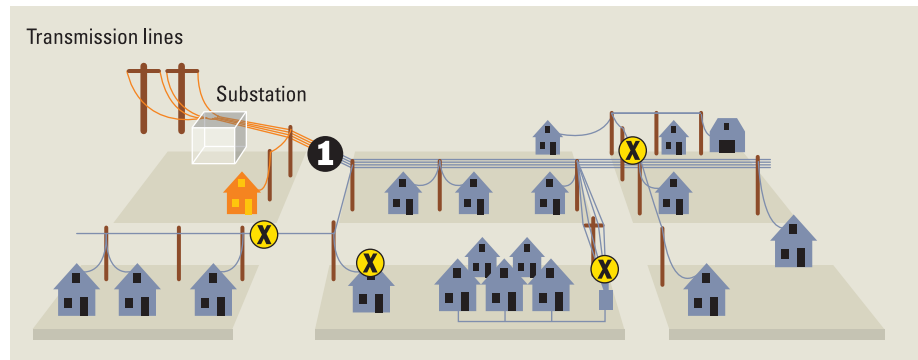


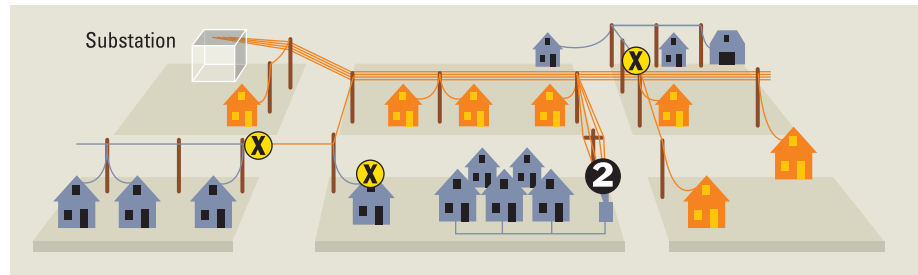
Appalachian Power's Distribution Restoration Process

During outages, Appalachian Power works to restore power as safely and quickly as possible. In every storm restoration plan, we implement a basic process. Special priority is given to: reported hazards such as downed power lines, 911 agency calls and emergency facilities such as fire and police stations. In restoring customers' electric service, Appalachian Power works on main lines, or circuits, that will restore the largest number of customers in the shortest period of time. A main line feeds power to thousands of homes and is the source of power for secondary and service drop lines. After main lines are restored, power lines that serve smaller clusters of homes are repaired. Finally, lines that feed service drops to individual homes are repaired.

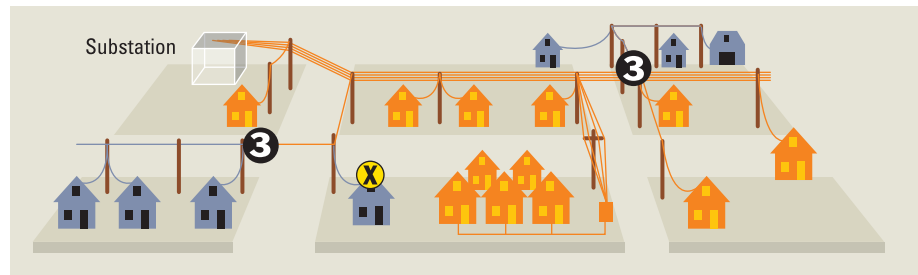
1 The distribution main line from a substation is damaged, leaving most customers served from that line without power. No other line will be restored until the main line feeding power to that line is repaired.



2 Once the distribution main line is restored, a distribution line crew is dispatched to the damage site affecting the next largest group of customers.



3 Smaller capacity lines that serve clusters of homes are repaired next.



4 Individual service lines are repaired only after all lines are restored. If a home or business is without power, while others around have service, additional work by an electrical contractor may be needed.



- energized power lines
- electrical distribution lines w/out power
- X damage or repair site