

# Steps to Restoring Power

Call 541-746-1583 to report an outage. We use every available phone line to receive your outage reports. A major outage can affect thousands of our customers, and we appreciate your patience.

**Step 5.** Sometimes, damage will occur on the service line between your house and the transformer on the nearby pole. This can explain why you have no power when your neighbor does. We need to know you have an outage here, so a service crew can repair it.

Area enlarged: Consumers themselves (not EPUD) are responsible for damage to the service installation on the building. EPUD can't fix anything beyond this point. Call a licensed electrician.

During a major outage, other utilities send line crews to assist with restoring power.

**Step 1.** Check transmission lines. Large transmission lines deliver power to EPUD from the big dams controlled by Bonneville Power Administration (BPA). If there is an outage on BPA lines, EPUD must wait until BPA crews restore power to those main lines. Transmission line outages can affect tens of thousands of homes.

**Step 2.** Check local substations. Substations take the high-voltage power delivered to EPUD from BPA, reduce the voltage, and then send that transformed power out to the EPUD District via our distribution lines. If an entire substation is down due to an outage, thousands of customers can be affected.

**Step 3.** Check distribution lines. Distribution lines carry electricity from the substation to a city or neighborhood. These are the standard power poles you see most often in your neighborhood, or alongside local roads. Outages on these lines can affect hundreds of customers.

**Step 4.** Check tap lines. Tap lines carry power from the distribution lines to specific homes or buildings. EPUD crews fix these outages based on restoring service to the greatest number of customers first.

**DANGER!**  
Stay clear of fallen lines

