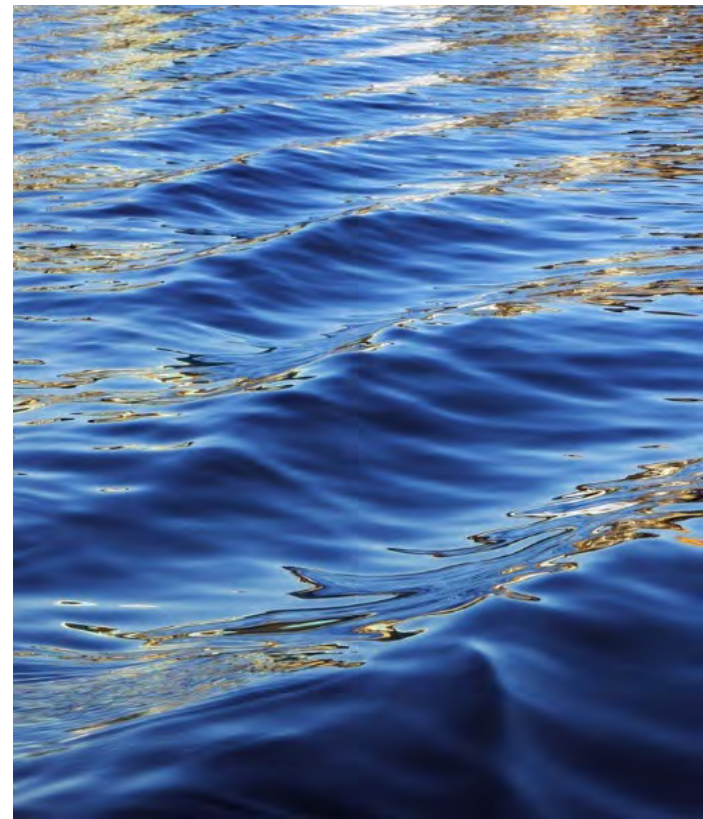




# The Truth about Power Outages

East Point Power



# Meet the East Point Power Staff

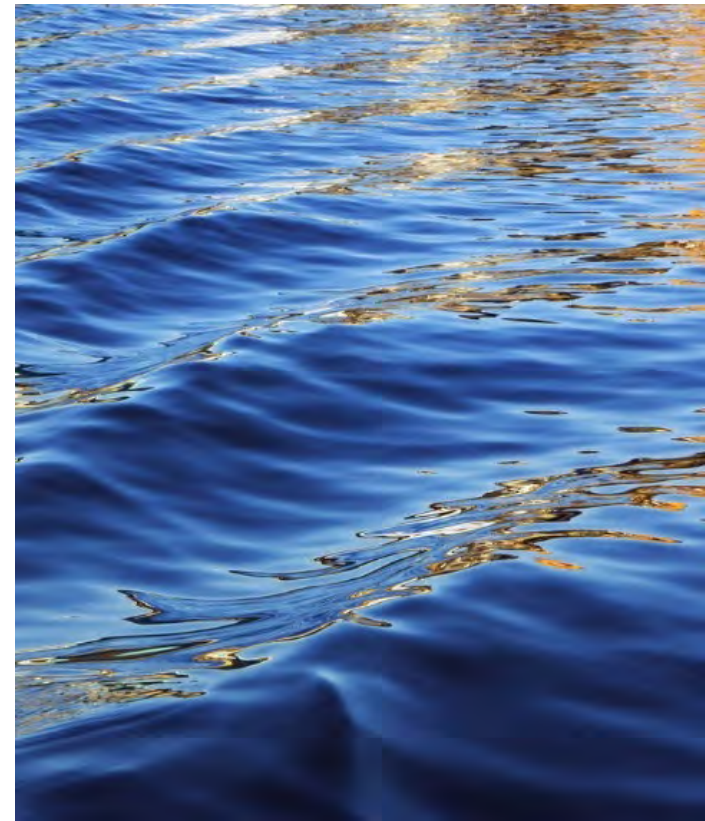


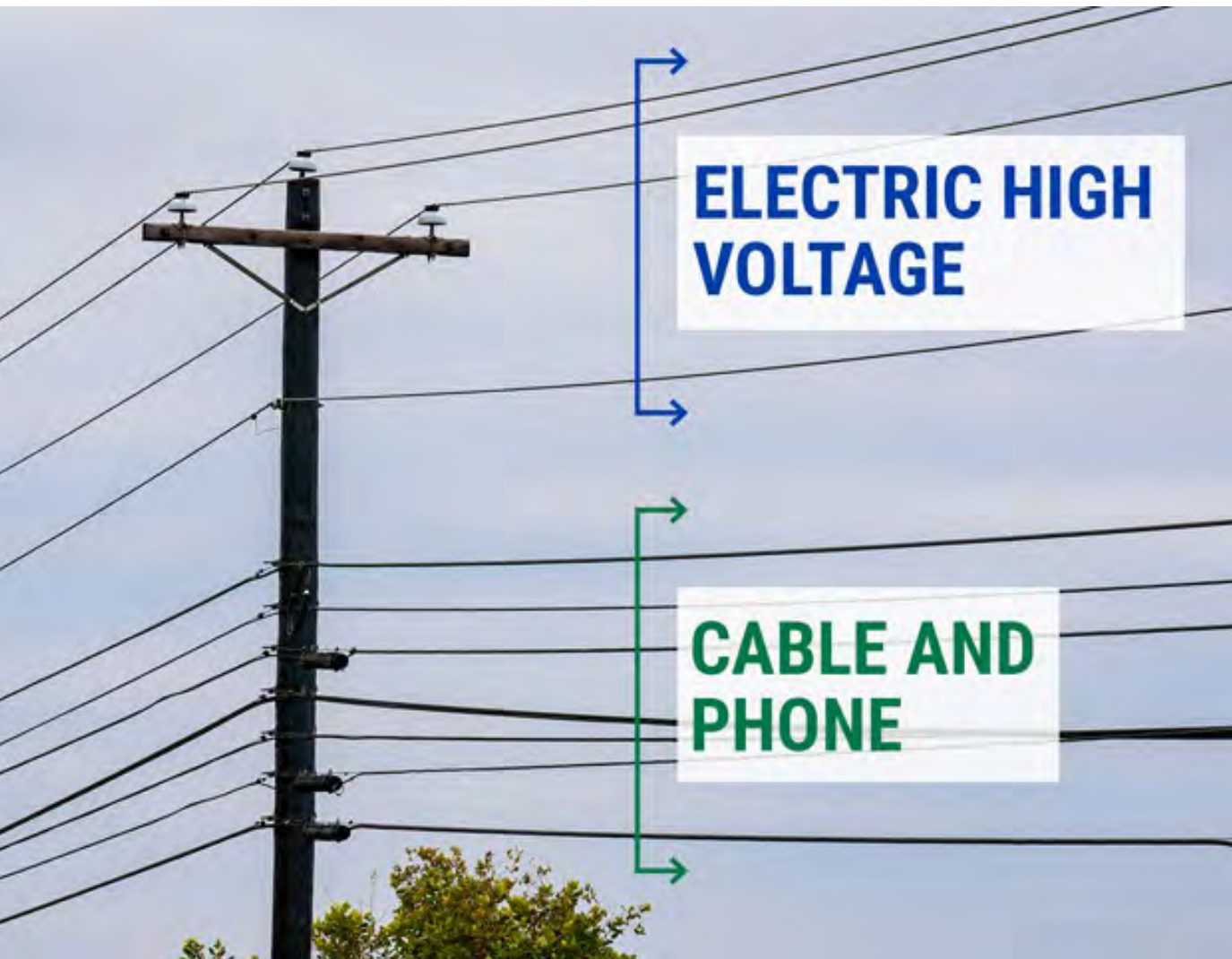
- Shawn Dowe-Director
- Thomas Manghram-Assistant Director
- Todd Hicks-Superintendent
- Lisa Persons-Project Manager
- Gregory Creque-Line Foreman
- Michael Hawkins-Line Foreman
- EJ Hall-Tree Supervisor
- Jacobe Stanley-Tree Foreman
- Terrance Miller-Tree Foreman
- Adarius Adams-Sys. Control  
Supervisor
- Shauna Green-Dispatcher
- Chana Smith-Office Manager



# Technologies used to Restore your Power

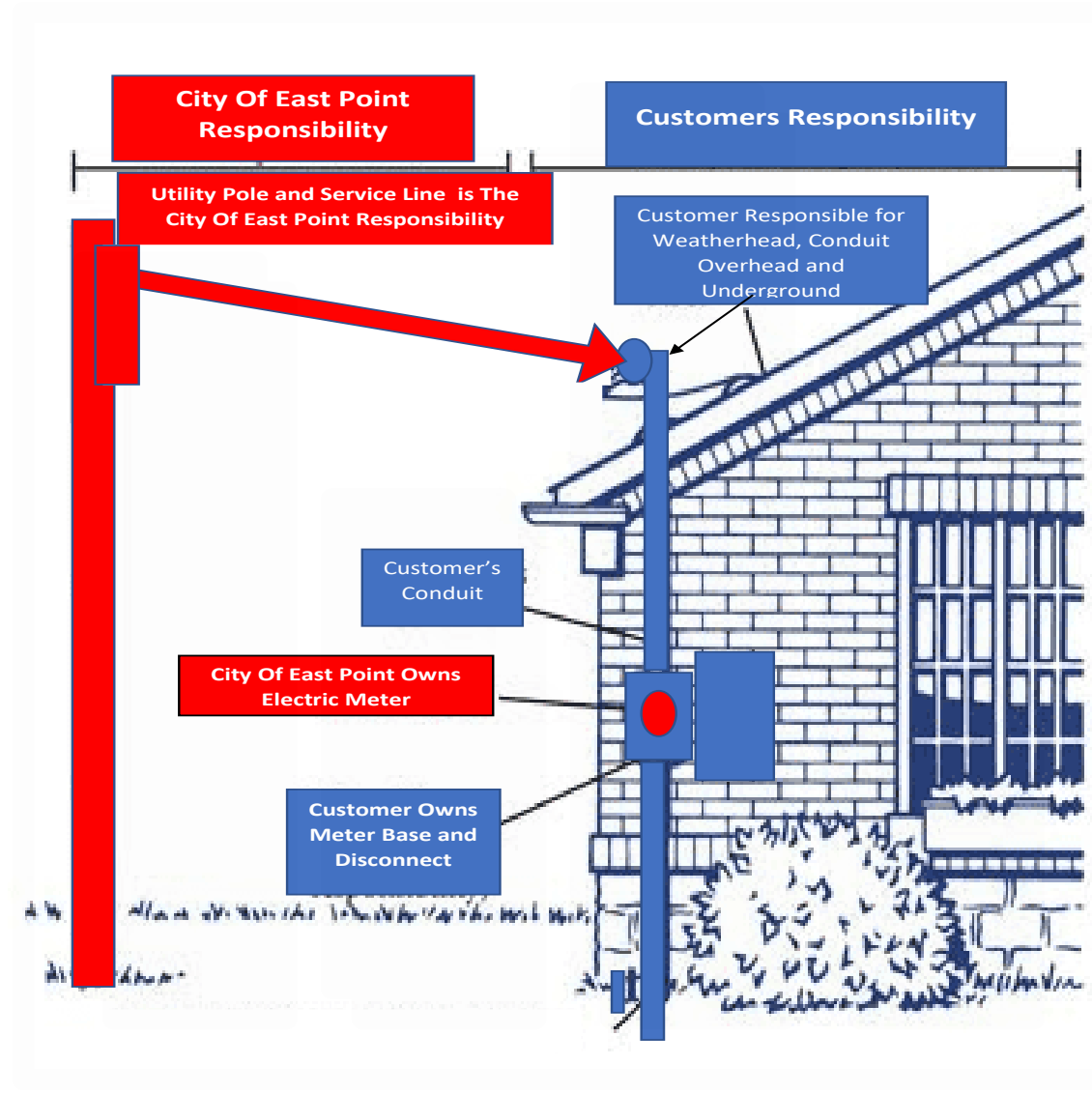
The Truth about Power Outages-East Point Power





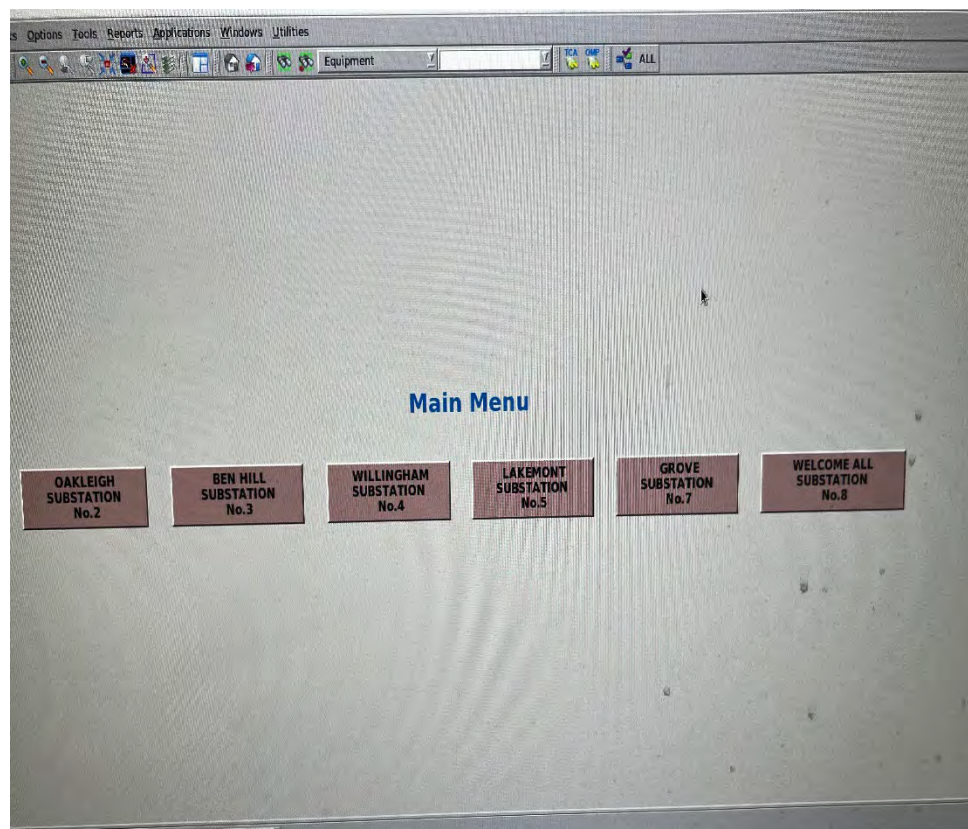
## Power vs Cable Lines How to tell the Difference

# City Responsibility vs. Customer Responsibility

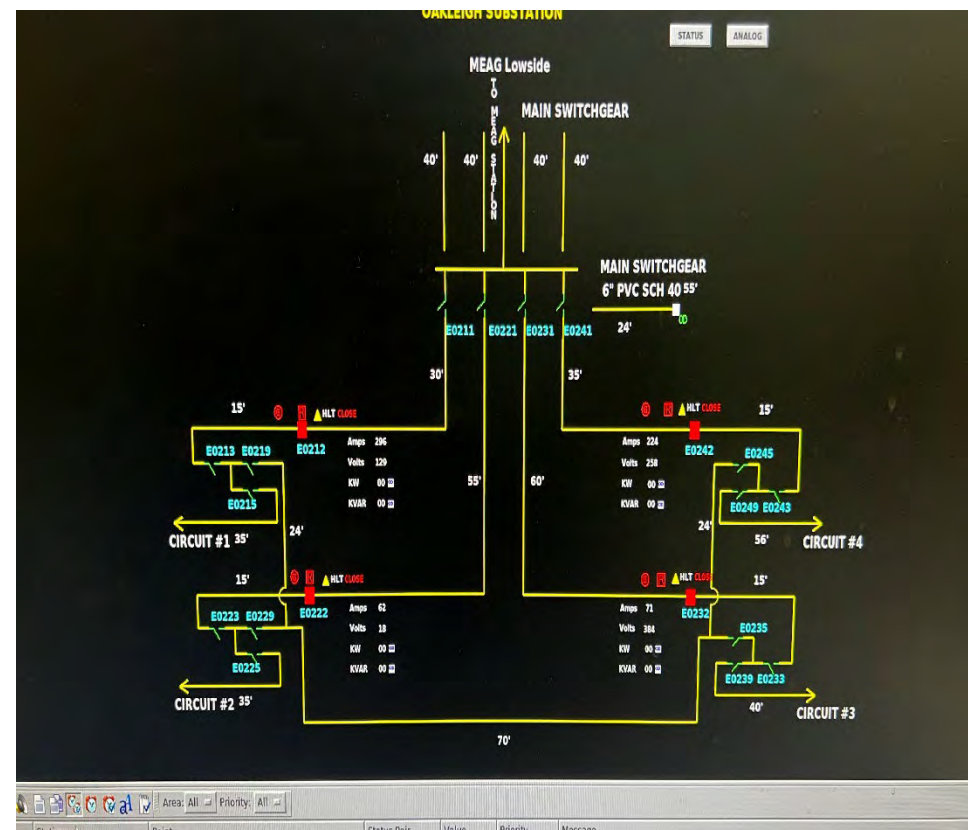


# Technologies used to Restore Power

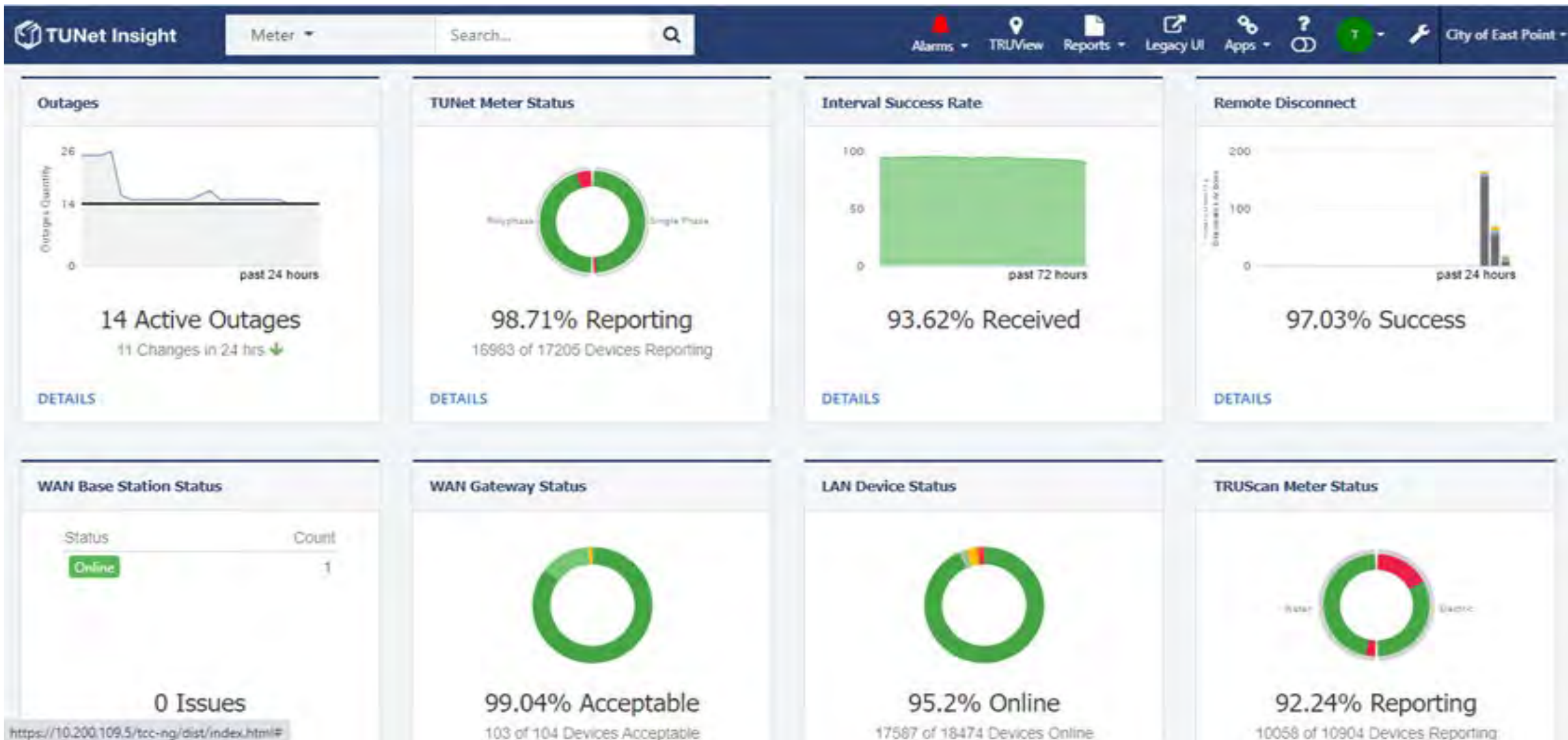
## SCADA Supervisory Control and Data Acquisition



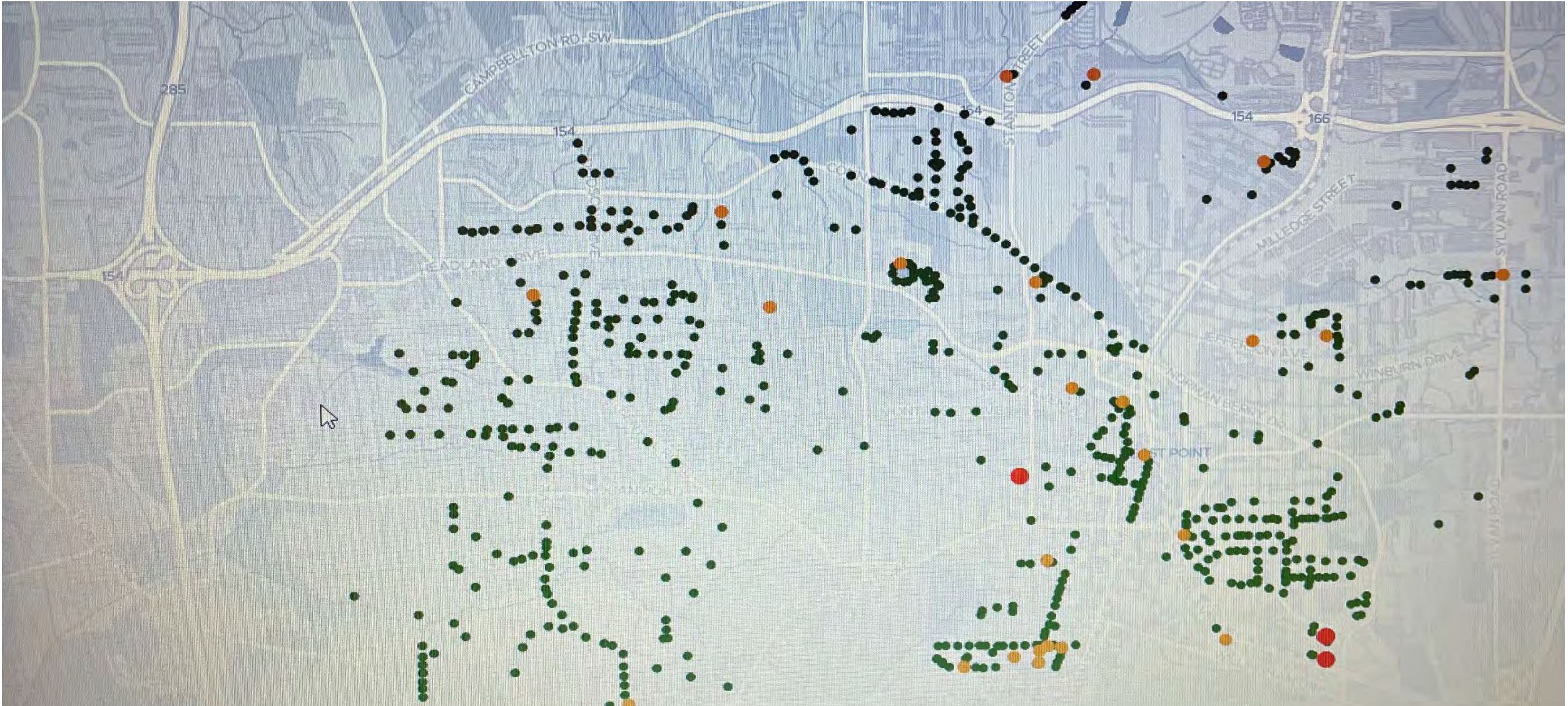
## SCADA Supervisory Control and Data Acquisition



# AMI (Advanced Metering Infrastructure)



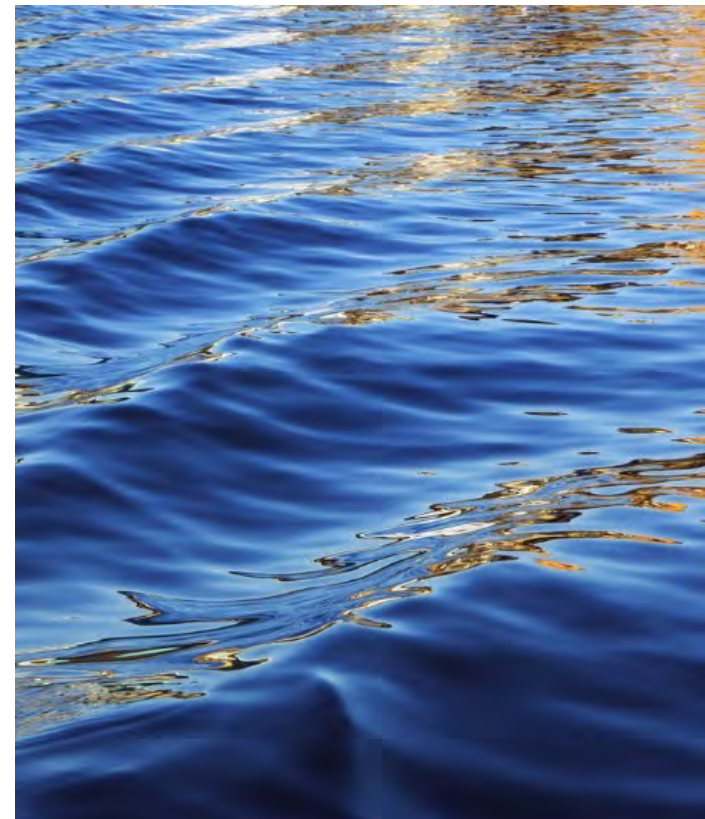
# Street Light Dashboard





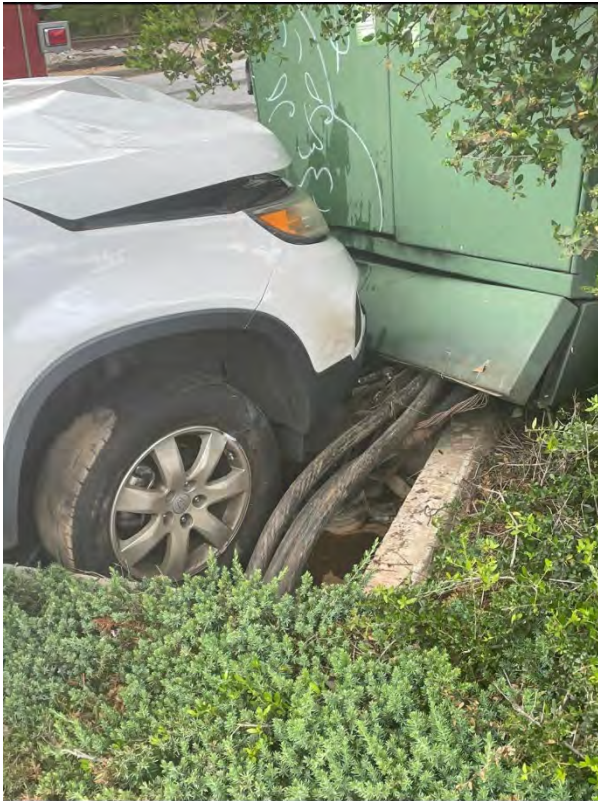
# Power Outages

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# Causes of Power Outages

**Vehicle accidents**



**Vehicle accidents**



# Causes of Power Outages

Dead bird on power line



Dead squirrel on power line



# Trees

Tree fallen during storm



Fallen Tree pulling down power lines



# How to Report a Power Outage

**IUC**

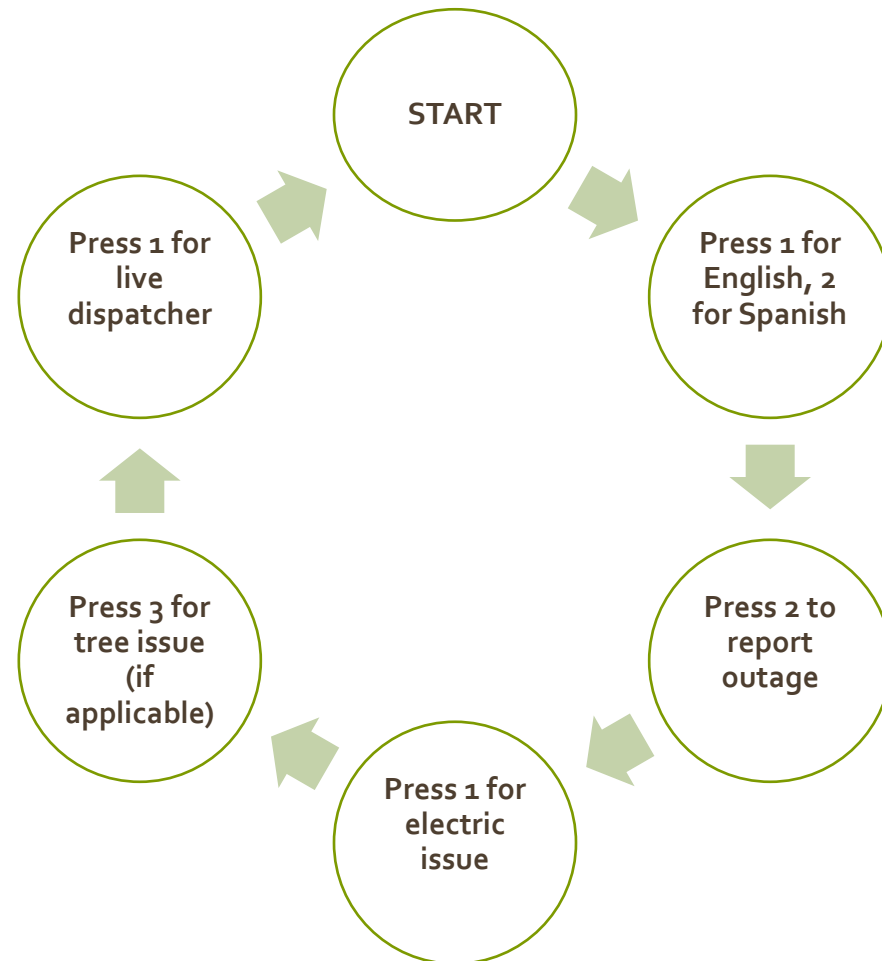
Reporting Power Outage

Email:

[poweroutage@eastpointcity.org](mailto:poweroutage@eastpointcity.org)

Phone: 404-270-7010 during  
normal business hours.

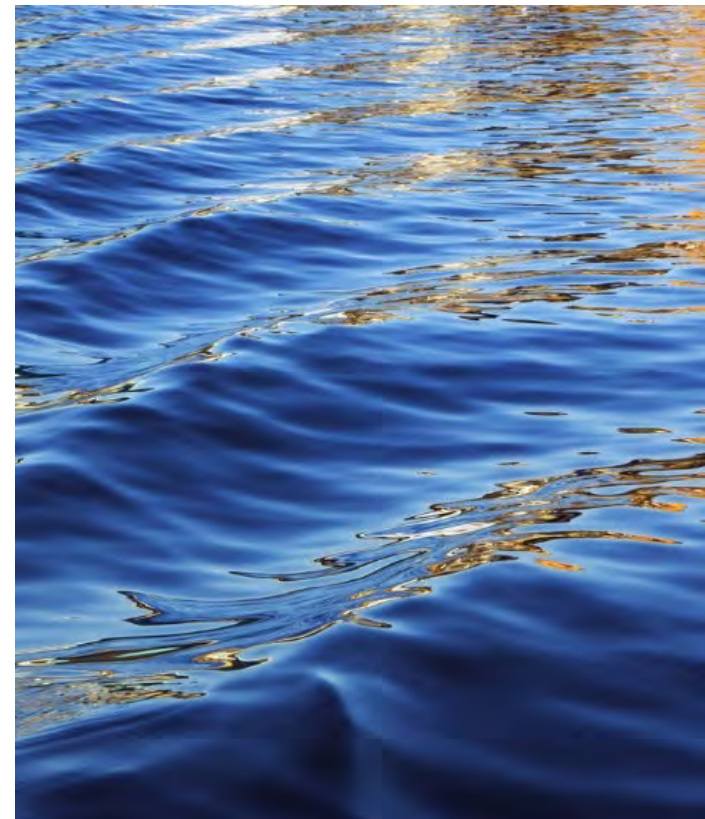
After Hours: dial 404-270-7010,  
follow the prompts given.



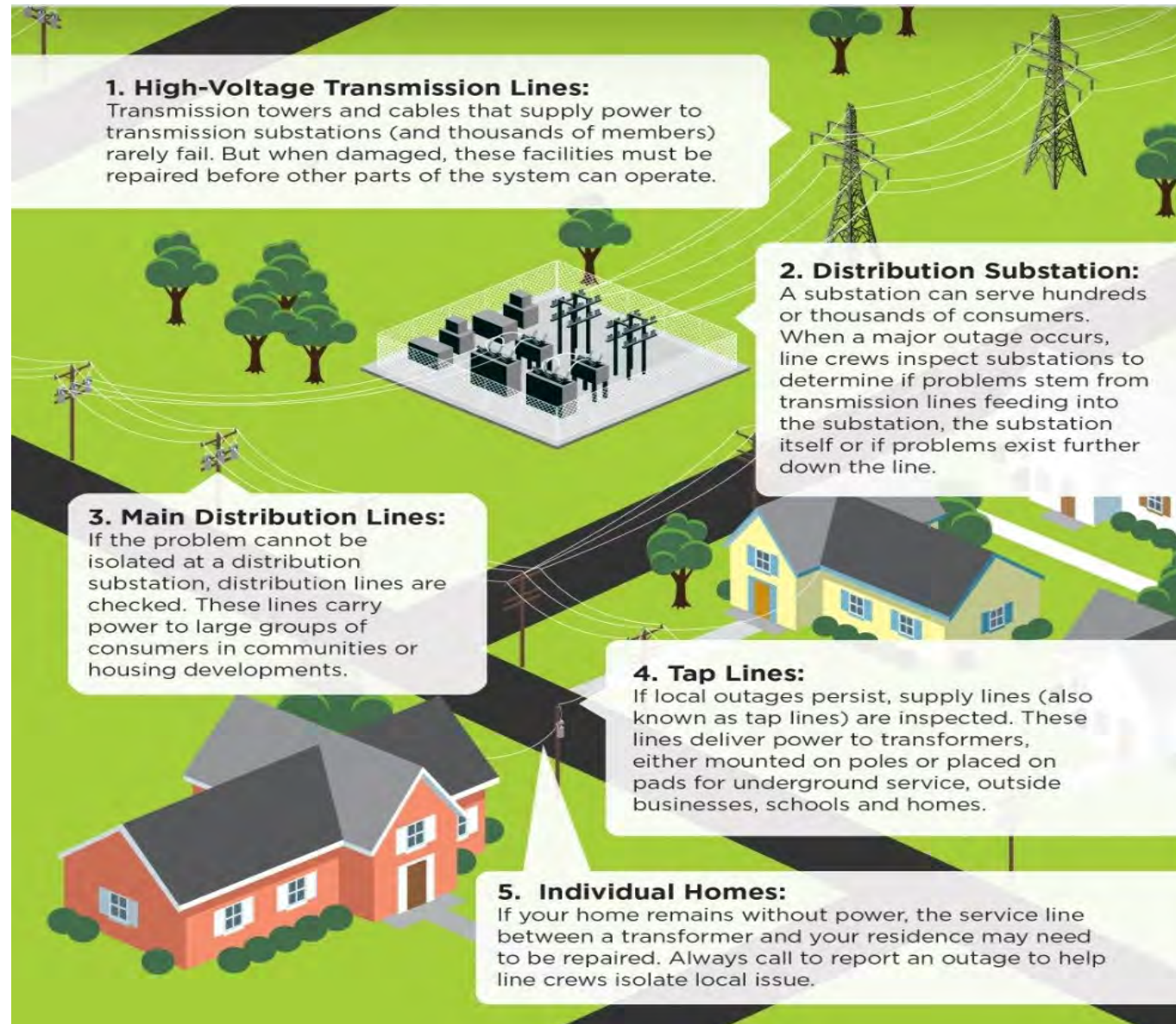


# Restorations

The Truth about Power Outages-East Point Power

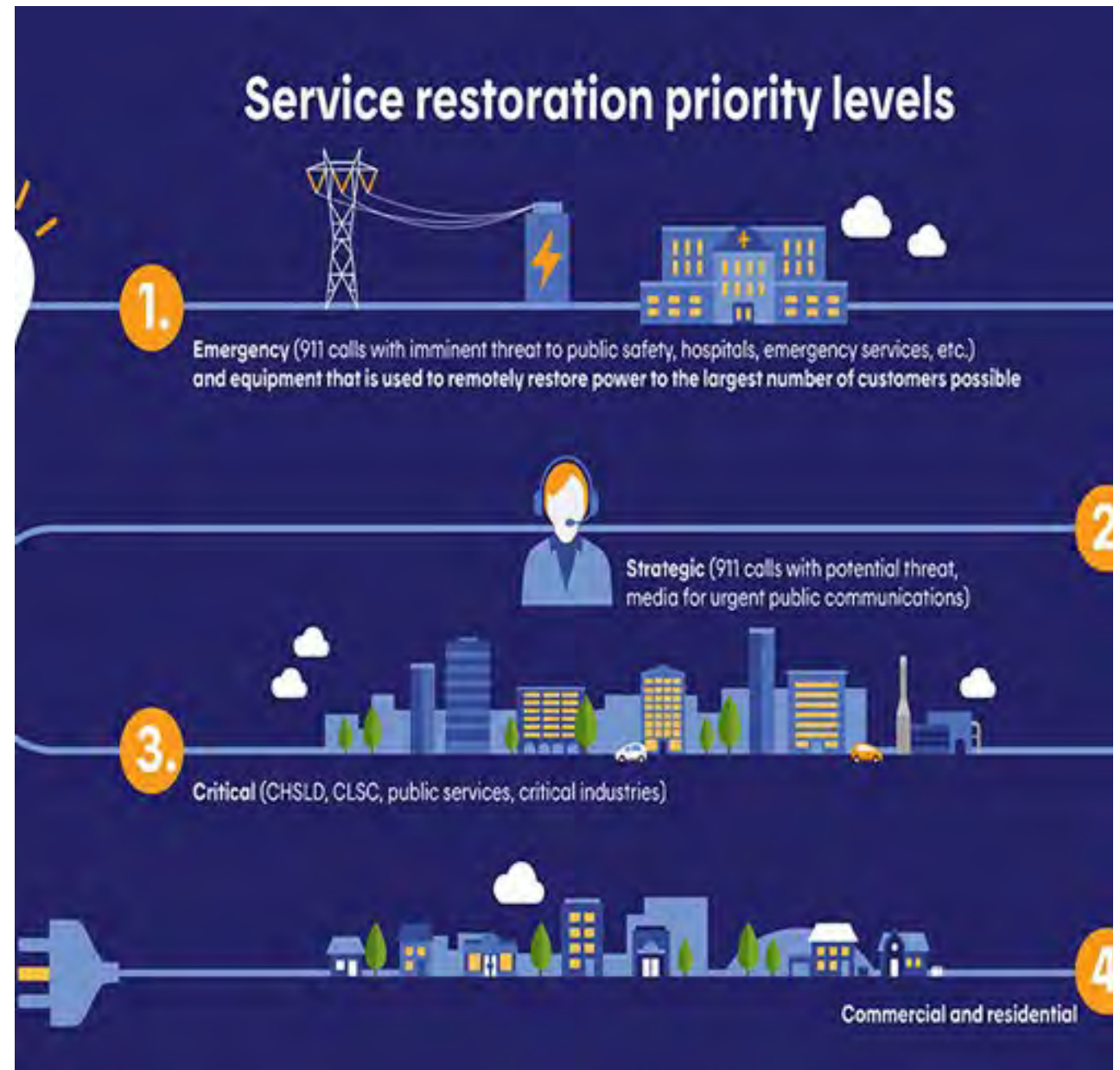


# How Power Flows



# Order of Restoration

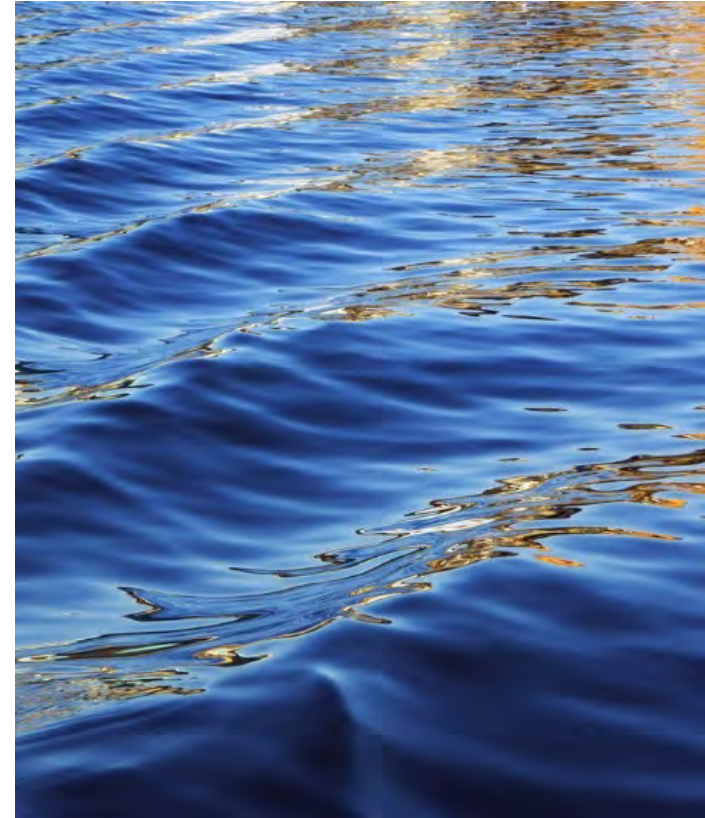
- Government Complex
- Schools
- Citizens
- Commercial Businesses





# Frequently Asked Questions

The Truth about Power Outages-East Point Power



### **What causes a power outage?**

Outages are caused by several factors, primarily severe weather, fallen trees, auto accidents and objects on the line.

### **Is there a direct phone number to report an outage after hours?**

Yes, for all power related issues and/or outages, please call (404) 270-7010. Please provide name and phone number when reporting issue.

### **How to report a non-functioning streetlight?**

Locate pole identification number or closest street address. Place a ribbon/tape on the pole if possible. Please contact customer care to report the light outage and pole location and Number. The light will be repaired within 3-5 business days.

## FAQ's

### Power Outages

## FAQ's Trees

### **Is the City responsible for all trees in Right-Of-Way's?**

No, by definition Right-Of-Way is the right to pass over or through property owned by someone else, usually based upon an easement. The Right-Of-Way may specify the parameters of the easement or may be a general right to pass over or through, known as a floating easement. Additionally, a Right-Of-Way may be granted only for particular purposes-for example, to repair power lines or to make deliveries to the back door of a business.

### **Does the city cut all limbs that are over power lines?**

The main high voltage lines are maintained at 10 foot of clearance minimum where possible. Secondary voltage lines that feed buildings or houses only require trimming if contact pressure exists on the line.

### **Why are you trimming my trees and/or why are you trimming them so far back?**

Trees are trimmed to maintain reliable power lines for you and your neighbors. Its proximity to the power lines and its rate of growth determines how much is cut.

### **Why are trees being cut down on some citizen's property but not mine?**

Trees are only removed on private property when they become a hazard to the power lines and public safety.

### **Are all traffic signals in East Point ours?**

No. All lights on Main Street, East Point St., Camp Creek, and Hwy 166 (on and off ramps) belong to GDOT (Georgia Department of Transportation). All other traffic signals within the city limits belong to East Point.

### **How do I report a traffic light that is not working?**

For COEP lights call (404) 270-7010.

For GDOT lights call 5-1-1.

## **FAQ's**

### **Traffic Signals**