



South Hadley Electric Light
D E P A R T M E N T

SHELD Electrical Restoration Policy

In the event that you lose power, SHELD crews will work safely and efficiently to restore service as quickly as possible. Restoration times vary depending on weather conditions, the cause and extent of the outage, crew availability, and the amount of damage. Some factors, such as damaged transmission lines, are beyond SHELD's control and may extend restoration times.

Power is restored in the following priority order:

1. Public Safety

When large storms hit, ensuring public safety is SHELD's first priority - both during and immediately after the storm. We need to address these issues quickly for emergency response crews, as well as the public. Issues may include clearing live downed wires, removing potential fire threats, and making areas safe for the public and work crews. *Remember to stay clear of downed electrical wires as they could still be "live".*

2. Damage Assessment

Once public safety is ensured, crews begin the process of damage assessment. This is done through our advanced metering infrastructure (AMI) system, customer notification, town reports, and physical inspections from crews.

3. Critical Facilities

Once damage is assessed, SHELD will focus first on essential services. These include police and fire departments, schools, customers with medical as well as key communication and community gathering hubs.

4. Distribution System

After critical facilities, SHELD crews then restore distribution lines serving the largest number of customers, followed by neighborhood lines, transformers, and smaller groups of homes.

5. Individual Service Restoration

As outages become more localized, restoration takes longer because each repair affects fewer customers. Crews will restore remaining neighborhoods and individual services as quickly as possible with priority given to customers with approved "Priority Response – Emergency Medical Program" status.

6. Private Property Repairs

If your home is still without power after nearby services have been restored, the issue may be your property. Damage to equipment such as the weather head or meter socket may require repairs by a licensed electrician before SHELD can restore your service.

To report a power outage, please call (413) 536-1050