

## Why am I not seeing any trucks in my neighborhood?

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So we hear from a lot of customers that hey, my labour's lights are on, why are there no trucks out here?

Where are we at?

So we have a group back here in distribution dispatch.

They are looking to prioritize getting our main line feeder hot.

So we started our transmission level and try to get all of our transmission lines hot first.

Then we go to the smaller wires, the three phase wires.

Usually you see those along highways.

That's called our backbone.

We're trying to get our backbone back hot first.

Then we'll go to the smaller neighborhood, the taps, right?

So why would my neighbor's lights be on but not mine? It's very possible that you've heard that loud explosion and that explosion is sometimes referred to as a transformer blowing.

In reality it is a fuse that has blown.

So if your neighbors fuse did not blow because there is no fault behind that device, their fuse will be in.

So if we get that main backbone hot then their lights will come on.

If your fuse is blown, then we would have to go address the situation and find out what caused that fuse to blow, fix the problem, then we close that fuse back in and get your lights back on.