

STORM RESTORATION

The Wallingford Electric Division (“WED”) follows an orderly process to safely restore your service after a storm.

1. **Safety Comes First!** Our number one priority is to ensure our employees and customers remain safe during storm restoration by de-energizing known downed wires.
2. **Damage Assessment.** The road to restoration begins with assessing the level of damage to our lines and poles. During major events, it may take several hours to determine the amount of damage to our facilities before the actual repair work begins.
3. **Restoration.** WED continues the restoration process by focusing on restoring service to the largest number of customers first, followed by smaller groups of customers and finally individual residents and businesses.
4. **Communication.** Customers reporting loss of service helps WED determine where to send line crews to repair damaged facilities and restore service.

