

# Outage Preparation

When a large storm arrives, all Klickitat PUD employees come together to serve our customers and get the lights, water and wastewater services restored. Understanding the impacts of hours or days without power, Klickitat PUD begins gearing up for each outage season before the weather changes to ensure we are prepared to respond during inclement weather.

The line crews and meter shop personnel perform annual line patrols on our transmission system and attend training with our transmission providers. Staking

engineers, water and wastewater personnel and meter readers complete a refresher on what to look for during line patrols. Our mechanic staff prepares trucks with chains, tires and frost cage apparatuses, and office staff take inventory of our snowshoes and rain gear and provide refreshers to staff on outage management processes.

While KPUD staff plans for the unexpected, we urge our customers to begin preparing today to be without power for an extended period of time in the event of a large storm. Staff may need to communicate with customers about the

status of their outage. Customers should verify their contact information with Klickitat PUD either on their SmartHub customer account portal or by contacting the customer service department at 800-548-8357. Customers should also follow Klickitat PUD on Facebook or monitor our website for updates on power outages, both planned and unplanned.

When the power goes out, does your family know what to do? We ask customers to first check the breakers in the home—and on their meter pole, if applicable—to confirm nothing has tripped on the

**If your power goes out, check your breakers before contacting KPUD. Once power is restored, wait about 15 minutes before turning on the breakers to your appliances.**  
ADOBE STOCK PHOTO BY VICTORIA

customer's side. If there are neighbors nearby, does their power appear to be impacted? Are their lights on? Another way to confirm if a customer is out of power is to look at the meter to see if there are numbers displayed on the digital readings screen. If this is blank, then there is likely a power failure on the PUD side of the meter. Once these items are confirmed, customers should contact KPUD at 800-548-8357 or report their power outage through the SmartHub portal.

Once the outage has been reported to KPUD, customers should shut off breakers to their sensitive equipment, such as electronics, appliances and water heaters. We also urge customers to turn on their porch lights to assist with our crews' outage patrols and confirmation of power restoration.

Customers should also steer clear of any downed power lines, broken power poles or any other hazardous obstructions. There is no way to confirm whether something is deenergized until a qualified worker is able to test the line.








Often, when KPUD staff take calls for an outage, they're asked how long the power will be off. Our initial response at the beginning of an outage is that we will not know until we have personnel in the field to determine the scope of the outage. We are able to provide an estimated time of restoral once crews have located the cause and extent of the damage.

Much like water in a hose, power has a source of electricity that flows in one direction to customers' homes. While working on an outage, we must follow the flow of electricity and make the necessary repairs accordingly. That process is:

1) After reports of a large outage event begin to reach KPUD, staff assesses where the outage is located. Once enough reports are logged, our outage management system begins to predict the location of the deenergized device.

2) We dispatch line crews and patrol personnel to start at the predicted device and perform damage assessment patrols downstream. Patrollers look for downed lines, broken poles, cracked equipment, downed trees or any other problem signs. These are reported back to the office for

## **PROTECT YOURSELF** **DURING A POWER OUTAGE\***

-  **Keep freezers and refrigerators closed.**
-  **Only use generators outdoors and away from windows.**
-  **Do not use a gas stove to heat your home.**
-  **Disconnect appliances and electronics to avoid damage from electrical surges.**
-  **Use alternate plans for refrigerating medicines or power dependent medical devices.**
-  **If safe, go to an alternate location for heating or cooling.**
-  **Check on neighbors.**

*\*FEMA V-1008/May 2018*

prioritization.

3) If the transmission infrastructure is compromised, then it will be the first thing to be addressed. Transmission lines are KPUD's supply of power, whether from the Bonneville Power Administration, PacifiCorp or Benton PUD. Transmission lines can feed several thousand customers.

4) The next facilities prioritized are substations. Substations convert the power from a transmission voltage to a distribution voltage, often serving a few thousand customers.

5) If all is well with the transmission system and the substations, patrols take place on the main distribution lines, which transport the power from the substation to your transformer. Main distribution lines often serve hundreds of customers.

6) After the main line is addressed and issues are remedied, tap lines or service drop patrols and repairs are completed, and the few dozen customers fed from these lines are reenergized.

It is important for customers to understand that staff must prioritize repairs and restoration based on the flow of electricity and energizing as many customers as possible with each repair. There are times when single meter or transformer outages have to wait until the bulk of the system is back in operation. Customers should verify their outage is reported and also monitor the KPUD Facebook page or website for updates. They should call back in if we advise all customers have been restored.

Once power is restored, customers should wait 10-15 minutes before flipping their breakers to their sensitive equipment—including appliances and water heaters—because the power may go off again as some additional damage may have occurred since the initial line patrol. If you have questions, please contact KPUD at 800-548-8357. ■