



**March 1, 2019**

**Re: Tennessee River Flood Restoration Procedure**

Lexington Electric System has 1,000-1,100 customers de-energized due to the flood waters. Since records have been kept this is the second highest flood event in our service area and the highest since electrification. LES understands the need for getting services re-energized and will be working diligently with all agencies to accommodate all of its customers. LES asks that all customers please be patient during this restoration as it will be months, not weeks, before some are re-energized. The State of Tennessee Department of Commerce and Insurance has issued NEMA (National Electrical Manufacturers Association) guidelines that they intend to enforce before restoration of service. These guidelines and others will be posted on [lexingtonelectric.com](http://lexingtonelectric.com) as they become available. Please continue to check the LES website for the most updated information. Below are some bullet points of the restoration process.

When the water recedes to an elevation of 365' at Perryville, LES will start evaluating the areas affected. LES understands that 365' at Perryville is not the same up and down the river. This is a benchmark that LES uses that works well for LES to access all areas of its service territory. LES will constantly monitor all areas and as they become accessible LES will start the evaluation process.

The State of Tennessee Deputy Electrical Inspector has informed LES that they will require any electrical equipment that has been under water to either be re-conditioned by the manufacturer or replaced. LES has no jurisdiction over the State Inspector and will not re-energize any service until the State has approved it.

All accounts will be left active and normal monthly bills will be sent unless the account holder requests the service to be turned off. Obviously since there is no usage the bill it will be a monthly minimum, (approximately \$24). If the service was turned off an inspection will have to be done before it can be re-energized. A customer that turns off the service could potentially have to pay a security deposit, (1.5 times the highest monthly bill in the past 12 months), before re-energizing the service. Our normal service fee of \$25 would apply to any service that is turned off when it is requested to be turned back on.

LES will supply meter bases and they will only be given out to a customer that has purchased the appropriate electrical permits from a qualified issuing agent.

The cost of meters, (\$130), that were damaged by the flood will be charged to each customer and will have to be paid before re-energizing the service. This is consistent with LES' seasonal residential/non-residential policy.

A phone call to the office may not be necessary as information changes it will be posted on the LES website immediately for the convenience of the customer. With as many customers that are out of service it may be difficult to get through to the office. LES has set up an email address for customers to send an email to inquire about the restoration process due to the flood, it is [floodinfo@lexingtonelectric.com](mailto:floodinfo@lexingtonelectric.com). Dependant of volume, LES will try to respond to emails the same day they are received. As always customers are welcomed to call the office 731-968-3662 if they wish.

Sincerely,  
Lexington Electric System