



RIVIERA UTILITIES

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FOLEY, AL (June 8, 2015) – Approximately 20,000 electric customers of Riviera Utilities lost power Saturday evening, June 6, as the result of an outage on the Alabama Power Company transmission system. Power was not fully restored until around 9:00 pm. Many customers were able to have their service restored prior to that time due to the efforts of Riviera Utilities personnel to pick up as much load as possible through the electric distribution system from other sources.

According to Alabama Power, the transmission line feeding bulk power to the Riviera Utilities Belforest Substation tripped after a transmission switch connection overheated and the attached line burned to the ground. Due to the nature and location of the failure, it was not possible to pick up the load from another direction. Alabama Power crews finished repair work on the damaged equipment around 9:00pm, after which time it was possible to fully restore service to all Riviera customers.

The resulting outage affected five of Riviera's substations. As stated earlier, Riviera was able to restore service to some of its customers by switching load around on its distribution system, although full backup was not possible using this method. Coincidentally, Riviera has been working on other backup methods since late 2014, and began work on an upgraded transmission line of its own in May 2015. This line, due to be completed by the end of July, will provide the full backup capabilities needed to prevent this type of extended outage in the future.

Limitations in Riviera's communications systems further complicated the matter. The 48 outage reporting lines, along with the 24 phone lines going into each of Riviera's two offices, quickly became overloaded with the volume of customers trying to report and get information about the outage. The company is currently investigating ways to prevent this situation in the future. Riviera is also examining more effective ways to use its website and social media outlets to better communicate information about emergencies and outages.

Riviera Utilities greatly appreciates the patience and understanding of its customers as the company works to resolve the outstanding issues resulting from this event.