

Power Restoration

A COOPERATIVE EFFORT

Should Your Lights Go Out

At Sam Houston Electric Cooperative, we know that you rely on electricity every day of the year. Our crews and staff are ready to respond 24 hours a day, seven days a week – even on holidays. In the event that your power does go out, here's how you can help us restore it as quickly as possible.

Report the Outage

Call our 24/7, toll-free outage number at 1-888-444-1207 to report an outage. Be sure to have your account number ready. Never assume that someone else will call to report an outage. By reporting outages promptly, you help us pinpoint problem areas, allowing us to restore power more quickly.

Stay Connected

We have multiple sources to keep you informed when your power is out. Our website, www.samhouston.net, is smartphone and tablet friendly – making it easy for you to access. Here, you'll find a link to our outage viewer, allowing you to see the location of outages, number of meters affected, streets affected and an outage restoration status. You'll also find our website's Storm Central page to be helpful during an outage. Here, we post outage updates, press releases and other information during a major outage.

Get Social

We frequently post outage updates and information via social media. You can “like” us on Facebook at [www.Facebook.com/SamHoustonEC](https://www.facebook.com/SamHoustonEC) and search for our Twitter handle @SamHoustonEC. Go ahead and get connected with us before an outage happens – our social media accounts also offer energy saving tips and Cooperative news.

Be Patient

The extent of damage to our distribution system dictates the length of time you could be left without power. Rest assured that our crews are working hard, often in nasty weather, to restore your power as quickly and safely as possible. Please know that your patience is appreciated while we work to restore your power.

BE PREPARED

Outage Emergency Kit

Even common household items can be hard to find in the dark. Take a few minutes to prepare an outage emergency kit and store it in an easy to find place where everyone knows to look for it.

Here are a few ideas on what to include:

- Sam Houston EC's toll-free outage number: 1-888-444-1207 and your account number
- Flashlight
- Extra batteries
- Battery-powered radio
- Battery-operated clock
- Water
- Non-perishable food
- First aid supplies, medicine
- Important documents

Hurricane Preparedness

It's always best to be prepared for hurricane season. The Texas Division of Emergency Management urges residents to listen for instructions when a hurricane threatens and, if an evacuation is called for your area, get going without delay.

Here are a few other guidelines offered by the Texas Division of Emergency Management:

- Discuss evacuation plans before one is ordered.
- Monitor national weather radio and television broadcasts.
- Prepare an emergency supply kit.
- Learn evacuation routes.
- Dial 2-1-1 to register with the State of Texas if you have special healthcare needs or if you do not have transportation.

For more emergency information, visit: www.ready.gov/hurricanes

QUICK LINKS

Report an outage: 1-888-444-1207

Outage Viewer and Storm Central:
www.samhouston.net



[Facebook.com/SamHoustonEC](https://www.facebook.com/SamHoustonEC)

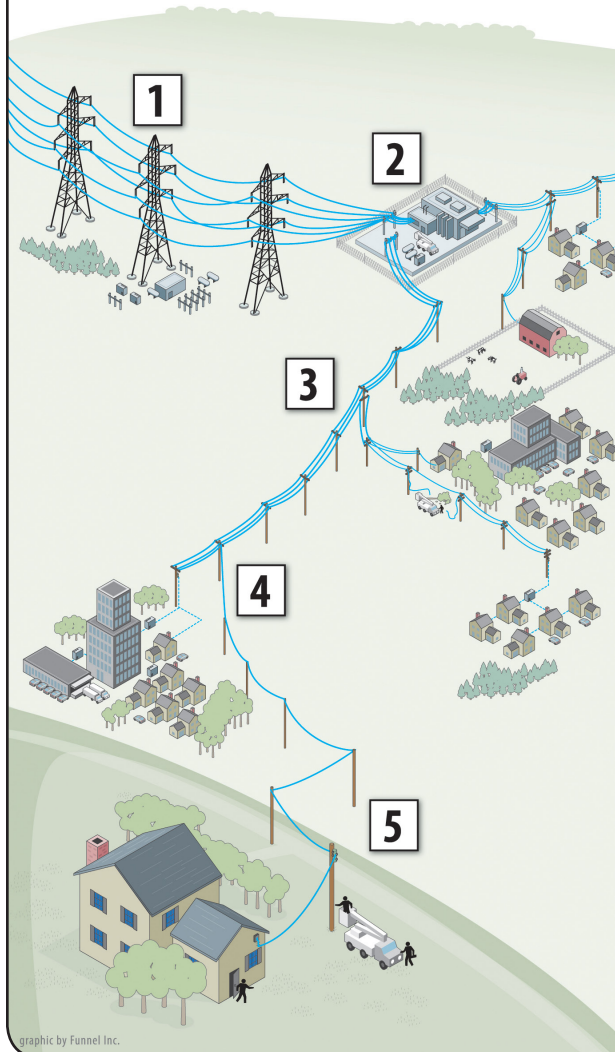


[@SamHoustonEC](https://twitter.com/SamHoustonEC)

Powering UP

When electricity goes out, most of us expect power will be restored within a few hours. But when a major storm causes widespread damage, longer outages may result. Co-op line crews work long, hard hours to restore service safely to the greatest number of consumers in the shortest time possible.

Here's what's going on if you find yourself in the dark.



1 High-Voltage Transmission Lines

Transmission towers and cables that supply power to transmission substations (and thousands of members) rarely fail. But when damaged, these facilities must be repaired before other parts of the system can operate.

2 Distribution Substation

Each substation serves hundreds or thousands of consumers. When a major outage occurs, line crews inspect substations to determine if problems stem from transmission lines feeding into the substation, the substation itself, or if problems exist down the line.

3 Main Distribution Lines

If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to large groups of consumers in communities or housing developments.

4 Tap Lines

If local outages persist, supply lines, called tap lines, are inspected. These lines deliver power to transformers, either mounted on poles or placed on pads for underground service, outside businesses, schools, and homes.

5 Individual Homes

If your home remains without power, the service line between a transformer and your residence may need to be repaired. Always call to report an outage to help line crews isolate local issues.

GENERATOR SAFETY

Given our dependence on electricity, it's easy to understand why portable generators are becoming more popular when the power goes out and stays out for a while. But, generators can do more harm than good if not used properly. Here are a few tips to protect yourself and our line technicians who are working to restore your power.

- Never connect a standby generator into your home's electrical system. Utilize an approved generator transfer switch or plug the appliance directly into the outlet provided on the generator.
- Set up and run your generator in a well-ventilated area outside the home. Make sure it's out and away from your garage, doors, windows and vents.
- Start the generator first before connecting appliances.
- Use a heavy-duty extension cord to connect electrical appliances to the outlet on the generator.

For more generator safety tips, visit Safety Sense at www.samhouston.net.