting the disruption by checking either your breaker box to verify breakers are not tripped or the circuit box for blown fuses. An electrician may be necessary if further electrical work is required for the issue.

No. If the meter is blank, contact Franklin REC at (641) 456-2557 regarding the power outage. The cooperative's phones are answered 24/7 with crews on-call for dispatch.

Necessary information when reporting an outage?

When calling to report an outage, ensure you have the address of the location readily available to help the cooperative retrieve the information quickly from the outage system. Additional details, such as a tree on the line, a loud noise before the outage, or any visible cause, are also helpful. ***If you are utilizing a generator, please report this information during the call. This is for the line crew's safety as they work to energize your location.***

Waiting for restoration?

Take the time to unplug electronics and appliances. This will reduce your location's demand on the electrical system, while also protecting your items from the power surge once the location is restored.

Important: If you depend on electricity to operate a life support system, please prepare an alternative source of power or lodging during an outage, as restoration times vary per outage scenario.

FRANKLIN REC WORKS AS SAFELY AND QUICKLY AS POSSIBLE TO RESTORE YOUR LOCATIONS POWER WHEN A POWER OUTAGE OCCURS.