

## What To Do If The Lights Go Out

*AEC is dedicated to providing you reliable electric service. However, despite our best efforts, storms, traffic accidents, animals, equipment failures and other causes beyond our control occasionally cause power outages. Your reporting of trouble is helpful to us in evaluating the scope of a power outage. We ask that you check the following list to determine whether the problem exists within your home before you call. Also, be sure to heed the safety warnings detailed below.*

### **Outage checklist:**

- Check to see if your neighbors have power or if outdoor security lights are still burning.
- Check all circuit breakers or fuses to help determine whether your service outage might be the result of a household problem.
- Inspect the area outside your home near the electric meter. Look for any conduit or wires which may be pulled loose or damaged. Check your yard for fallen trees or limbs and notice your service line; is it drooping or downed? Be safe and stay away from damages.
- If you have an outage, turn off all lights and appliances – including heating or air conditioning systems – to prevent circuit overload situations as power is restored. You should be extra cautious in making sure stoves, irons and other hazardous appliances are turned off or unplugged. (leave one light on to signal when power is restored)

### **Reporting a power outage:**

- If you are experiencing an outage or are having trouble with your electrical service, call AEC – the number is printed on your electric bill.
- Your call will be answered by a representative or connected to an automated outage reporting system. The system uses your home phone number to identify the outage location.

### **Outage safety checklist:**

- Use caution while operating a generator. All units must have a automatic transfer switch to prevent back feed onto utility lines.
- Do not operate lanterns, heaters or fuel-fired cook stoves without adequate ventilation
- Always refuel appliances outside, away from flames or sparks. Wipe up fuel spills immediately.
- Never place a space heater near furniture, curtains or other combustible items. Don't leave the unit unattended.
- Do not burn charcoal indoors because it releases carbon monoxide.
- Be cautious with candles or oil lamps in the house. Never leave them unattended.

- Never touch a fallen utility wire or line. It can be difficult to distinguish between a power line and a cable or telephone line. ALL fallen lines should be considered energized and dangerous. Call AEC to report any fallen lines or equipment.
- Keep children and pets away from hazardous situations.
- During a winter outage, your house will stay warm for several hours. Your home will stay warmer if it is well insulated, has storm windows and windows and doors are sealed.

**Prepare an Emergency Kit:**

- To best prepare for a power outage, we suggest that you assemble an emergency kit. Items you may wish to include are:
  - Flashlights and fresh batteries
  - Battery powered radios or televisions
  - Candles and matches or lighters
  - Drinking / cooking water
  - Portable heater (fuel)
  - Sleeping bags, camp stoves, lanterns, etc.
  - Canned goods and manual can opener
  - Blankets
- Remember to utilize mobile phone service (if available) and laptops or Ipad's with battery power. Visit AEC's Website ([www.aecoop.org](http://www.aecoop.org)) and Facebook for information updates.