

## FLICKERING



### What is a Power Flicker?

We've all experienced it, either while we're at home when the lights flutter on and off, or when we return home and the clocks on all the appliances are flashing. It's annoying and you've probably wondered why it happens.

Power flickers are typically harmless (outages lasting less than 60 seconds) and will usually correct themselves very quickly. At LCUB we work very hard to reduce power outages of all kinds and provide our customers with reliable service, and this includes power flickers.

### Causes

Power flickers can occur at any given time, during any given weather circumstance. Several factors that may cause flickering include:

- ▶ Tree limbs or debris falling on or coming into contact with power lines
- ▶ Lightning strikes
- ▶ Car accidents striking electrical poles
- ▶ Construction accidents
- ▶ Damage to power lines
- ▶ Animals coming in contact with power lines or electrical equipment

Other instances of power flickers may result from what's known as a "voltage sag". A voltage sag is a brief drop in electricity. Flickering may also result from power swells or surges, which are brief increases in electricity.

### What Does a Flicker Mean to You?

Most commonly, you may notice the lights flickering or you may experience a very brief power outage, 60 seconds or less in most cases. In the past, the impact of a power flicker was relatively small. Today however, many homes and business own highly sensitive equipment and each power fluctuation means it takes more time to reset each device. If your computer is not plugged into an Uninterruptible Power Supply (UPS) you can easily loose data and that can mean the loss of valuable time and effort. Click [HERE](#) to see "LCUB's Complete Guide to Power Outages" on our website for detailed information on how to safeguard your home against a power disruption.

### What's Happening During a Power Flicker?

Here's an example of how a power flicker can occur. A tree limb falls on or comes into contact with a power line. Typically, the tree limb or debris will fall to the ground on its own or the contact is broken. For the power line that was impacted, the electric system quickly shuts itself off in order for the problem to resolve itself. Often, the issue is automatically corrected, power is restored, and this can all happen in just a matter of seconds. This process most often prevents much longer outage times.

## Are Others Affected?

Even though a prolonged power outage was prevented, customers served by adjacent power lines may also experience a flicker as the result of a voltage sag, or brief drop in electricity.

## What LCUB is Doing About Flickering

If you do experience power flickers we would like to apologize. We understand that any power disturbance is annoying. Please know that we're working to reduce the problem and provide you with the most reliable electric service possible. When it comes to deploying state-of-the-art technology, LCUB's newly installed SCADA system and Outage Management System help engineers identify problems and address them appropriately. We are also installing the latest technology in substation relaying/automation and field reclosers. The installation of these technologies, along with newly installed fiber, allows LCUB to start moving toward the operation of a self-healing grid. A self-healing grid will automatically restore sections of the power grid unaffected by damage, thus reducing the number of customers without power for any given outage.

To further ensure quality of service for our customers and help prevent flickers and outages, LCUB regularly trims trees along approximately 400 miles of power lines per year.



## What You Can Do to Help

LCUB will continue to focus our efforts on minimizing ALL power outages, including flickering. But there are steps you can take to protect your home and your belongings. Utilizing UPS and surge protectors for your appliances, computers and other sensitive equipment will help prevent possible damage. Click [HERE](#) to see "LCUB's Complete Guide to Power Outages" on our website for details on understanding and protecting yourself against power outages and disruptions.

*\* It's worth noting that power flickers can potentially occur even if you receive your electric service via underground power lines. These lines eventually must connect to overhead power lines and equipment. Underground lines are also potentially subject to interference by animals and reptiles.*

*Despite our best efforts and no matter the level of technology, no utility is immune to service interruptions. Many forces can cause power outages and flickers. If you experience an outage or recurring power problem, please call LCUB at 1-844-687-5282 and we will dispatch a crew to investigate and resolve your issue as quickly as possible.*

### HOW TO REPORT AN OUTAGE:

To report a power outage, please call LCUB's automated response system at **1-844-Our-LCUB (1-844-687-5282)**.

Make sure you are registered with our response system so we can quickly locate your home or business. It only takes a minute. Call **1-844-Our-LCUB** and choose option #1 to link your phone number(s) to your LCUB account #. Register now!