



pr@tcectexas.com
www.tcectexas.com

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Outages a possibility this week as Co-op continues to repair lines

Tri-County Electric Cooperative officials said Tuesday that members in the Keller area may experience power outages Wednesday and Thursday as line crews work to address faults in the system.

The good news is, once these repairs are made, the root-cause of the outages will be eliminated and the system should be back at full capacity.

Since July 9, Tri-County Electric Co-op members have experienced five major outages, affecting around 4,100 meters in the Keller area, along Southlake Blvd., Continental Blvd. and Davis Blvd. The outages were caused by failed devices, which were overloaded due to a high number of people working and schooling from home and extremely hot weather.

A planned outage is possible on Thursday, Aug. 13, from 8:30 a.m. to noon. Outages will only occur if necessary, for the safety of line crews, who are working in underground manholes to perform system maintenance to remedy similar outages in the future.

“Our crews began work Aug. 10 to address the load issues by deploying new equipment to the areas of concern,” said Darryl Schriver, general manager and CEO of the co-op. “The new design will take out the root-cause of the outages and bypass all underground connectors.”

Annie McGinnis, director of communications for the co-op, encouraged members to visit the website at tcectexas.com, or the co-op’s Facebook page, for up-to-date information.

“The work being done this week is designed to upgrade the system and mitigate future outages in the area,” she said. “Our crews are doing everything possible to avoid taking an outage unless it is absolutely necessary.”

In a letter on the website, Schriver goes into more detail about how the power failures occurred and what is being done to prevent such incidents in the future.

“We are working to address our load outages while trying to avoid taking forced outages to do these repairs,” he said. “Avoiding service interruptions was our priority because many members were home working due to COVID-19 and did not want to see their power out, which affects their internet service.”

He said the co-op was hit from many different directions at the same time but offered no excuse for leaving members with unanswered questions and no information.

“This is being addressed immediately and we are taking an aggressive approach to making repairs and communicating better to our members,” he said. “We understand your frustrations, apologize for any inconvenience, and are working to increase your reliability.”

Members with questions or concerns are invited to call the co-op at 817-444-3201, or to email Lauren Baccus, with the co-op’s community affairs division, at lbaccus@tcectexas.com or Schriver at schriver@tcectexas.com.