

COLUMBUS CURRENTS

10 Things You Might Not Know About Power Restoration

By Maura Giles

Have you ever watched a video or TV show where a person is cooking a meal, then suddenly, they snap their fingers, and the meal is plated and ready to eat? That's called a jump cut.

While we wish we could "jump cut" from a power outage to power restoration, it can often take a lot more effort and people to make it happen.

This month, I'd like to shed light on our restoration process to help our members understand what may be happening behind the scenes. Here are 10 things you might not know about restoration:

1. We need you. When your power goes out, it might be just at your home or small section of a neighborhood. There is a chance we may not know about it, and no one has reported it. We rely on you to let us know if your power is out. Outages can be reported 24/7 by calling our Outage Response Center (CRC) at 1-800-228-0579.

2. Our employees might be affected too. Because Columbus Electric Cooperative is a local electric cooperative owned by the members we serve, our employees are local too. They are your neighbors, friends and familiar community volunteers. When you're without power, our people might be too.

3. It's a team effort. When your power goes out, we all work together as quickly and safely as possible to get you back to normal.

4. We assess the situation first. Every outage is different, and we don't know how dangerous it is or what equipment might need to be replaced. When responding to outages, we first need to see what happened, then figure out what materials we need and a plan for how to fix the problem(s) without compromising electric flow for the rest of our members.

5. Restoration is normally prioritized by the largest number of members we can get back on in the shortest amount of time. Our crews focus on responding first to public safety issues and critical infrastructure vital to public health and safety. Then we complete work that impacts the largest of number of people first.

6. Our employees face many dangers. Besides working around high voltage electricity, our crews are on alert for wild animals, weather elements, falling trees and fast-moving cars. (If you ever drive past one of our vehicles, please do so slowly.)

7. Flickering lights are a good thing. Some folks mistake flickering lights for outages, but these "blinks" are important because they indicate our equipment worked and prevented a possible outage likely caused by wayward animals or stray tree limbs on the lines.

8. You need a backup plan. We do our best to help those who need it, but if you depend on electricity for life support purposes, you must have a back-up plan—remember, we don't always know how long restoration efforts will take. If you're unsure what to do, call us so we can help you prepare an emergency location or head to your nearest fire station or call 911 in an emergency.

9. Sometimes it's a waiting game. Our portion of the power grid is connected to other electric utilities, and we maintain positive relationships with power providers interconnected to our system. If our outage is due to an issue from their feed into our system, we must let them do their repairs and be mindful of what they're going through to fix it.

We do our best to avoid power disruptions, but they are inevitable from time to time. If the lights go out, know that your co-op team is working as quickly and safely as possible to restore power. If you experience an outage, please let us know by reporting it through our Outage Response Center at 1-800-228-0579.

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COMMON CAUSES OF POWER OUTAGES

There is never a good time for the power to go out, but if it happens on a sunny day, you might be left wondering why. Here are the most common causes of a power outage.

WEATHER

High winds, snow and ice can cause tree limbs to fall on power lines. Other weather effects, like wildfires and lightning strikes, can cause major damage to equipment.

CRITTERS

Squirrels, birds, snakes and other animals can inadvertently contact power lines, causing short circuits and disruptions to electrical supply.

Scheduled MAINTENANCE

Occasionally, we plan outages to perform upgrades or repairs to parts of the local grid.

ACCIDENTS

Vehicles can crash into utility poles, bringing down power lines. Construction and excavation work can also result in disruptions to underground lines.

Board Highlights

The Board of Trustees met on July 31st. The Board received training in Equity Management from representatives of CoBank. They approved the operations and financial reports for the month of June. They approved a contract for pole replacements in the Spanish Stirrup area.



ENERGY EFFICIENCY TIP OF THE MONTH

Replace your cooling system's filter regularly to maintain strong airflow and boost energy efficiency. A clean filter means your system doesn't have to work as hard, saving energy and lowering your utility bills. Factors like allergies and pets in the home can impact how often filters should be replaced. Check the filter every month and replace it as needed. Changing filters regularly also reduces wear and tear on your cooling system, helping extend the life of the unit.

Source: energy.gov

Notice: Energy Assistance and Moratorium Protection (LIHEAP)

Protection from winter shut-off begins November 15, 2025. To avoid potential disconnection of services please contact the New Mexico Human Services Department at 800-283-4465, or the appropriate tribal or pueblo entity for eligibility information for low-income heating energy assistance program (LIHEAP). Your service will not be disconnected from November 15, 2025, through March 15, 2026, if you meet the qualifications of LIHEAP and have no past due amounts or you remain current on any settlement or installment agreement for amounts due as of November 15, 2025. Members of New Mexico tribes or pueblos who need help with translation or with other matters may contact the commission's consumer relations division at (888) 427-5772, who will contact the appropriate tribal or pueblo official for assistance.

Para información en español llame 1-800-950-2667.

Emergency Response Number
1-800-228-0579

Toll - free Office Number
1-800-950-COOP (2667)

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