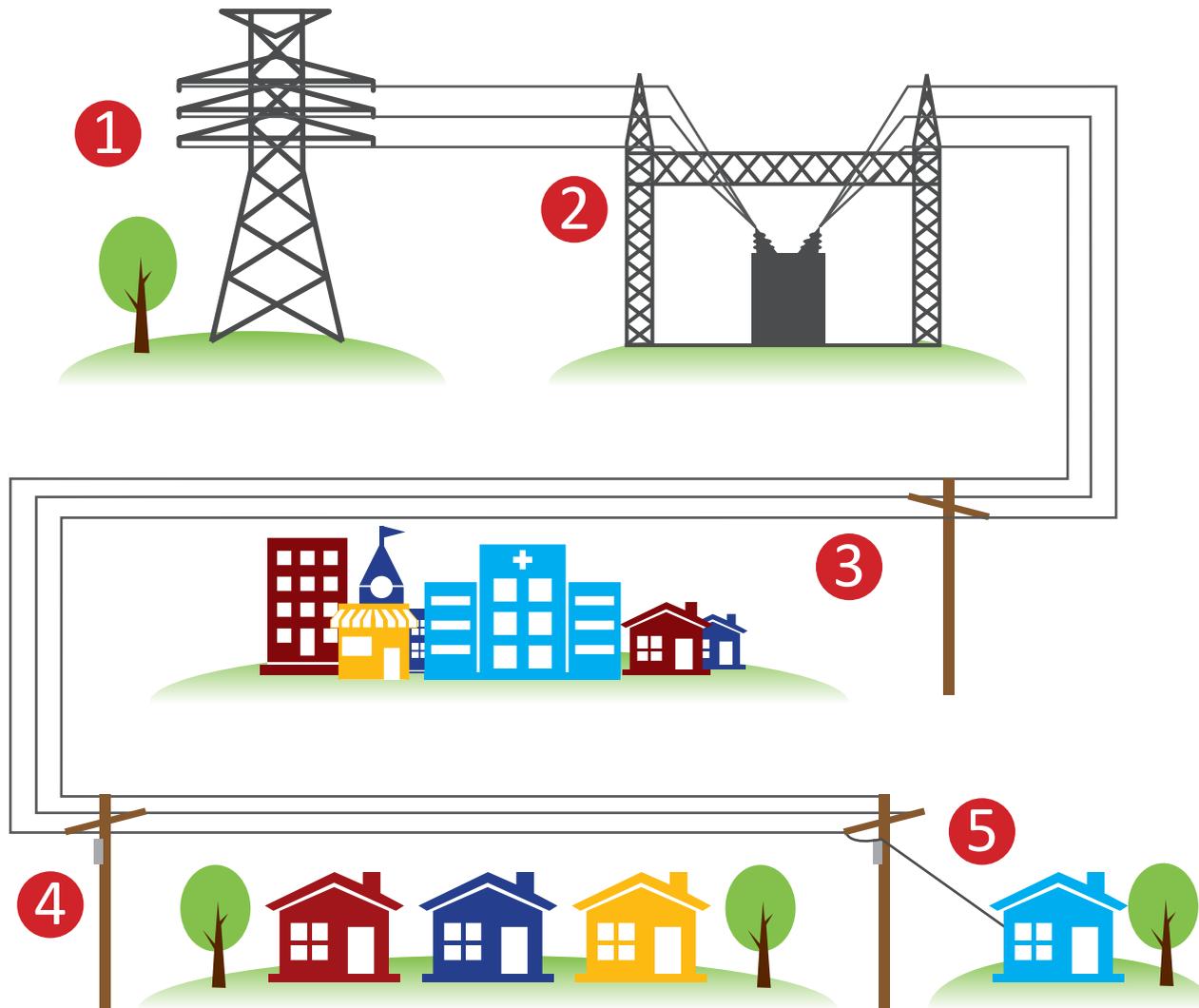




How We Restore Power

When widespread outages occur due to severe weather, RMPU will prioritize repairs in the order that will restore power to the most people as long as weather conditions allow.



Order of Power Restoration

- 1 Transmission Lines**
High voltage lines that carry power from the city's power source to substations serving thousands of customers
- 2 Substations**
Point where high voltage is lowered to feed distribution lines
- 3 Distribution Lines**
Lines that carry power to a large group of customers, such as subdivisions and commercial areas
- 4 Neighborhood Tap Lines**
Lines that move power to individual streets
- 5 Individual Service Lines**
Lines that serve individual homes and businesses

Call (252) 467-4800 for power outages, downed power lines, and all electric, gas, water and sewer emergencies. Dispatchers are available 24/7.