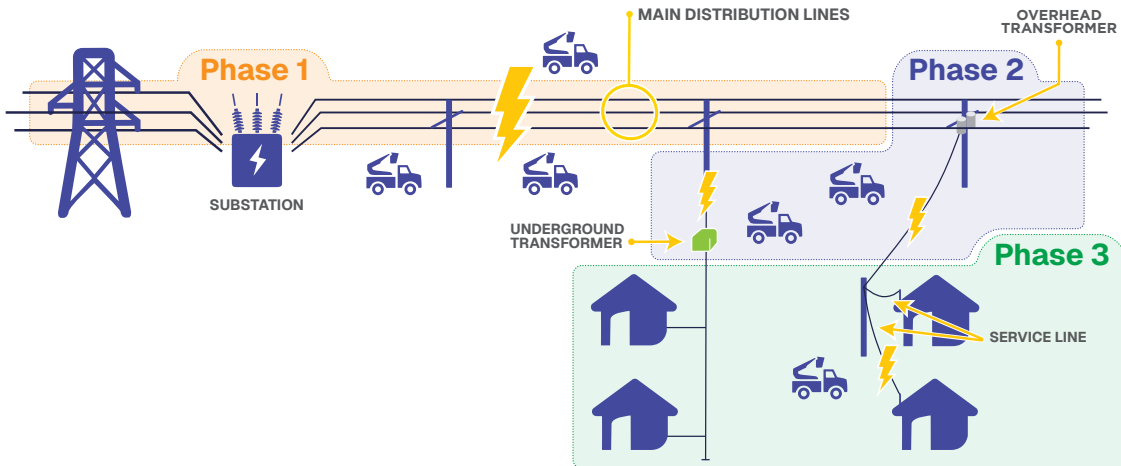


Restoring power isn't just a flip of a switch. Especially after severe weather or major events, outages can be complex and require crews to work through challenging conditions to locate, assess, coordinate and repair each issue on the system. Austin Energy has a phased restoration approach to prioritize our efforts and get power back as quickly and safely as possible.

## Here's what we focus on in each phase:

PHASE 1	PHASE 2	PHASE 3
<p><b>Restoring power to critical life-safety services and circuits.</b></p> <ul style="list-style-type: none"> <li>• Repairing a circuit may restore power to thousands at a time.</li> <li>• Life-safety services include hospitals, public safety, water and communications.</li> <li>• Damage assessment in this phase provides a clearer picture of the overall situation.</li> </ul>	<p><b>Restoring outages affecting the largest number of customers.</b></p> <ul style="list-style-type: none"> <li>• Repairs could restore hundreds of customers at a time.</li> <li>• Gets more residents back online faster.</li> </ul>	<p><b>Restoring the remaining small outages.</b></p> <ul style="list-style-type: none"> <li>• Complex, time-consuming issues affecting a small number of customers.</li> <li>• Progress may seem slow because repairs only restore one to two customers at a time.</li> </ul>

## In a broad sense, here's what that can look like:



**Phase 1.** Repairing transmission, substation and main distribution circuit equipment. This is the backbone of the system. These repairs could include downed wire, broken poles, trees on power lines and damaged substation transformers and circuit breakers.

**Phase 2.** Working on the branch distribution lines and equipment, which carry power from the substation to your neighborhood or community. These repairs could include downed wire, broken poles, damaged transformers, trees on power lines and open fuses and switches.

**Phase 3.** Repairing the service line that carries power from the transformer to your electric meter.

Providing electricity to the Austin area is a 24/7 responsibility. Austin Energy is always working to get you the power you need and the reliable service you expect.

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