



# **P R E S S   R E L E A S E**

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**Contact:**

**Jeff Murski, Marketing and Member Services  
Mid South Synergy  
7625 Hwy 6  
Navasota, Texas 77868  
(936) 825-5111  
(979) 220-5853  
(936) 825-5166 Fax  
Email: [jmurski@midsouthsynergy.com](mailto:jmurski@midsouthsynergy.com)**

## ***Mid South Synergy Nearing end to Restoring power in Montgomery County***

**For almost a week we have been able to maintain power service to most of Brazos, Grimes, Walker and Madison counties. At this time less than 250 customers remain without power in these areas. If you are still without power, please continue to utilize the outage automation system by calling 1-888-525-6677 option 1 as our crews are working to restore individual outages. Please call as we do not want to miss anyone who is still out of power.**

**At this time Mid South Synergy has completed all major repairs to its distribution system in the Montgomery/Conroe area. Today we completed repair of all but two of our high-voltage 3-phase feeders and began a sweeping repair of single tap lines that feed**

**individual neighborhoods. Power has been restored to 80% of our service territory. Because of careful planning and the swift action of our crews and contractors we are quickly closing the gap on full power restoration for the Montgomery County area over the weekend. We appreciate your patience and understanding in this emergency situation. If you are without power, please call our outage automation system by calling 1-888-525-6677 option 1 as our crews are working to restore individual outages.**

## **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 night-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 99.7 FM**

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

Please stay safe.

*Mid South Synergy is a Touchstone Energy electric cooperative operating service to just under 23,000 meters 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.*