

Redding Connects

Your Connection to City Services



March 2019

What Happened After the Lights Went Out?

The February 12th storm that dropped over a foot of snow in some areas of Redding disrupted life for many customers. Trees fell and tree limbs snapped. Roads were blocked. Vehicles were damaged. Power poles and power lines were brought down, typically by falling trees and tree branches.

As many as 32,000 REU customers lost power, many for several days. We apologize for the inconvenience. Behind the scenes, we worked as safely and quickly as we could to restore your power.

From February 13-21, REU linemen and tree crews worked 16-hour days to restore power. They were aided by mutual aid crews from several other publicly owned utilities.

Restoring power isn't as simple as flipping a switch or plugging a power cord back into an electric socket.

The power-restoration process has a distinct and necessary sequence. Power restoration work started at the Redding Power Plant, which was temporarily shut down by the storm, then it moved downstream to transmission poles and lines before getting to neighborhood distribution poles and lines.

In working at the neighborhood distribution line level, we focused on restoring power to public health and safety facilities first, then to the greatest number of



customers as safely and quickly as possible. All the downed trees made it very difficult to gain access to facilities and repair the lines and equipment that was damaged by the storm.

In tackling clusters of outages in neighborhoods, we focused on areas where we could get the greatest number of customers back in service in the shortest period of time. Smaller groups of affected customers, and those that posed the most difficulty in accessing our equipment, were next.

Continued on next page

IN THIS ISSUE:

- REU Power Restoration Process
- Redding Recreation
- Mosquito Abatement
- "Read & Track" at the Redding Library



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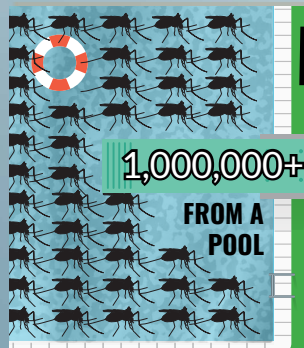
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Continued from last page. "What Happened After the Lings Went Out?"

Customers sometimes ask, in frustration, why their power is out but their neighbor's is back. Possibly you are served by different circuits. Or there could be damaged equipment on your premise that was not damaged in your neighbor's yard. A common cause of outages in this storm was an electric line to a home or business that had been damaged or torn down by a tree.

Finally, it's possible the circuit breakers at your home have to be reset. Circuit breakers are gatekeepers that determine if electricity is flowing to your home. When they trip off, it is to protect your TV, computer, and other appliances from being damaged by electric surges or sags.

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