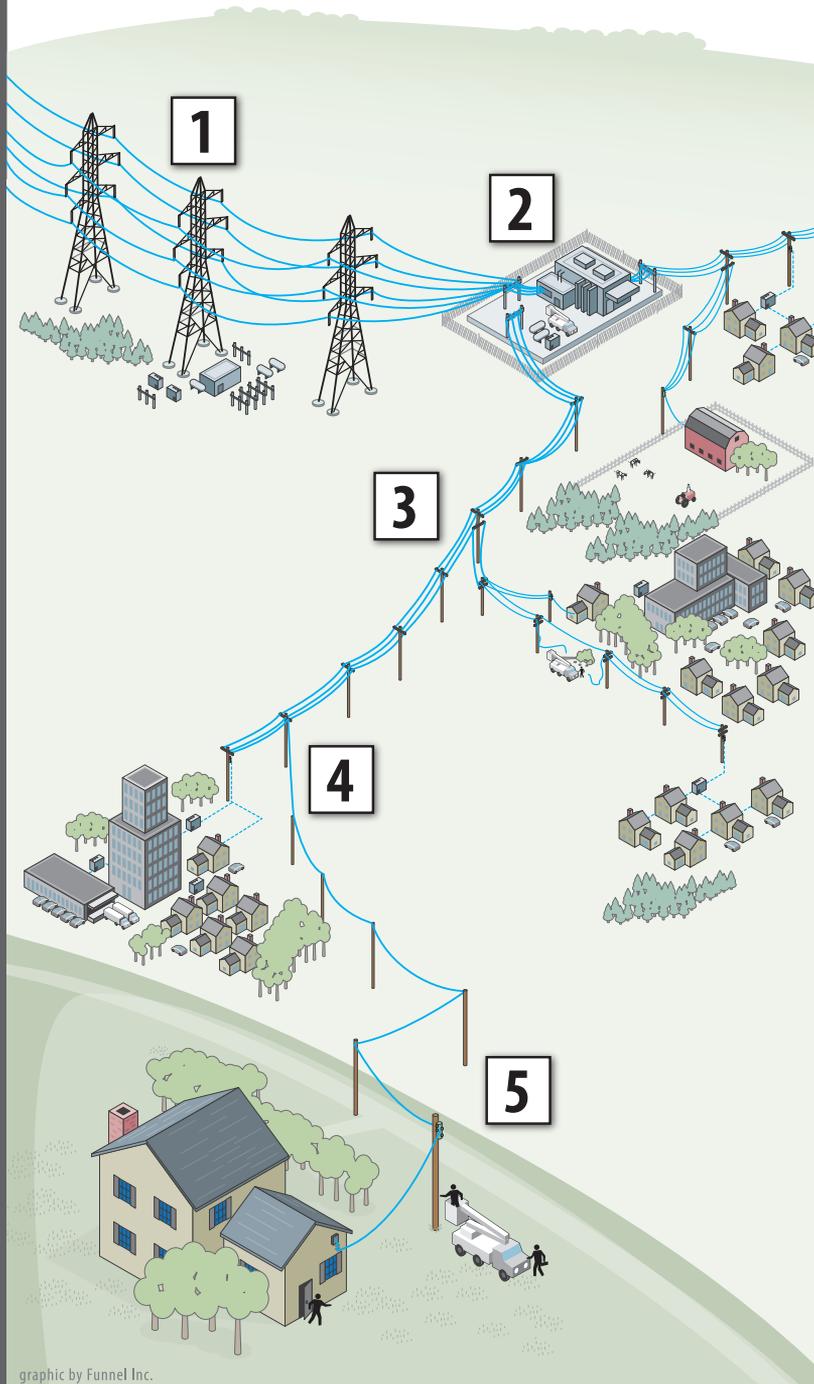


# Powering UP

When electricity goes out, most of us expect power will be restored within a few hours. But when a major storm causes widespread damage, longer outages may result. Co-op line crews work long, hard hours to restore service safely to the greatest number of consumers in the shortest time possible.

**Here's what's going on if you find yourself in the dark.**



graphic by Funnel Inc.

## 1 High-Voltage Transmission Lines

Transmission towers and cables that supply power to transmission substations (and thousands of members) rarely fail. But when damaged, these facilities must be repaired before other parts of the system can operate.

## 2 Distribution Substation

Each substation serves hundreds or thousands of consumers. When a major outage occurs, line crews inspect substations to determine if problems stem from transmission lines feeding into the substation, the substation itself, or if problems exist down the line.

## 3 Main Distribution Lines

If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to large groups of consumers in communities or housing developments.

## 4 Tap Lines

If local outages persist, supply lines, called tap lines, are inspected. These lines deliver power to transformers, either mounted on poles or placed on pads for underground service, outside businesses, schools, and homes.

## 5 Individual Homes

If your home remains without power, the service line between a transformer and your residence may need to be repaired. Always call to report an outage to help line crews isolate local issues.

# Up-to-date contact info helps NAEC serve you

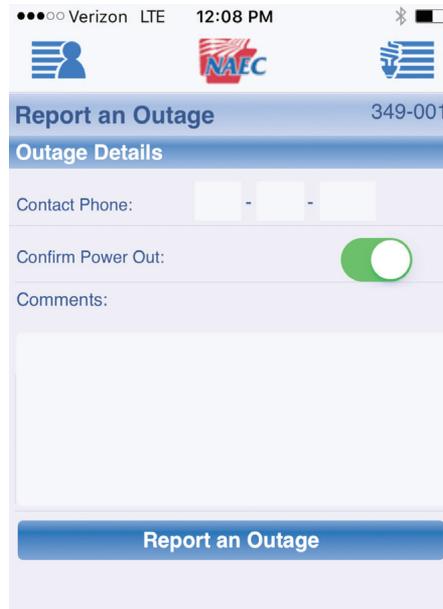
North Arkansas Electric Cooperative asks that you let us know if your contact information, such as mobile number or mailing address, needs updating.

This allows us to serve you better in several ways, including speeding up outage reporting and ensuring any capital credit checks are mailed to the correct address.

You can update your contact information by visiting an NAEC office in Ash Flat, Mountain Home or Salem; calling an NAEC office; or filling out the form at [naeci.com/contact](http://naeci.com/contact).

Below are toll-free numbers to reach NAEC. You may use them to report an outage 24 hours a day. You can reach a member service representative during NAEC's office hours of 8 a.m. to 4:30 p.m. Monday through Friday.

- From Baxter County — 870-425-2141
- From Fulton County — 870-895-3221
- From Izard County — 870-670-5600
- From Sharp County — 870-994-2191



The NAEC Mobile App now allows members to report an outage from their smart phone or tablet.

## Use NAEC Mobile App to report power outages

Members now can use the NAEC Mobile App to report a power outage in addition to paying their bill and viewing their usage.

Reporting an outage is easy:

Log in to the NAEC Mobile App.

- Select the account experiencing an outage.
- Tap the menu icon in the top left corner.
- Tap the “Report an Outage” menu option.
- Add your phone number and any comments, such as the cause, if known.
- Tap the “Report an Outage” button at the bottom.

The app will confirm your outage has been submitted to our dispatch center.

### Downloading, using the app

The free NAEC Mobile App is available through both iTunes and the Google Play Store. The log-in information is the same as the NAEC Member Account Portal at [www.naeci.com](http://www.naeci.com).

If logging in for the first time, use your account number (found in top left of your statement) in the first field and the same account number minus the last three digits in the second field. If you have trouble logging in, please call 870-895-3221 during business hours for assistance. Please note: The app is not yet compatible with all new Android devices. A new version is coming.

## Emergency Essentials

Here are some basic items you should store in your home in case of emergency:

- Water:** Three day supply, one gallon per person per day
- Food:** Three day supply, non-perishable, high-energy
- Clothing, bedding, and sanitation supplies**
- Tools:** Can opener, plates, utensils, flashlight, batteries, cash, bleach, hand sanitizer
- First aid supplies, medicine**
- Important documents**

Visit [redcross.org/domore](http://redcross.org/domore) to learn more about disaster kits.

Source: American Red Cross, Federal Emergency Management Agency

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