

# How DPU Restores Power

When the unexpected happens and our electric customers have suddenly lost power, our goal is to safely restore power to the greatest number of customers in the shortest amount of time possible.

## STEP 1: ASSESSMENT

After a major storm or outage event, there may be many locations where trees and limbs have come down on power lines. Crews start restoration work right away, but occasionally need hours to assess the full extent of the damage. At this point, it's often not possible to predict accurate restoration times for specific areas.

As information becomes available, outage updates are provided to customers through DPU's social media channels (Facebook, Twitter and Nextdoor) and through local media. For widespread outages that may pose a health or safety threat to customers if unresolved long enough, DPU may also update using the Code Red emergency alert system. (Sign up at [lacnm.com/CodeRed](http://lacnm.com/CodeRed).)

## STEP 2: SUBSTATIONS, MAIN LINES, CRITICAL FACILITIES

Los Alamos County (LAC) has two substation sources of electric power. The Townsite Switch Station owned by LAC is supplied by a Los Alamos National Laboratory (LANL) substation. Any outages originating at the LANL substation must be repaired by LANL crews. The White Rock area is supplied by an LAC-owned substation. The main lines out of the switch stations serve large numbers of customers including public safety facilities like the hospital, wastewater treatment plants and communications systems, as well as water system pumps/wells and schools. Restoring power to critical infrastructure is a top priority!

## STEP 3: TAPS AND SERVICE LINES

After the main lines have been restored, DPU electric distribution crews repair damage to tap lines that branch off the main lines. These lines may serve neighborhoods or areas like the ski area. Next, the crews will repair individual service lines to homes. At this point, restoration times can be estimated and are provided through social media and local media.



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Los Alamos County  
City Feed



Townsite Switching Station

