

Frequently Asked Questions:

When should I contact AEC to report an outage?

As soon as you recognize you are without power, alert our 24-hour dispatch center by calling or texting “OUT” to our “Lights On” number at **1-877-264-5368** or visiting our mobile app to notify us of your outage. Visit our Live Outage Map at www.aiken-co-op.org for more information.

Why should I call the “Lights On” number instead of talking to a live person?

Our automated reporting system is immediately linked to our cutting-edge 24/7 dispatch center. Registering your outage through our “Lights On” phone number is the quickest way to get your request to crew members.

Where can I get an update on my outage?

Aiken Electric will provide updates on its Facebook page regarding widespread outages. Visit our Live Outage Map at www.aiken-co-op.org for the most up-to-date outage information.

Do I need to call more than once to report my outage?

Once you call our “Lights On” number, **1-877-264-5368**, your outage is recorded. There is no need to call more than once.

Why did an AEC crew leave my neighborhood even though I do not have power?

The main goal is to safely restore power to as many customers as possible in the shortest amount of time. Keep in mind that if there is damage to power plants, switch yards, or transmission lines, our power provider must repair those facilities before we can restore your service. Before restoring power to individual houses, crews must frequently go to the source of the outage.

Why do I have power and my neighbors don't?

Even if two residences are in the same neighborhood or street, they may be served by two different sources.

What should I do if a line is on the ground?

Stay clear and presume that all downed electrical wires are ENERGIZED and DANGEROUS. It can result in serious injury or death. Contact 911 if necessary, but always call Aiken Electric Cooperative.

Aiken Electric Cooperative is an equal opportunity provider and employer.

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Powering Up After an Outage



Let us guide you through the darkness of a power outage.

Powering Up After an Outage

Involves much more than just flipping a switch at a substation or pulling a fallen tree off of a downed power line. Highly trained professionals work together around the clock to restore service. Shown here are the steps the co-ops follow in restoring power. At each stage, the primary goal is getting the greatest number of co-op members back online in the shortest time possible.

1

1. High-Voltage Transmission Lines:

Transmission towers and conductors supply power to and from transmission substations (and thousands of members). However, when damage does occur – usually due to high winds, lightning, or ice buildup – these towers and lines must be repaired before other parts of the distribution system are restored.

2

2. Distribution Substation:

A substation can serve hundreds or thousands of members. When a major outage occurs, our line crews inspect substations to determine if problems stem from transmission lines feeding into the substation, the substation itself, or if the problem exits further down the line.

3

3. Main Distribution Lines:

If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to large groups of members in our local communities.

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4. Tap Lines:

If local outages persist, supply lines (also known as tap lines) are inspected. These lines deliver power to transformers, either mounted on poles for overground service or placed on pads for underground service, outside businesses, schools, and homes.

5

5. Service Lines:

If your home remains without power, the service line between a transformer and your residence may need to be repaired. If you experience an outage, please give us a call so we can locate the issue.

If a power outage occurs:

- **Visit our mobile app or call our “Lights On” number (1-877-264-5368) or text “OUT” to report an outage;** even if you think a neighbor has already called it in. The more calls received, the easier it is to identify the issue and determine the extent of the outage.
- **Stay away from downed power lines and poles.** Always presume all power lines are energized and dangerous.
- **Keep refrigerator and freezer doors closed to prevent food from spoiling.** For food safety tips, visit <https://www.foodsafety.gov/food-safety-charts>.
- **Leave a light turned on so you’ll know when the power is restored** (preferably an outdoor light).
- **Use flashlights during outages instead of candles to avoid fire risks.**
- **Do not attempt to clear downed or damaged electrical equipment on your own.** If the damage is on the utility side of the meter, please call 1-877-264-5368. If the damage is on the member’s side of the meter, please contact a licensed electrician.

