



## **P R E S S   R E L E A S E**

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### ***Mid South Synergy Enters Second Phase of Repair after IKE***

**This is an update of Mid South Synergy's power restoration efforts. At this time we have been very successful in back feeding power into areas that did not have transmission power supply. These areas were mainly in Brazos, Grimes, Madison and Walker Counties. Most of these areas have been fully restored as we near the maximum capability to back feed. If you are still without power in these areas, please continue to utilize the outage automation system by calling 1-888-525-6677.**

**At this time the Montgomery County area of our service territory still remains without transmission power from Entergy-Texas. Starting tomorrow, we will enter our next phase of restoration efforts by repairing damage to our distribution system to make ready for when transmission power is available. If you have not already done so, please make**

**arrangements to be without power at least one week in the Montgomery area. Please visit our website for updates as well as local media outlets for the latest from Mid South Synergy. Thank you for your support, patience and cooperation in this emergency situation.**

## **OTHER IMPORTANT INFORMATION**

### **Generators**

If used improperly, a back-up generator can make life a lot more dangerous!

If you plan to use a portable back-up generator for temporary electric power, follow the manufacturer instructions to protect you and your family. Also, DO NOT connect the generator to the house wiring unless you have had a qualified electrician hook up the standby electrical system, including the installation of a transfer switch to isolate the generator from the electric utility service. Without the transfer switch, the power from the generator will “back feed” through the transformer and raise the voltage to 7,200 volts, a level that can easily kill any serviceman trying to restore the power down the line. In addition, when the power is restored, it may cause an electrical fire and /or destroy the generator.

### **Downed Power Lines**

Assume that any downed power line is “live.” If power lines are lying on the ground or dangling near the ground, do not touch the lines. Notify your utility company or local law enforcement authorities as soon as possible that the lines have been damaged, or that the lines are down.

Do not attempt to move or repair the power lines. If you can, stay nearby to warn others away from the downed line.

### **Wiring and Appliances Exposed to Water**

If you have appliances or equipment exposed to water, never assume they are safe to use after they have dried. Before you try to use any electrical appliance that has been exposed to water, take it to a qualified service technician. The item may be fine, it may need reconditioning, or it might require replacement.

### **Mid South operations and planning**

At this time, Mid South crews and its contractors will be working late each day to get damage repaired and power restored. Please steer clear and give them courtesy in their efforts. This is dangerous work, their concentration is vital for their success in safely getting you back on with power.

### **Mid South offices and communications**

At this time each of our offices in Huntsville, Navasota and Montgomery are closed to the public but will be accepting correspondence (such as outage information) through our nite-drop boxes and drive in window facilities. If customers feel the need to contact us for any reason into the week, we strongly encourage them to utilize our automated outage reporting system by dialing our number 1-888-525-6677, option #1. We also encourage our members to access our website [www.midsouthsynergy.com](http://www.midsouthsynergy.com) for updated press releases and outage reporting.

Stay tuned to local media for the very latest.

**HUNTSVILLE—KSAM 101.7FM**

**CONROE/MONTGOMERY---KSTAR 103.7/99.7 FM**

**NAVASOTA/ANDERSON/MADISONVILLE—WTAW 1620 AM AND KBTX TV3**

Please stay safe.

*Mid South Synergy is a Touchstone Energy electric cooperative serving just under 17,000 members in Grimes, Brazos, Madison, Walker, Montgomery and Waller Counties. Please visit our website at [www.midsouthsynergy.com](http://www.midsouthsynergy.com)*

*Touchstone Energy is a national alliance of local, consumer-owned electric cooperatives providing high standards of service to customers large and small. More than 640 Touchstone Energy cooperatives in 46 states are delivering energy and energy solutions to approximately 22 million customers every day. Touchstone Energy cooperatives serve their members with integrity, accountability, innovation and longstanding commitment to communities.*