



Be Prepared for Power Outages

Dear Member-Owner,

A spring storm is expected to begin moving through our service area later today, bringing much-needed precipitation. While we welcome the moisture, we want to make you aware that power outages may be more frequent and could last longer than usual during this event due to the combination of leafed-out trees, the potential for heavy, wet snow, and prolonged below freezing temperatures.

We encourage members to be prepared by charging essential devices and planning for the possibility of extended outages.

Why could outages be more frequent and last longer?

To reduce wildfire risk, most of our electric system is currently operating on wildfire protection settings. This means our automatic reclosers--devices that normally attempt to restore power automatically after a fault--are set not to reclose if they detect a problem on the line.

If a fault occurs, power cannot be restored until a qualified crew member has visually inspected the line to ensure it is safe to re-energize. As a result, outages may be more frequent and last longer than they would under normal operating conditions.

Biggest threats from this storm

Powerlines can sag when snow and ice can build up. When it starts to warm up, the snow and ice start falling off, and can cause them to bounce, make contact with each other, or break loose. This can cause your lights to flicker, [or what we call "blinking."](#)

We are particularly concerned about areas with trees that have already leafed out and may receive heavy, wet snow. The added weight on branches increases the likelihood of tree-to-line contact, which can cause outages.

Our crews are prepared for the storm and will respond as quickly and safely as conditions allow.

When widespread outages occur, we prioritize repairs to get the largest number of members back on first. We appreciate your patience and understanding as we work to balance reliability with safety during this weather event and restore power as quickly and as safely possible.

In the event of a prolonged outage, members who are expected to be without power overnight will receive an automated phone call from San Isabel Electric, as soon as possible.

What we encourage you to do

Please consider preparing now by charging essential devices and planning for the possibility of extended outages. We will continue to provide updates as conditions change.

o Report power outages

- o If your power goes out for more than three minutes, report it. Technology can let us know when there are problems with the grid, but we still rely on you to report outages.
- o Before reporting an outage, make sure to check your breakers and fuses beforehand. If the problem is on our end, report it online, text OUT to (844-959-3013) or call 800-279-SIEA (7432).
- o For outage information in your area, stay connected by visiting our outage map at SIEA.com.
- o Status updates are also posted on SIEA.com for large outages that are affecting more than 100 meters.
- o Updates for large outages are posted every two hours between 7 a.m. and 10 p.m.
- o Visit siea.com/outagecenter for more information about outage reporting and outage restoration.

o Stay away from downed lines

While playing or working in the snow, keep an eye out for downed power lines. Never touch or attempt to pick up a fallen power line and keep children and pets away. Report downed lines immediately by calling 9-1-1 or SIEA at 800-279-SIEA (7432).

Thank you for being a valued member of your electric cooperative.

Sincerely

STAYING SAFE

DURING AN OUTAGE

We work hard to provide the most reliable service possible. Rest assured, if the power is out, we are on it!

The length of time it takes to restore your power depends on several factors, including the:



Extent of the storm's destruction



Severity of utility equipment damage



Number and extent of outages



Accessibility to damaged equipment

STAY SAFE UNTIL POWER IS RESTORED

- Stay far away and keep others away from downed power lines, which could be live and deadly.
- If you come across a downed line, immediately call 9-1-1 to report it.
- Never enter a flooded room; the water could be energized.
- If you are standing in water, do not turn on/off power or flip a switch.



Prepare for a storm by gathering these items:



Bottles of water



Non-perishable food

Portable phone charger



Extra batteries



Pet supplies

Blankets

THANK YOU for your patience during outages. When the lights go off, we are working safely and efficiently to restore power. The safety of our employees, as well as those we serve, is our TOP priority.

