



News Release

December 27, 2020 – 8:30 a.m.
For Immediate Release

For more information, contact:
KUB External Relations

KUB Storm Update Advisory #4

Customers Out: Approximately 1,100

Peak Outage Number: 23,635

Crews Working: 75+ crews during the day Sunday

Estimated Restoration Time: Most customers who remain without power will be restored before midnight tonight; however, some customers will remain out until Monday.

Restoration work continues following the Christmas Eve winter storm. Downed trees, icy and snow-covered roads, and cold weather have created challenges, but local crews and off-system crews have made steady progress. Crews are focused on restoring service to customers who have been without power the longest and will continue to work until all customers have their service restored. Crews will also work to update estimated restoration times on the KUB.org outage map to assist customers with planning for power restoration timeframes.

Stay Away from Downed Power Lines / Contact with Trees and Limbs

KUB reminds customers to stay well away from any downed power lines as they may still be energized. Additionally, trees and limbs on the ground may be in contact with energized power lines and pose a threat. Be mindful that trees leaning on power lines, utility poles, and related equipment can conduct electricity, and contact should be avoided.

Customers are reminded to stay at least 25-feet from the work area for their safety and the safety of our crews. Customers are asked to practice pandemic-safe physical distancing and use caution when encountering work zones on area roadways.

Restoration Time Frames

Large numbers of trees and wires were reported down following the storm. Although KUB has made significant progress since yesterday, the heavy, wet snow and freezing temperatures are causing additional limbs and trees to fall, creating additional outages. Crews have had challenges accessing the lines due to the number of downed trees and other damage. Even getting to the job has been difficult in some cases where snow and ice has made travel treacherous. Every job is different, but a typical repair job can take up to 4-6 hours. Replacing a pole can take a minimum of 6-8 hours. *Given these challenges, a definite time frame for restoration of specific areas is not available. However, based on information available at this time, **most customers who remain without power will be restored by midnight tonight, Sunday, December 27; however, some customers will remain out until Monday. The safety of the public and our crews is our top priority.***

Online Outage Map

Please refer to this map for the latest outage numbers. The information is refreshed every 15 minutes. Remember to refresh your computer to get the most current outage totals if you



Knoxville Utilities Board

have had the outage map page open for an extended period. <https://www.kub.org/outage-center>.

KUB determines the order of restoration in the following sequence:

- Critical system loads that include communications systems, water/wastewater pump stations, hospitals, and other services vital to public welfare. [COMPLETE]
- Transmission lines (the backbone of the electric system) serving large numbers of customers. [COMPLETE]
- Substation equipment that can impact large numbers, as well. [COMPLETE]
- Distribution lines serving subdivisions, large housing areas, and commercial areas. [IN PROGRESS]
- Service lines and transformers that serve small numbers of customers. [IN PROGRESS]
- Service lines and transformers serving individual customers. [IN PROGRESS]

Social Media/Web Updates

You can see photos of crews in action, along with photographs of damage, on KUB's Facebook and Twitter. As a reminder, KUB does not monitor social media for outage reports. Customers are asked to call KUB at 524-2911 or 1-800-250-8068 to report outages, or report them online.

###