



Pay in person:
2620 Fairfield St. (27th & Fairfield)
Lincoln, NE 68526-9788
8 a.m. – 5 p.m., Monday–Friday

Customer Service: 402.475.4211
Power Outage: 888.365.2412 - Toll Free
Nebraska811 (Call before you dig): 811 - Toll Free

AUGUST 2022

Get to know our process for restoring power

No matter how thoroughly we prepare, power outages happen. Most of the time, they're caused by downed tree limbs, high winds or other acts of Mother Nature. Sometimes they are caused by small animals like squirrels and even the occasional vehicle accident or Mylar balloon.

We know reliable electric service is critical, so LES works as quickly and safely as they can to restore power to our customers. Last year, we achieved 99.9% reliability, with typical customers experiencing just 17.1 minutes without power, on average, over the course of the entire year. That's a record we maintained in part because of our preparations to ensure our system is as resilient as possible during extreme weather events.

When a power outage occurs, we first ensure public safety, then crews check the lines and begin repairs. We prioritize jobs that will restore electric service to the most people. See our restoration hierarchy during a widespread outage.



Learn more at [LES.com/outage](https://www.les.com/outage)

Restoration hierarchy

- ▶ **PUBLIC SAFETY**
Restoring power to critical infrastructure including local hospitals, Lincoln police and fire departments, and municipal water treatment facilities, is always a primary focus for any restoration efforts.
- ▶ **TRANSMISSION LINES**
We repair lines that transmit power from generating plants to the local area. Each repair can often restore power to thousands of people.
- ▶ **SUBSTATIONS & DISTRIBUTION FEEDERS**
As the broadest part of the distribution system, substations and the distribution feeders originating from them often serve thousands of customers.
- ▶ **LATERAL LINES**
Lateral lines can be thought of as fused branches off distribution feeders. They can serve customer groups up to the hundreds.
- ▶ **DISTRIBUTION TRANSFORMERS**
Distribution transformers are served from lateral lines and reduce distribution level voltages to a lower voltage suitable for consumption in your home or business. Each transformer can serve up to 25 customers.
- ▶ **INDIVIDUAL CUSTOMERS**
Once critical infrastructure, transmission lines, feeders and lateral lines have been repaired, it is likely that much of the community has had power restored. At this point, individual homes and businesses whose service connections have been damaged are assessed and repaired.





LES
presents a
LNK Outdoor Movie
Back to the Future
Friday, Sept. 16
Food trucks - 6:30 p.m.
Electric vehicles on display - 6:30 p.m.
Movie begins - 9:15 p.m.
Lincoln Airport
3801 NW 34th St., Lincoln

Integrated Resource Plan Public Meeting 3

AUG. 25 // 6-7:30 p.m.

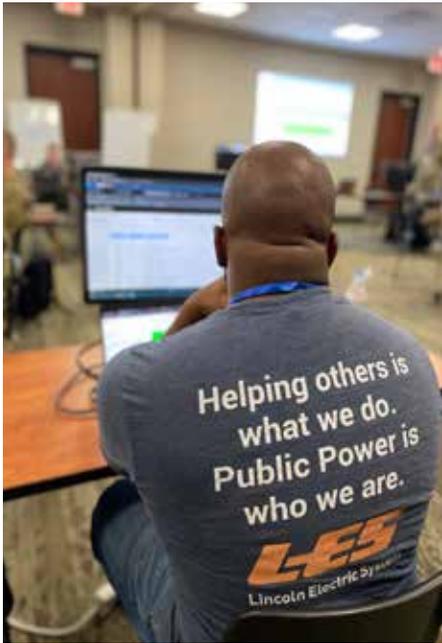
LES Operations Center
9445 Rokeby Road

Join LES for this public meeting to review and discuss the results of LES' resource analysis and a full draft of the IRP report, including LES' proposed action plan for the next five years.

Go to [LES.com/IRP](https://les.com/IRP) for more details.



LES
Webinar
**Charging ahead:
The state of EVs
in 2022**
SEPT 22 12 PM



Power your future at LES

Have you ever considered that your next career move could be to the utility industry? At LES, it takes diverse career fields to provide the reliable and affordable power that we all depend on. We see it as more than just a job, it is serving our community.

You may be familiar with the work of our line technicians and customer service representatives, but did you know that a variety of skills and experience is needed for LES to operate effectively? This includes positions in areas such as drafting and design, information security, accounting and internal

auditing. And we are always looking for talented and motivated individuals who can contribute to LES' success.

Over the next five years, up to half of the LES workforce will be eligible for retirement, creating many opportunities in several of our divisions for you or someone you know to explore the possibility of joining the LES team.

To learn more about our employment opportunities, go to [LES.com/Careers](https://les.com/Careers) and follow LES on LinkedIn.

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