



# NORCROSS POWER 101

Get to know your power company with this quick guide to all things Norcross Power!

*24/7 Power Line: 678-421-2069*



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# RIGHT TREE, RIGHT PLACE!

Before planting new trees to improve the look of your yard, you will need to keep a few things in mind.

## Pruning Zone

Trees and shrubs will be pruned if they are within 10 ft of overhead power lines to help prevent outages.

35 ft high or higher  
at least 50 ft away

35 ft high or less  
25-50 ft away

15 ft high or less  
10-25 ft away

## Clearance Zone

Trees and shrubs should be planted at least 10 ft away from ground-mounted transformers.

## Large Tree Zone

Plant large trees (over 35 ft when mature) at least 50 ft away from overhead power lines.

## Medium Tree Zone

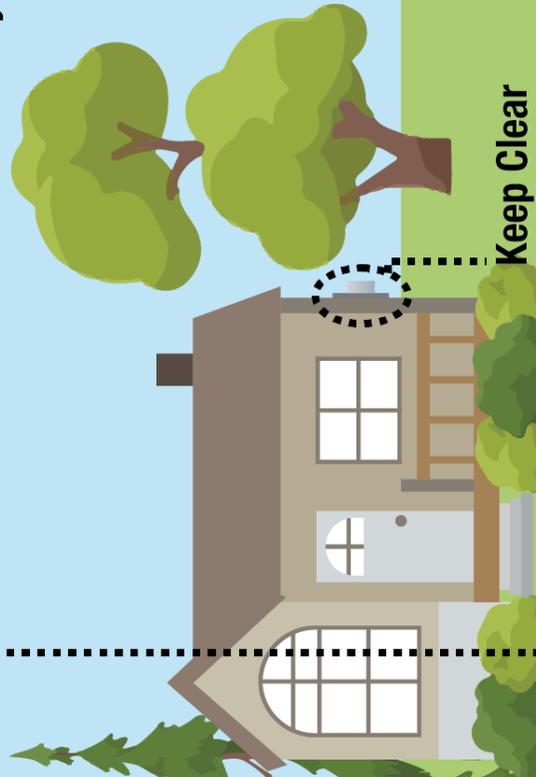
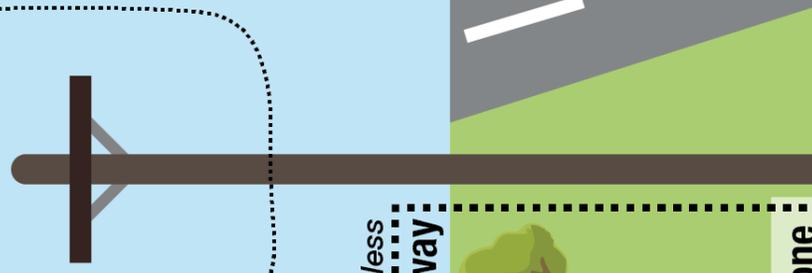
Plant medium trees (over 25 ft when mature) at least 25 ft away from overhead power lines.

## Low Tree Zone

It is best not to plant in this area. If you do, plant only low-growing trees and shrubs with a height of less than 15 ft when mature.

## Keep Clear

Keep area around meter clear from obstructions and debris for visibility and safety.

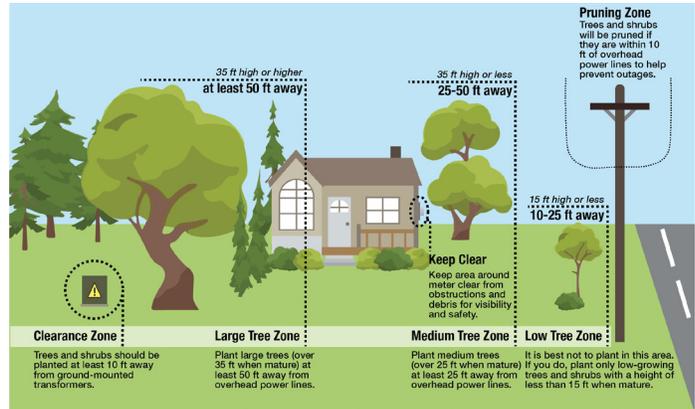


# Tree City Considerations

Norcross is a certified member of Tree City USA, resulting in a dense tree canopy covering our power lines. Though beautiful, these trees may cause major outages during storms. Falling trees with sagging wet limbs and wind-blown branches can impact service for hours. Norcross Power has listened to residents and, by continuing to follow best practices and the guidance of our city arborist, will continue the grooming initiatives in place to groom trees away from the power lines. We understand that providing you service 24/7 is crucial to our community as we also maintain our Tree City certification.

## How Far Back Should You Plant/Prune Trees?

OSHA dictates that there should be at least 10 feet clearance for primary wire. The following graphic should help provide guidance on proper distances away from power lines:



## What Causes a Power Outage?



### Weather

Wind/storms can cause vegetation/trees to make contact with power lines



### Wildlife

Squirrels, birds, snakes and other wildlife may chew or otherwise compromise power lines



### People

Sometimes power lines become damaged in traffic accidents or during acts of vandalism



### Equipment Failure

While extremely rare, equipment failure can happen

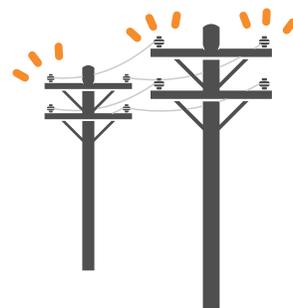
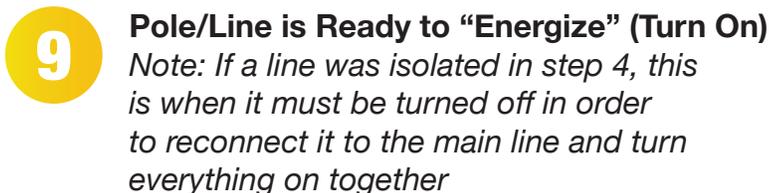
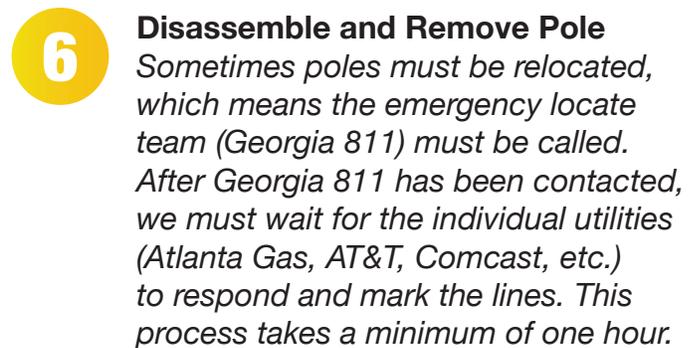
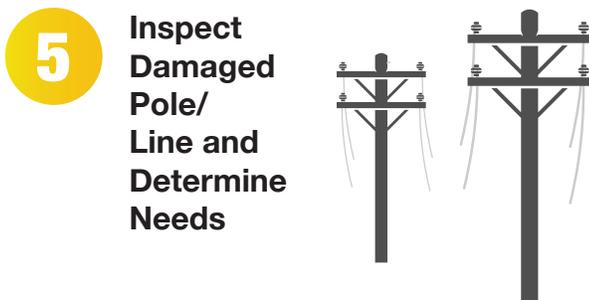
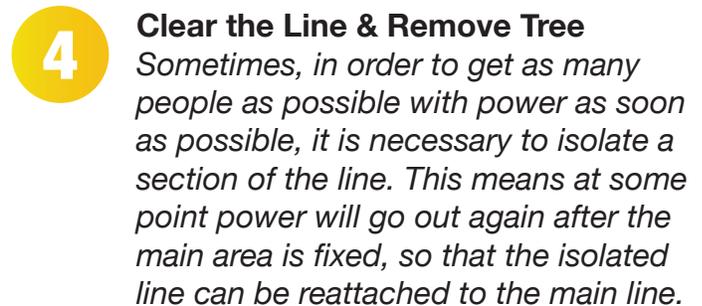
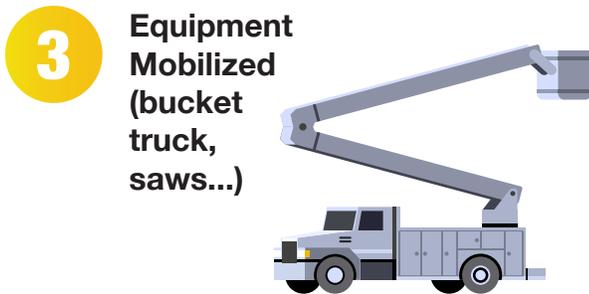
## Why Does My Neighbor Have Power When I Don't?

The city's electric service is divided into quadrants, but the power lines aren't as clear-cut as they may appear. You could be on a different circuit with a different estimated time when service will be back on.

Scan to view in Spanish  
¡Escanee para ver en español!



# How is Power Restored?



## Estimated Completion Time

3-12 hours depending on extent of damage; add 3-4 hours for each additional pole damaged.

# State-of-the-Art Technology Powering Our Community

Norcross Power is known as one of (if not “the”) most modernized city-owned electric systems in the state for our size. Some ways we have modernized include:

## **ADVANCED METERING INFRASTRUCTURE (AMI)**

These are smart meters with disconnect capabilities. Many cities our size do not have this type of system; most are still reading manually or have drive-by systems.

## **LINE PROTECTION APPARATUS**

S&C Vista distribution transfer (split bus) switchgear, S&C IntelliRupter Pulse Closers, S&C Trip-savers (reclosers).

## **SERVICE SAVERS**

Allows for damaged underground services to function normally until repair takes place.

## **UTILITY LOCATORS**

Multiple units for locating various services & faults.

## **PRIMARY FAULT LOCATOR**

Assists in locating primary faults.

## **UNDERGROUND TRANSFORMERS**

All new transformers are upgraded to New DOE specification with IFDs (Internal Fault Detectors).

## **OVERHEAD TRANSFORMERS**

All are outfitted with squirrel guards, IFDs and lightning arresters.

## **HIPERWEB WORK ORDER SYSTEM**

Crews use iPads for this application.

## **AEDs**

Defibrillators on all trucks.

## **SCADA SYSTEM**

SCADA stands for “Supervisory Control and Data Acquisition.” This system allows for the operation and monitoring of our substations.

## **CONFERENCE & TRAINING ATTENDANCE**

Promotes staff’s ability to stay up to date on distribution apparatus, metering infrastructure and system upgrades.

## **TRAINING**

To include substation training, flagging, first aid, SCADA, lineman training, system staking and safety. We recently were one of four cities (out of 52!) to win the prestigious Diamond designation for the Jeff Cook Safety Award, the highest designation for this award through Electric Cities of Georgia.

## **LEDs**

We are migrating our roadway and security lighting from incandescent and High-Intensity Discharge (HID) bulbs/fixtures to LEDs.

## **PHOTO-CONTROL**

We are beta-testing “smart” photo-controls for individual lighting, which will allow the street lights to turn on and off when the sun sets and rises. (A smart photo-control allows for two-way communication from a hosted website.)

## **EQUIPMENT**

Material-handler bucket truck and line truck are current for the day. Most equipment units are the latest versions.

Even with all of the features we have outlined here, these modernizations will not keep trees and limbs from falling or wildlife from causing outages or blinks. Nor will they protect from lightning strikes, high-line issues, or cars & trucks damaging poles. However, we can take pride in the fact that we have been told by both the Municipal Electric Authority of Georgia (MEAG) and Electric Cities of Georgia (ECG) that we are one of the most contemporary city electric departments in the state!!