

PSO Update: Severe Weather – June 2023

June 19, 2023 – 10:00 a.m.

Storm Response Update #3

Customers in PSO's service areas are experiencing outages due to significant damage caused by severe storms that occurred over the weekend.

Downed trees, power lines and other damage are creating potentially hazardous conditions. Please assume any downed utility line is energized, stay away from the line and do not touch it with anything. Call 1-833-776-6884 (1-833-PSO-OUTG) to report an outage or safety hazard like downed wires, downed poles or trees that have fallen on power lines.

PSO is coordinating with local emergency management authorities and will continue to provide updates as the situation unfolds. If you have questions related to your PSO power, call 1-833-776-7697 (1-833-PSO-POWR) or visit our website at psoklahoma.com/outages.

Weather

Severe weather - including wind gusts up to 90 mph- has caused outages across the Tulsa and McAlester areas. PSO sustained substantial damage to the grid including transmission structures, more than 700 broken poles, cross-arms, and downed wires.

Outages

- PSO crews and business partners are working to restore power safely. This is going to be a multiple-day effort. More than one third of our customers have been impacted by the storm. Estimated times of restoration for customers whose property is in condition to accept electricity are as follows:
 - Idabel – 2:00 p.m. Monday
 - Tulsa Rural (Chouteau, Vinita, Grove) – 5:00 p.m. Wednesday
 - Tulsa Metro – 5:00 p.m. Saturday
 - The majority of customers should be restored before 5:00 p.m. Saturday
 - Please keep in mind we are unable to connect service if the weatherhead on your house is broken or damaged.
- As of 10:00 a.m., outages are concentrated in the Tulsa area, and approximately 165,000 customers remain without power. PSO is experiencing the most significant restoration event since the 2007 ice storm.

Storm Preparation Efforts

- PSO has commitments from more than 2,700 off-system workers – line workers, forestry and support personnel -- some coming from as far away as New Jersey

and Delaware. Most of them will arrive today. This in addition to the 700 PSO and local business partners who have been working since the storm subsided.

- PSO's phone center is increasing staffing to reduce call waiting times. The phone center has processed 99,970 calls since midnight Sunday.
- PSO continually prepares for all types of weather throughout the year and regularly conducts storm drills to ensure the PSO team is ready to respond immediately.

Online Resources

- [Outage FAQs](#)
- [Storm preparedness](#) before the storm, during the storm, and after the storm.
- [PSO process for how we restore power](#)

Safety Messages

- For safety's sake, assume that any downed utility line is energized with deadly electric current. Stay away from the line and do not touch it with anything. Report it to PSO at 1-833-776-6884 (1-833-PSO-OUTG).
- Please do not approach crews and utility vehicles you see in your neighborhood to ask when power will be restored. Doing so could jeopardize your safety. Outward vision from the large utility vehicles can be limited. A crew may not see someone who has walked up to their work truck.
- Please note, all restoration estimates are for customers whose property is in condition to receive power. If the electric service entrance (meter loop) to your home or business has been damaged or pulled away from the structure, you will need to have it repaired by a licensed electrician before PSO can re-connect service.

Generator Safety

- **Power Outage:** If you use a generator, please follow the manufacturer's operating instructions. Do not operate the unit indoors. Connect appliances directly to the generator's electric outlets...not to the main electrical panel of your home or business unless you have had an electric load transfer switch installed to isolate your home's wiring from PSO's electric system. Otherwise, you jeopardize the safety of utility workers.
- **Evacuation:** Before you evacuate your house please disconnect (open) your home's main electrical breaker after you turn off the generator. This will eliminate any possibility of the generator feeding power back into PSO's electric system.

Report and Track Outages

- Visit psoklahoma.com/outages/report/ or call 1-833-776-6884 (1-833-PSO-OUTG) to report an outage, safety hazard like a downed wires, downed poles or trees that have fallen on power lines.
- Use the [mobile app](#), available for download via the App Store or Google Play, to report an outage, check outage status, view and pay your bill, manage your account, and more.

- Visit [PSOklahoma.com/OutageMap](https://psoklahoma.com/OutageMap) to find detailed information without logging into your account.
- Sign up for text and email updates, including estimated time of restoration, at psoklahoma.com/alerts. Follow @PSOklahoma on [Facebook](#), [Twitter](#), [Instagram](#) and Nextdoor for additional updates.
- Call PSO Customer Service Center at 1-833-776-7697 (1-833-PSO-POWR) for any other customer service issues.