

Stay safe. Be prepared.

We're ready

Safety, preparedness and resiliency are at the core of PGE's outage response – and every storm helps us refine our process. Today, we have a smart, durable system that helps us restore power safely and quickly.

PGE prepares for outages all year round. We:

- Routinely inspect all of our equipment and strategically place critical inventory throughout our operating area to ensure we have what we need close by when a big storm or natural disaster hits.
- Manage an extensive tree-trimming program to reduce outages from tree limbs.
- Conduct annual companywide outage exercises to improve readiness and resiliency.
- Maintain mutual aid agreements with neighboring utilities we can call upon for help in a large outage.

The seven steps to power restoration

After an outage, PGE's priorities are to ensure public safety and get our crews out to make repairs. [It's a seven-step process](#), staged to help the most people possible with each step:

1. **Clear dangerous downed power lines** and give public health and safety facilities priority.
2. **Check generation facilities** to ensure we are producing the power our customers need.
3. **Repair transmission lines**, the superhighways of our system that carry electricity to the substations that serve our region.
4. **Repair substations**, which take power from the high-voltage lines and convert it to energy homes and businesses can actually use.
5. **Repair distribution lines**, which are feeder lines, serving about 1,000 to 3,000 homes.
6. **Repair neighborhood tap lines**, channeling electricity down individual streets.
7. **Connect individual customers**, usually moving from the highest density area to the most remote.

Our crews will do whatever it takes to restore power to everyone, and we greatly appreciate our customers' patience as we move through these steps.



Report an outage

Portland: 503-464-7777

Salem: 503-399-7717

Other: 800-544-1795

Register to report an outage and request updates via text on PortlandGeneral.com

Get real-time outage updates at PortlandGeneral.com/Outage or [@PortlandGeneral](https://twitter.com/PortlandGeneral) on Twitter



Restoring your power safely

When a power outage happens, PGE first ensures public safety, then we work our way down the line making repairs. At each step, we prioritize the jobs that help the most people. We greatly appreciate your patience while we move through these steps to restore power to everyone.

