

Original Issue: 7-22-2009	Last Reviewed: 2-15-2021	Last Revised: 2-15-2021	Page: 1 of 1
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OBJECTIVE:

To specify the process and procedures DSO shall use to notify members of a planned electrical outage (“outage”).

POLICY:

When DSO crews plan to interrupt electrical service to perform maintenance or construction to more than four members, then the following requirements shall be observed, unless the outage is needed to make emergency repairs:

- A. Members shall be given at least 24 hours of notice (by phone call, electronic message, or personal contact) before the commencement of an outage.
- B. If the outage is expected to only cause a blink (outage lasting a minute or less) and more than four members will be affected, then members shall be given at least 12 hours of notice.
- C. No outage (excluding blinks) shall be scheduled for a time when the forecast temperature is above 100 degrees Fahrenheit.
- D. No outage (excluding blinks) shall be scheduled for a time when the forecast temperature is below 32 degrees Fahrenheit.
- E. No outage shall be scheduled to last for more than four hours on any day when the temperature is forecast to exceed 95 degrees Fahrenheit or the heat index is forecast to exceed 100 degrees Fahrenheit. The outage shall be scheduled in such a way that the power is restored before temperatures/heat indices are forecast to reach those levels.
- F. Plans and time estimates for any outage must be submitted to and approved by the Operations Manager prior to initiating member contacts.
- G. Documentation, including time and date of the outage, who requested the outage, number of members affected, and when and how members were notified shall be kept for at least one year after the completion of the outage.

ACCOUNTABILITY:

CEO
Operations Manager

Attested: David P. Mull
Secretary

Date: 2/15/2021