



One  
Year.



One  
Community.



One  
Direction.

## Utilities

### **Empire District Electric Company**

Immediately after the storm, 20,000 Empire District Electric Company customers were without power. Empire's system infrastructure was severely impacted as well. One electrical substation was destroyed; two others sustained damage. Approximately 4,000 poles, more than 1,000 transformers, and about 100 miles of line also were lost.

Empire quickly restored service to Freeman Hospital and Missouri American Water facilities. Power was made available to the temporary St. John's Mercy Hospital when it opened within days of the storm. During the summer, Empire worked to provide service to the temporary schools across the city and FEMA temporary housing units.



Today, Empire estimates that about 95 percent of its primary lines have been rebuilt. Work is well underway to replace the lost substation. Customers are returning on a daily basis, and crews are replacing street lights lost in the storm.

### **Missouri American Water Company**

Water lines were broken throughout the disaster zone, causing a drastic decrease in water pressure. Two elevated storage tanks were empty in less than two hours. Employees detected zero water pressure at various points in the system, resulting in a multi-day boil order issued by the Missouri Department of Natural Resources. Despite the loss of its service center and plant filter-to-waste building, operations did not cease at any time.

Employees from across the state worked around the clock to shut down the entire system due to rapidly decreasing water pressure. Those same employees traveled through the impacted area shutting down 4,000 leaking service lines and 25 torn fire service lines while opening water mains to ensure the impacted zone had fire protection. Customers outside the damage zone saw minimal interruption to their water service during this time.

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# Utilities (cont)

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## Missouri Gas Energy

With 3,500 of their customers affected, Missouri Gas Energy (MGE) immediately took stock of the situation it faced. The company lost 3,500 meters and had to abandon roughly 55,000 feet of damaged gas main. Crews worked endlessly for two weeks to make sure the system was safe for use again. MGE called in close to 150 employees from its Missouri offices in Joplin, Monett, Republic, Kansas City, Lee's Summit and St. Joseph, offices to assist.

Today, MGE has replaced roughly 70 percent of the damaged main and restored approximately 20 percent of services to those affected by the storm.

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