

# MTE's Restoration Process

Wind shears, ice storms and tornadoes. Middle Tennessee Electric's members have seen them all. And with such severe weather come power outages. Restoring power after a major outage is a big job that involves much more than simply throwing a switch or removing a tree from a line. The main goal is to restore power safely to the greatest number of members in the shortest time

possible. A major cause of outages is damage caused by fallen trees; that's why MTE has an ongoing right-of-way maintenance program. This illustration explains how power is typically restored after a major disaster.

## Distribution Substation 2

A substation can serve hundreds or thousands of members. 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 further down the line.

## Transmission Towers 1

Tennessee Valley Authority transmission towers and lines supply power to one or more transmission substations. Tens of thousands of people could be served by one high-voltage transmission line, so any damage here it gets attention first.

## Main Distribution Lines 3

Distribution lines are checked if the problem cannot be isolated at a substation. These lines carry power to members in communities or housing developments.

## Individual Homes 5

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.

## Tap Lines 4

Another area crews inspect are supply lines (also known as tap lines). These lines deliver power to transformers, either mounted on poles or placed on pads for underground service, outside businesses, schools and homes.

# 3 Easy Ways to Report Your Outage

MTE has built a robust and advanced electric grid using innovative solutions like smart grid technology and battery storage. Our teams also conduct regular and proactive maintenance to prevent outages before they happen.

Unfortunately, outages and service issues do occur despite our best efforts. Some things are outside of our control, but you can rest assured that MTE is working to restore your power as quickly and safely as possible when your power is disrupted.

While we often know of your outage within minutes in our Systems Control Center, you can report your outage in one of three ways:

1. **myMTE**
2. Automated Outage Line at **877-777-9111**
3. 24/7 Live Person Support at **877-777-9020**



Scan to download the myMTE app.

