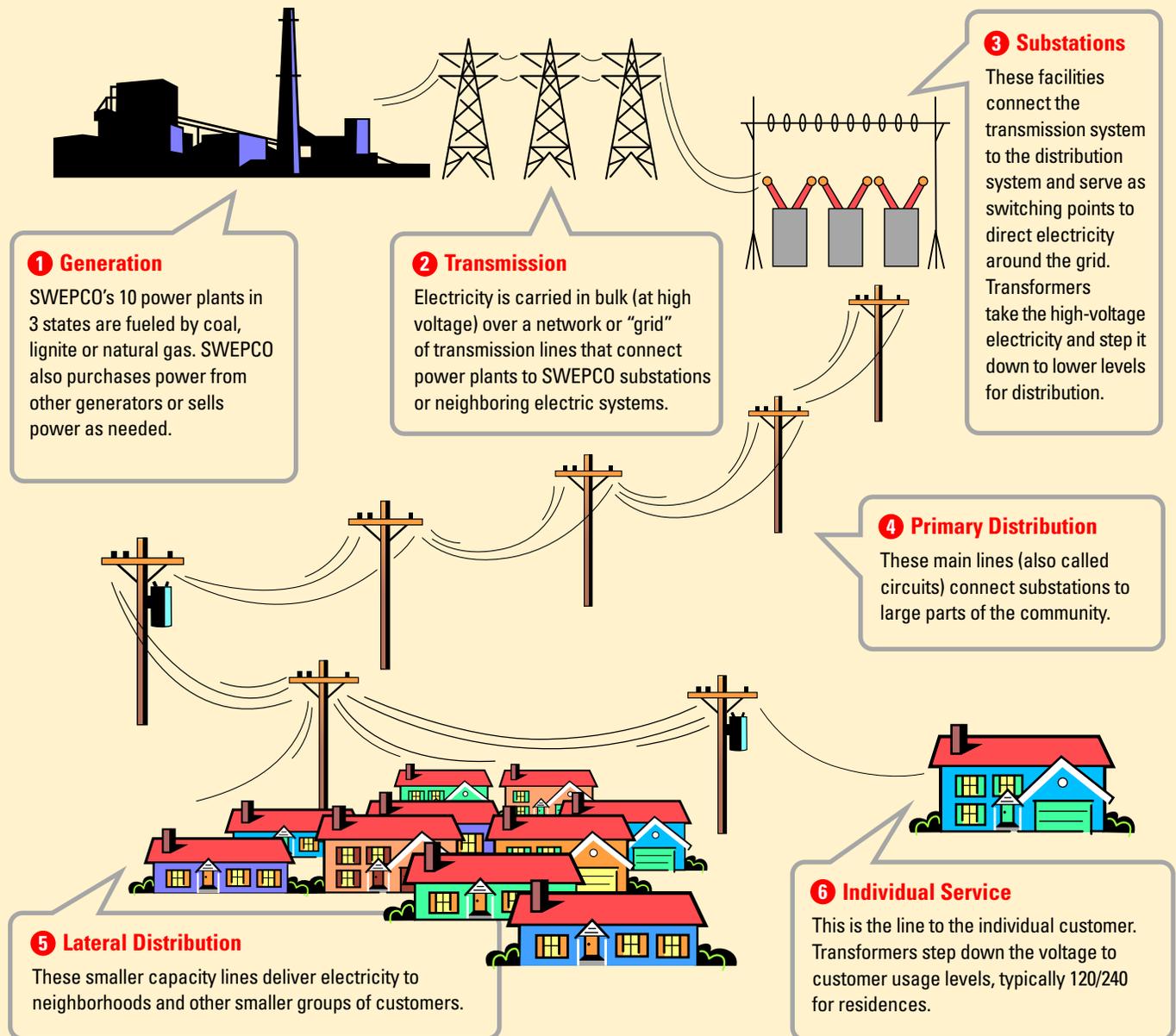


How the SWEPCO Electric System Works



SWEPCO's Service Restoration Process

During outages, SWEPCO works to restore power as quickly and safely as possible. In every storm restoration effort, company personnel implement the same basic process. Special priority is given to hazards such as downed power lines, 911 agency calls and emergency facilities such as fire, police and hospitals.

- 1 & 2** Transmission lines are restored to re-connect generation facilities (power plants) and substations.
- 3** Substations are repaired so they can direct electricity into the distribution system.
- 4** Primary distribution lines are repaired to connect substations to large parts of the community and restore power to the greatest number of customers in the shortest period of time.
- 5** Lateral distribution lines are repaired to restore power to multiple customers.
- 6** Individual service lines are repaired only after all other transmission and distribution lines are restored. (If the weatherhead or other customer-owned electrical facilities are damaged, customers will need to have a qualified electrician repair the damage before power can be restored to the home or business.)

Note: Steps 1-5 must happen before individual or "scattered" outages can be repaired.