

How We Restore Power AFTER A MAJOR STORM

*A safe, step-by-step process to
bring power back to our communities.*



**Kaua'i Island
Utility Cooperative**

Your Touchstone Energy® Cooperative



After a catastrophic weather event,

such as a major storm, our electric system can sustain widespread damage — from transmission lines and substations to distribution lines and neighborhood equipment. Restoring power is a complex and methodical process that takes time, but safety always comes first.

*Safety
Comes First*

1 ASSESS THE DAMAGE



Once it's safe to do so, crews begin assessing damage across the entire system. We use helicopters, drones and ground crews to inspect transmission lines, substations, poles, wires and other equipment to identify hazards and determine what needs to be repaired or replaced.

2 RESTORE TRANSMISSION LINES



We first focus on the transmission system, which carries large amounts of electricity across the island. These high-voltage lines must be repaired and operating safely before power can flow to our substations.

3 BRING SUBSTATIONS BACK ONLINE



Next, we restore substations, which reduce the voltage and direct power into communities. Substations must be thoroughly inspected, repaired and tested to ensure they can operate safely and reliably.

4 RESTORE DISTRIBUTION LINES



Once transmission and substations are operating, crews move into the distribution system — the poles, wires, transformers and other equipment that deliver electricity to neighborhoods, streets and homes.



WHY IT TAKES TIME

Restoration can take considerable time because repairs must be completed in the proper sequence and every section of the system must be safe before it is energized. Crews may need to remove debris, replace poles and equipment, restring power lines, repair substations and test equipment. In some cases, additional damage is discovered only after a section of the system is re-energized and can be tested. Thick vegetation also can hinder efforts to complete necessary repairs. Attempting to restore power too quickly could endanger our crews, emergency responders and the public, or cause additional damage to the electric system.

Mahalo for your patience and support

AS WE WORK TO RESTORE POWER SAFELY
AND AS QUICKLY AS POSSIBLE.

STRONGER
TOGETHER
FOR A BRIGHTER
KAUA'I