

# Floods and Power Restoration: 5 Things to Know



**Flooding creates a unique and dangerous restoration environment. As always, the safety of customers and employees is the number one priority.**

- 1** The first step of storm restoration is damage assessment, and safety is the top priority. Flooding can make it more difficult to safely make repairs, which may result in longer than usual power restoration times.
- 2** During floods, electric companies work closely with local government and emergency officials to stay informed of the latest conditions and expected flood stages and to ensure the safety of employees and customers.
- 3** Some customers may not be able to receive power to their homes because of damage. Many local codes require that a licensed electrician or plumber do any repair work or that a city/county inspector check the system before power can be restored. This will delay the restoration of service for individual customers.
- 4** Flooding can damage electrical systems, and inspections by a licensed electrician may be required before a home can receive power. If a customer's electric meter boxes, conduits, or wires were under water, or are bent or broken, or if water rose above electrical outlets, customers should contact a licensed electrician. Customers should never touch damaged equipment.
- 5** As always, electric companies will work to restore power to impacted customers safely and as efficiently as possible. Companies will not stop their storm restoration efforts until the last customer who can receive power is restored.