

## Powering Through Summer Storms

The most common cause of power outages is trees or branches falling across power lines. We work year-round – through right-of-way clearing – to reduce the risk that power lines in our service territory will be damaged by trees, branches, or other types of vegetation. Sometimes, however, despite our best efforts, our lines and substations can still take a hit – especially during major storms. When that happens, our first priority is to safely restore power to as many members as possible in the shortest amount of time.

We start by mobilizing our line crews and other critical staff. The biggest problems are handled first, including damage to transmission lines, which can serve tens of thousands of people. These problems must be corrected before we can focus on other areas where more localized outages may have occurred.

HWE's line crews inspect substations to determine whether

they've been compromised, or if there could be an issue down the line. If the root of the problem is at the substation, addressing that can restore power to thousands of members.

Next, line crews check the service lines that deliver power into neighborhoods and communities. Lineworkers repair any damaged lines, restoring power to hundreds of people. If you continue to experience an outage once these repairs are made, there may be a problem with a tap line outside of your home or business. Make sure you notify HWE so crews can inspect these lines.

We do our best to avoid power outages, but sometimes Mother Nature has other plans. When summer storms cause outages, our whole team works to get the lights back on safely and as quickly as possible. In such situations, be sure to check the app HWE Connect, HWE's Facebook page, and our website.

## Member Appreciation Week Returns August 24-28!

Join us!  
**Member  
Appreciation  
Week**  
**August 24-28**

Please join us for our Member Appreciation Week on August 24 to 28! All members are invited to stop by our office from 8 a.m. to 6 p.m. and each membership will receive a \$15 bill credit along with a T-shirt (one T-shirt per membership) and more!

Don't forget to bring your four-legged friend for a chance to win a PetSmart gift card! One pet will be chosen each day.