

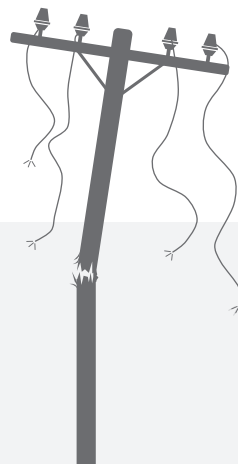
How We Prioritize Outage Restoration



Outages can occur for a variety of reasons, from storm and weather damage to vehicle crashes, wayward tree branches and even things like birds and balloons.

TEP has one priority when an outage occurs: **getting the lights back on.**

It's a complex task that requires highly skilled workers and specialized equipment.



1 Safety first.

Protecting our customers and our workers is the most important thing we do. We'll address downed wires and other safety risks first.

2 Critical facilities.

Hospitals, police and fire stations are at the top of our list. We also prioritize repair of our substations and transmission lines since they support power to homes and businesses.

3 Lines that feed your home or business.

The duration of an outage depends on the nature of the outage and the severity of damage. In some cases, what may at first seem to be a simple repair can become a more complex job as the underlying issues become apparent.



Our outage map keeps you informed of any power outages affecting your home or business.

Visit tep.com/outages for more information.