

# CUB Outage Restoration Priorities

CUB's primary focus is safety, whether during normal daily operations or times of emergency. Under this "umbrella" of safety, our top priority is to provide highly reliable electric service to our customers. While our electric system is indeed extremely reliable, during times of severe weather or natural disasters, the flow of electricity can be interrupted due to fallen trees, high winds, winter storms and similar events. When large-scale outages do occur, CUB's Operations Center goes into "Emergency Mode", with all employees devoted solely to power restoration efforts. To help customers better understand how CUB prioritizes outages in terms of restoration efforts, please see the following:

## Order of Restoration:

1. **Main in-feeds from TVA's Transmission System**
2. **Electric Substations**
3. **Critical system infrastructure such as water/wastewater facilities, police/fire stations and communications facilities vital to public welfare**
4. **Main CUB-operated distribution circuits**
5. **Nursing Homes, Healthcare Facilities, Assisted Living Centers**
6. **Subdivisions, apartment complexes, high-density housing**
7. **Commercial/Industrial Areas**
8. **Lines/Transformers Serving Multiple Customers**
9. **Lines/Transformers Serving Individual Customers**

A quick inspection of the list above indicates that CUB's restoration strategy focuses first on restoring service to public safety facilities and then on getting the most customers back on-line as quickly and safely as possible. All CUB customers can take comfort in the fact that we absolutely do not "play favorites" or alter our restoration priorities except to address a bona fide emergency situation. Customers whose outage is isolated in nature and/or those whose service has sustained the greatest amount of damage will be the last customers reconnected to the system. This strategy for handling large-scale electric power outages is widely accepted as common practice throughout the utility industry.