

An August 1, 2017 routine inspection of the Kennebunk Light and Power Water Street Substation using thermal imaging revealed a failure of insulators that protect four electrical circuits. These circuits provide electricity to hundreds of customers in Kennebunk and Arundel. The failed insulators were a safety concern and needed immediate attention.

Electricity was cut to the four circuits and emergency repairs began. Power was out for approximately an hour and forty-five minutes. The insulators were successfully and safely replaced. The immediate and emergency nature of this repair prevented KLPD from giving adequate notice to the affected customers.

KLPD greatly appreciate our customers who called to report an outage. We regret that the surge of calls to our office overwhelmed our telephone system and we weren't able to answer all calls promptly.

We strive to eliminate and minimize all disruptions in electrical service. Today's emergency repairs were unanticipated and we greatly appreciate the patience and understanding of our customers. Our entire team from linemen to office staff worked hard to minimize the outage and provide information to our ratepayers.

Future important information about outages can be obtained from our website [www.klpd.org](http://www.klpd.org). Please visit our site and enroll in email alerts.