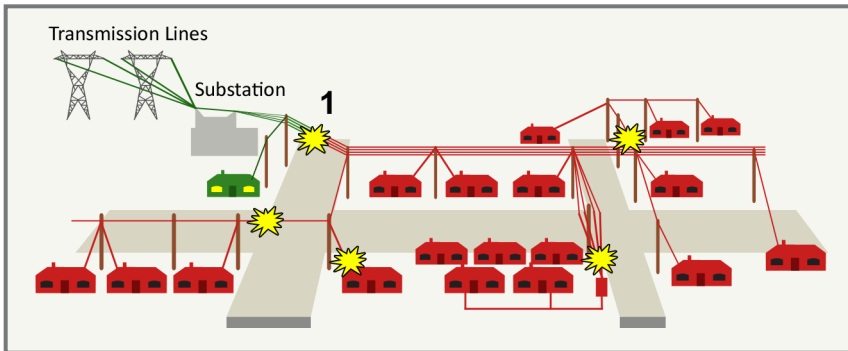


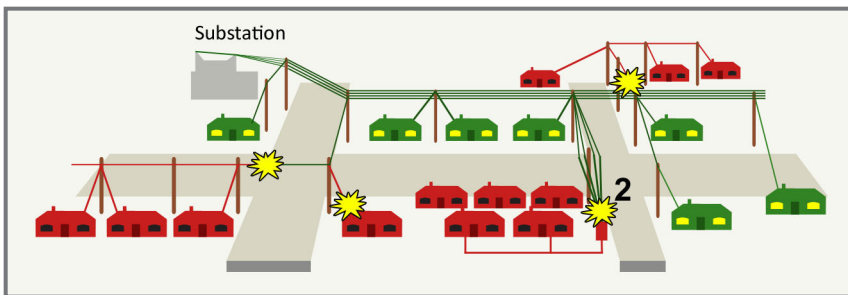


## DP&L's Power Restoration Process

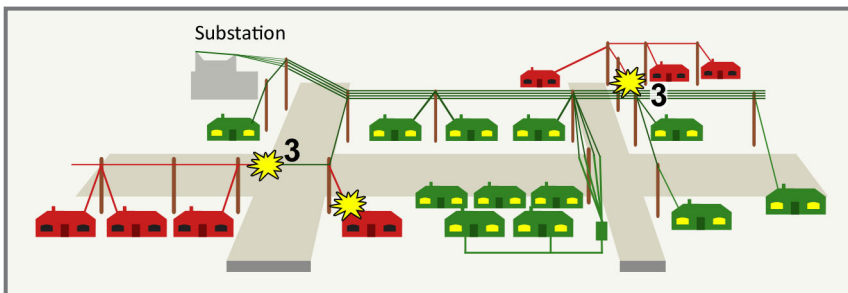
DP&L always works to restore your power as quickly and safely as possible. Our power restoration process is designed to address emergency situations first and then to restore power to as many customers as possible. There are emergency situations (i.e. downed power lines and fires), as well as first responders and critical services (i.e. hospitals, fire and police stations) that receive "first priority." Once critical facilities have the power they need to operate and deal with the emergency, we work to restore large groups of customers first and then address any lingering problems at individual homes.



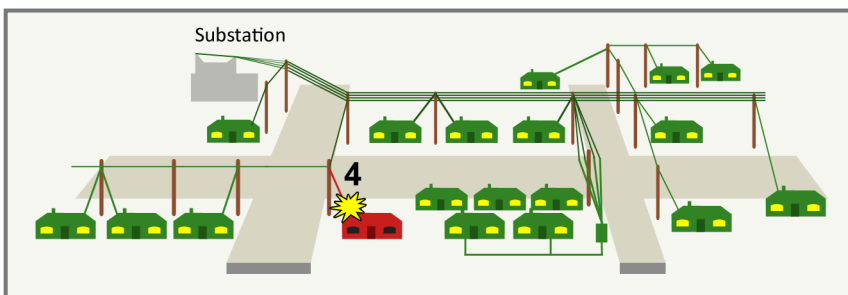
**1** - A main line from a substation is damaged. The main line must be repaired before service can be restored to the affected customers.



**2** - Some of the neighborhood has been restored, but other damage exists. The next location with damage affecting the most customers will be restored.



**3** - Smaller clusters of homes are able to be restored.



**4** - After all other repairs have been made; crews will work on individual homes with damage to their service line directly to the house. In some cases, [the homeowner may need an electrical contractor to repair damage to the home before service can be restored.](#)

 Damaged Location     Without power     Powered

Have a plan in the event of a power outage. If you or someone at your location relies on continuous operation of medical equipment, please [contact your county's Emergency Management Agency](#). This organization can guide you on creating your contingency plan and point you to local resources that are available during emergencies. You may also contact DP&L's Customer Service at 937-331-3900 or 800-433-8500. We will note it on your account. However, DP&L cannot guarantee you priority restoration, and you still need to be prepared with a back-up plan should an outage occur.