

Animal Outages – Video Transcript

Hello, My name is Brian Ambrosini, I'm a senior manager in our customer emergency planning and operations team supporting the EPSS program. We know it's difficult whenever there is a power outage.

Animals do contact our lines, whether that's a bird or squirrel. When they contact the lines, the EPSS settings detect that disturbance or hazard and turn off the power within a tenth of a second or less to stop that ignition from happening.

We will go back and install animal guards to protect those birds or squirrels from impacting the line again.

An animal guard is a way to deter animals from crossing phases on our electrical equipment. It can be many different kinds of equipment. Most times it is an animal guard that is a triangle that minimize the likelihood of animal wanting to land in that spot.

We know that it's difficult anytime that someone loses power and we are looking everyday diligently to what the cause of the outage was, how many customers were impacted, what the duration was, so that we can find ways to be more surgical and minimize that impact on our customers. Because it's important for us to not only be able to protect our customers, but improve our customer experience year over year.