

## New smart grid technologies mean fewer, shorter outages for customers

Tuesday, Aug. 22, 2016 – Investments in “smart grid” technologies such as automatic Fault Location, Isolation and Service Restoration (FLISR), automatic switching devices and Advanced Metering Infrastructure (AMI), have helped Georgia Power avoid more than 280,000 total hours, or 17 million minutes, of potential power outages for customers so far this year.

The enhanced distribution technologies help Georgia Power pinpoint the location of an issue, more efficiently dispatch crews and reduce overall outage durations for customers.

More than 1.2 million customers across the state are currently connected to an automated network with new upgrades and projects underway every day to ensure that the state’s transmission and distribution network remains as reliable as possible. Georgia Power’s network is one of the most advanced in the country with more than 715 self-healing circuits that can automatically isolate problems and restore power to unaffected areas.



"We understand that when the power is out, every minute counts for our customers," said Leslie Sibert, vice president of distribution for Georgia Power. "The investments we’ve made in our system are helping us fulfill our commitment to our customers to minimize outages, while keeping our rates as low as possible."

In addition to new smart grid technologies, Georgia Power has invested more than \$1 billion over the past five years on equipment and facility improvements including cyber and physical security, modernization of grid protection and control systems, and replacement of aging infrastructure such as power poles, wires and underground cables. A continued focus on investments that improve reliability and service has helped position Georgia Power as an industry leader in customer satisfaction.

Georgia Power offers a variety of free tools and resources to keep customers informed and connected including the online Outage & Storm Center at [www.georgiapower.com/storm](http://www.georgiapower.com/storm). The center provides an easy way for customers to check the status of an outage, as well as an interactive Outage Map that provides updates on where outages are occurring across the state and estimated restoration times.

Customers can also visit the site to sign up for free Outage Alerts, personalized notifications about outages via phone, text message or email. The company also engages with thousands of customers in real time every day on social media, including Facebook and Twitter, from its new Social Media Center in Atlanta.