

Restoration and Reliability – Working with the Community

The fact is, many storm related outages in our area are caused by trees or overhanging branches falling onto power lines. For that reason, we conduct regular vegetation management and prune back branches that are too close to the lines.

During severe storms, seemingly healthy branches or even entire trees can fall onto power lines. Outages under these conditions cannot always be prevented, even with pruning.

Your help and understanding is a vital element in this ongoing effort and you can assist us by inspecting your trees for hazards and having them professionally maintained every few years. Trees that grow fast and tall should never be planted directly under or near power lines. Whenever trees are involved, we must strike a balance between the public's desire for uninterrupted electricity service and the benefits of trees.

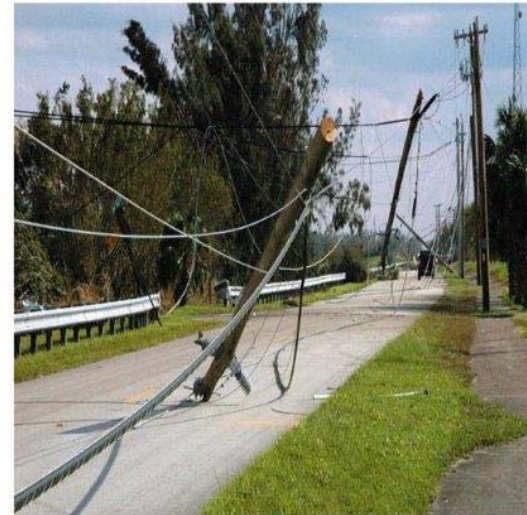


To Report A Concern

Please contact us at 803-268-4100 or on the internet at www.orbgdpu.com. Please report all outages, even if you think they have been reported previously.

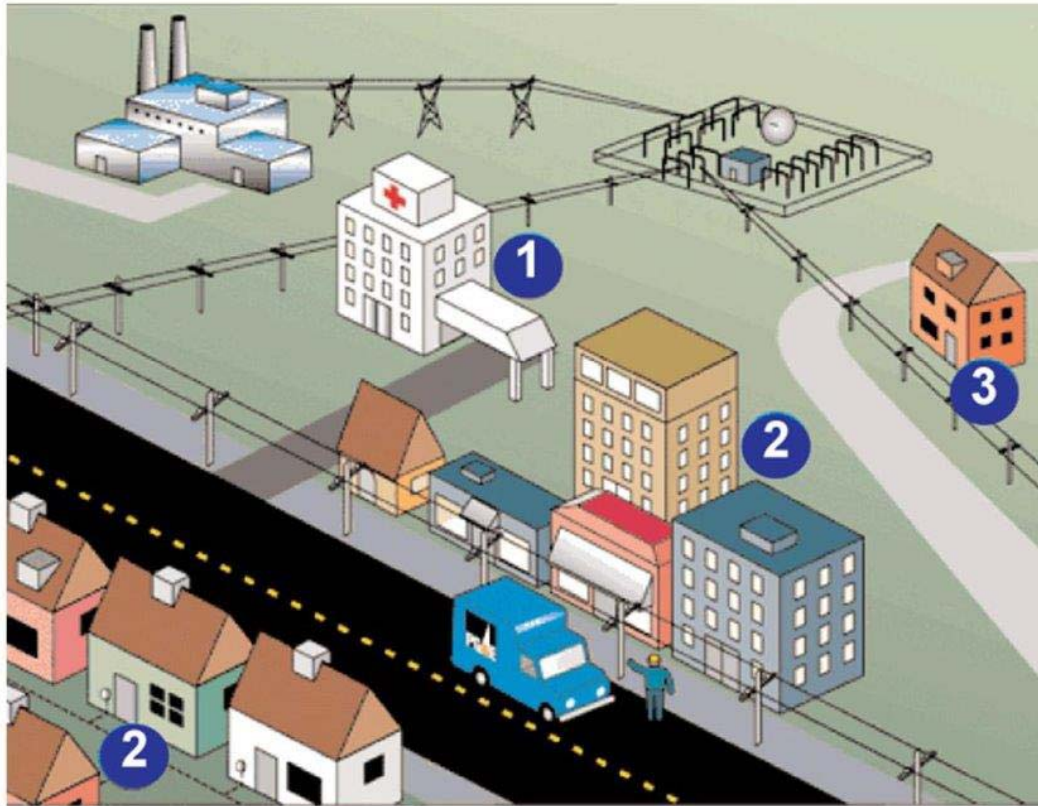


How We Restore Your Power...



**DEPARTMENT OF
PUBLIC UTILITIES**

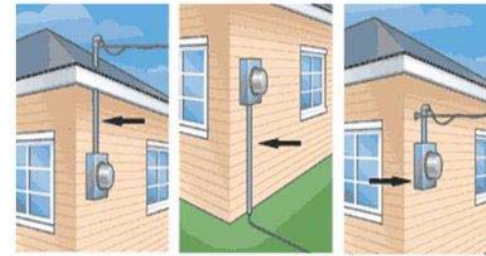
803-268-4000



- 1) High priority goes to public service and emergency service agencies like hospitals, police, fire, water pumping stations, communications facilities and critical service entities.
- 2) Neighborhoods, businesses, industrial and agricultural facilities are the next priority. Our objectives are to get as many people back on as soon as possible, and to minimize economic losses to these customers.
- 3) The next priorities are single residences and small groups of customers on lines that extend outward from more densely networked areas. Delays in restoring these lines, which serve the fewest customers, stem from the need to concentrate our efforts where we can get the largest number of customers back on line the fastest.

Important

If there is damage to your equipment such as the meter base or service connections, as illustrated below, the department will not be able to restore your service until your connections have been repaired by a qualified electrician.



Weatherhead

the metal pipe above your electric meter (for overhead electric service) where the power lines connect to your home or business

Riser

the metal or plastic pipe below your meter (for underground electric service) where the power lines connect to your home or business

Meter Box

the enclosure that the meter plugs into

The Orangeburg Department of Public Utilities installs your service line and the electric meter that is assigned to your home or business.

The installation of the service bracket, weatherhead, riser and meter box (or can), are the responsibility of each customer. Repair to these items will have to be completed by a certified electrician, contracted by the customer.