

PSO Update: Severe Weather – June 2023

June 20, 2023 – 11:30 a.m.

Storm Response Update #5

PSO crews and business partners continue to make progress restoring electric service to customers after storms and reported wind gusts up to 90 mph ripped through the area over the weekend, leaving more than 204,000 customers without power.

At 11:30 a.m. Tuesday, approximately 135,000 customers remain without power.

The following are estimated times of restoration (ETRs) for the area:

- Mayes, Delaware, Craig, Osage, and portions of Rogers County – Between now and 5:00 p.m. Wednesday
- Tulsa, Wagoner, Creek, and portions of Rogers County – Between now and 5:00 p.m. Saturday

PSO expects to restore power to the vast majority of impacted customers between now and Saturday evening. More details about restoration times are expected by the end of the day. Customers can also view real-time outage numbers by visiting psoklahoma.com/outages/status.

Please remember we are unable to connect service if the weatherhead on your house is broken or damaged.

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.

Impact on the system

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

Storm Response

The majority of the 2,700+ workers, including line workers, forestry and support personnel have arrived and are being dispatched in all areas impacted. This is in addition to the 700 PSO and local business partners who have been working since the storm subsided.

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

- Downed trees, power lines and other damage are creating potentially hazardous conditions. Please consider any downed utility line energized and dangerous. Stay at least 10 feet 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 hazards such as downed wires, downed poles or trees that have fallen on power lines.
- 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

- 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.
- 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 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.