

# How outages occur in hot weather

Power demand during hot summer weather can overload electrical equipment causing power outages. Outages occur when circuit breakers or other protective equipment shut off the flow of power, in order to prevent further damage to the electrical system.

Although energy usage tends to increase in the hot weather, conservation efforts can play an important role in reducing the strain on the electric system. Due to our service area's vast terrain, we may not be able to respond to all outages at the time they occur. When damage occurs, PG&E makes every effort to restore power safely and efficiently.

## 2 Sustained demand

Sustained electric demand during heat storms may not allow transformers time to cool down properly overnight, causing them to overheat and damage the electrical equipment.

## 5 Protective equipment

Customers may experience an outage when circuit breakers or other protective equipment shut off the flow of power, in order to prevent damage to the electrical system.

## 4 Overloaded lines

Overloaded lines may cause them to heat up, expand or sag; in some cases lines may sag into trees branches, causing a short circuit.

## 1 Increased demand

Increased demand for air conditioning during the hot weather may overload electric lines, transformers, and other equipment resulting in power outages.

## 6 Lightning strikes

Lightning strikes and circuit failures may increase electrical equipment's susceptibility to an outage.

## 7 Power restoration

Call PG&E at 1-800-743-5000 to report an electrical outage. PG&E will dispatch a troubleman to assess the situation, take action to restore power, or call for a crew if there are necessary repairs. The dispatch office will take the information received from the troubleman and determine the time it will take to assemble materials and make repairs. If significant repairs are needed, PG&E will take steps to isolate the outage. This will minimize the number of customers without power and restore power to a majority of customers affected.

## 3 Underground lines

When underground lines have stressed insulation, a short circuit may occur as the lines expand from the heat.

