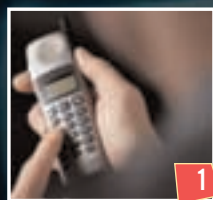


# Power Restoration: A Cooperative Effort

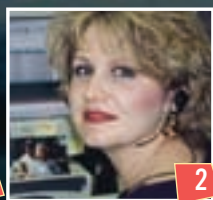


## Here's what we do to get your lights back on:

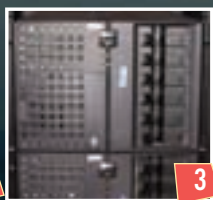
Getting the power back on during an outage involves a lot more than “flipping a switch.” It’s a sequential process that kicks into gear when you let us know you’re in the dark. Here’s how it works:



1



2



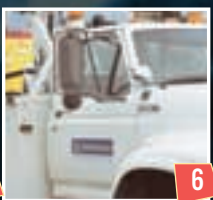
3



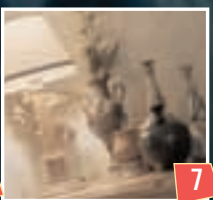
4



5



6



7

Your lights go out. Remember, the process starts with you. Call us to report the outage. The more calls we receive, the faster we can identify the source of the trouble – and the faster we can get your lights back on.

24-Hour Member Connection records our automated phone attendant, or a Member Services Representative, records member outage reports into each customer’s account.

Our Outage Management System (OMS) identifies the trouble source. Our state-of-the-art computer analyzes outage information, and quickly identifies the source and location of the outage.

Computer Aided Dispatch (CAD) locates the closest line technician. OMS transfers the trouble source information to CAD, which uses GPS technology to locate the line technician closest to the trouble.

CAD dispatches an outage “ticket.” CAD transmits an electronic repair request to the laptop computer in the truck of the line technician who is closest to the outage.

The dispatched line technician heads to the trouble site. The line technician transmits an electronic response through his laptop computer to CAD accepting the job, and then reports to the problem area.

Your lights are back on! The line technician fixes the damaged electrical equipment and restores the power. He then sends an electronic report back to CAD indicating that the job is complete.



## Should your lights go out:

### Call us to report the outage

While all the behind-the-scenes technology enables us to work both quickly and efficiently, we ultimately rely on you, our members, to provide us with outage information. Never assume someone else already has reported the outage. Hearing from each person helps us identify affected areas and pinpoint the problem. So by all means, call us when your lights go out.

**Coldspring:** 936-653-5400

**Livingston:** 936-327-5711

**Woodville:** 409-283-8251

**Toll-free:** 1-800-458-0381



Energizing Communities Since 1939

Tune-in to your local TV and radio stations. To keep our members informed in the event of a major power outage, Sam Houston EC has partnerships with several TV and radio broadcast stations to distribute information about who is affected, and to the extent possible, the expected duration of the outage. Once you've reported the outage, listen for outage updates and information on local stations.

### Be patient

The extent of damage to our electrical system dictates the length of time you could be left without power. Rest assured our crews understand the inconvenience to our members and always work as quickly as possible to get the lights back on. Sam Houston EC thanks you for your patience while we complete the power restoration process.

The thick, luscious Piney Woods of East Texas are a wonderful place to call home. While the scenic landscape and abundant wildlife draw us to live here, they can wreak havoc on our electric distribution system. Finding and fixing electrical equipment damaged by a fallen tree during a storm or shorted out by a pesky critter can present quite a challenge for Sam Houston EC line technicians. Why? Because a large percentage of the 6,000 miles of distribution lines that serve our 50,000 members' homes and businesses are strung through remote, heavily wooded areas.

To combat the consequences of Mother Nature's inevitable fury, Sam Houston EC has intricate, behind the scenes processes to restore members' power as quickly as possible during an outage. Some of the most important include:

#### Protective Devices

First and foremost, our massive electric system is constructed with protective devices like fuses and circuit breakers that confine power outages to smaller areas, thereby minimizing the number of members without power.

#### Global Positioning Satellite

We use Global Positioning Satellite (GPS) technology to maintain an electronic map showing the location of every line, meter and transformer on our electric distribution system.

#### Outage Management System

Our Outage Management System (OMS) enables us to analyze outage calls as they come in and pinpoint the source of trouble in as little time as a few minutes.

#### Computer Aided Dispatch

Every line technician's truck is equipped with a laptop computer, which is directly linked to computer-aided dispatch (CAD) software in our Dispatch Department. A GPS unit in each of our 62 Sam Houston EC trucks allows dispatchers to know their whereabouts at all times.

## Create an Emergency Kit



Even common household items can be hard to find in the dark, so take a few minutes to prepare an "outage kit" and store it in a drawer by your telephone or someplace where everyone in the household knows to look for it. Your kit should include:

- The telephone number of the Sam Houston EC branch near you
- Your account number
- A flashlight
- Extra batteries
- A battery-powered radio
- A wind-up or battery-operated clock
- A traditional phone or cell phone (Remember, your cordless phone won't operate without electricity!)

### Emergency Broadcast Resources

Tune-in to these stations for up-to-date outage information:

#### Beaumont

TV KBMT ABC 12  
KBTB NBC 4  
KFDM CBS 6  
Radio KIOC-FM 106.1  
KKMY-FM 104.5  
KLVI-AM 560  
KTFA-FM 92.5  
KYKR-FM 95.1

#### Conroe

Radio KVST-FM 103.7

#### Diboll

Radio KAFX-FM 95.5

#### Houston

TV KHOU CBS 11  
KPRC NBC 2  
KRIV FOX 26  
KTRK ABC 13  
Radio KIKK-AM 650  
KIKK-FM 95.7  
KILT-AM 610  
KILT-FM 100.3  
KTRH-AM 640

#### Huntsville

Radio KUST-FM 99.7

#### Jasper

Radio KTXJ-AM 1350  
KWYX-FM 102.7

#### Liberty/Dayton

Radio KSHN-FM 99.9

#### Livingston

Radio KETX-FM 92.3

#### Lufkin

TV KFXL-LP FOX 30  
KTRE ABC 9  
Radio KRBA-AM 1340  
KSFA-AM 860  
KTBQ-FM 107.7  
KYKS-FM 105.1

#### Silsbee

Radio KSET-AM 1300

#### Woodville

Radio KWUD-AM 1490

