

## Question:

### "When will my power be restored?"



Keith Mathews  
CEO

When your power goes out, especially during a storm or widespread outage, one of the first questions you understandably ask is, "When will it be back on?"

It's a fair question—but not always one with a simple answer.

Before we can begin restoring power, we have to understand the full scope of the outage. That often means waiting until the worst of the weather has passed so our crews can assess the situation safely. While some damage is easy to spot—like a downed pole or broken line—other issues are harder to detect and may require thorough inspection.

Safety always comes first. Our crews face real hazards, especially in storm conditions. We make sure it's safe before sending anyone into the field. That takes time, but it's a critical part of ensuring no one—crew member or member—is put at unnecessary risk.

Restoration happens in stages. As a distribution cooperative, Southeastern Indiana REMC delivers power to your home or business after receiving it from a transmission provider. So, when an outage involves a transmission line or substation, we must wait for our power supplier to make those critical repairs before we can begin restoring power on our end. Once the transmission supply is restored, our crews get to work repairing main distribution lines that serve the largest number of members, followed by tap lines, and finally, service lines that lead to individual homes or businesses. This tiered approach helps bring the greatest number of members back online as quickly as possible.

But things can change quickly. A second round of storms, unexpected equipment failure or even inaccessible roads can all delay progress. It's one more reason we can't always give a specific restoration time.

That said, you can count on a few important things from Southeastern Indiana REMC:

- **We work day and night, rain or shine**, until every home and business has power restored.
- **We won't stop until the job is done.** Whether it takes hours or days, we're committed to seeing it through.
- **We'll communicate with you honestly and regularly.** As we learn more about the extent of damage and restoration progress, we'll share that information through our website, social media and SmartHub alerts.

We understand how difficult it is to be without power. Please know that your safety and service are always our top priorities.

Keith Mathews  
CEO, Southeastern Indiana REMC

Do you have a question for the CEO?

[SUBMIT YOUR QUESTION](#)