

**Rule of thumb:
The closer to a
substation you are,
the sooner your lights
will be back on**

When your power goes out, so do West Florida Electric Cooperative's crews. Whatever the weather, fair or foul, you can be sure they're working as hard as they can to maintain your electric service.

During widespread outages, their task might be fraught with complications, but their mission is always simple -- Restore power to the most people in the least amount of time. WFEC's crews approach extensive outages in the only practical way, by beginning at the substations and working their way out. They first concentrate on getting the three-phase feeders, or main lines, from the substations back on. So, the closer you live to a main line, the sooner your electric service will be restored.

Starting with the first set of breakers, the crews clear an entire section of line, then come back and energize that section before moving on to the next set of breakers. Working all the way out to a single-phase tap is a tedious process, but WFEC's crews complete the work as efficiently as possible.

Although WFEC's crews repair the lines leading from the substations, the transmission lines that feed the substations aren't owned by the Co-op, but by its power suppliers. If these transmission lines are down, WFEC's crews can only repair any damaged distribution lines leading from the substation, leaving the breakers open, to prepare them to be energized when the substation comes back on again. However, if a substation is out and WFEC's lines aren't damaged, there is nothing WFEC can do to restore power. It's up to the power supplier that owns the transmission lines to energize the substation.

One of the most important things you, as a WFEC member, should know about power restoration is what to expect when you call the Co-op to report an outage. First, you need not be alarmed if you receive a recorded message when you call. It means you've reached WFEC's automated outage response system, which enables the Co-op to handle 12 calls simultaneously during a widespread outage.

By entering your telephone number on a touch-tone phone, you'll help WFEC's service center personnel determine your map location. If you have a rotary dial phone, remain on the line and a clerk will take your call. Once you've reported the outage, you won't need to call back unless you have additional information, such as the location of a tree lying across a line, that will assist the Co-op's crews in restoring your electric service.

Also, having up-to-date information on your account helps WFEC restore your power promptly. Before severe weather strikes, make sure you've provided the Co-op with your current street address and telephone number.



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