

Points to Remember

Who Do I Call?

When you experience a power outage, report it by calling (800) 367-0275. Rest assured that our representatives and crews will work as quickly as possible to restore your service.

Why are Non Local Utility Vehicles Working in the Area?

In major outages, we call on assistance from other neighboring utilities and contract crews. For this reason, you may see vehicles from other companies in your area helping to restore power.

Can I Use A Portable Generator if I have One?

If you have a portable generator, it should not be connected to any of the utility power lines or house wiring, unless it is equipped with a properly installed double-throw switch installed by a licensed electrician. Generators that are not installed properly can feed back in to our lines and may cause serious injury to anyone coming in contact with those wires.

For the safety of anyone who may be in the proximity of your home, do not attempt to connect your generator to your home wiring.

If you have any doubts about how to properly use a portable electric generator, contact the manufacturer or a licensed electrician for assistance.

What Should I Do If I See A Downed Line?

If you see a downed power line it is important to stay away from it at all times and contact us immediately. Please do not try to remove anything that might be tangled in power lines.

What Should I Do If I Have A Critical Care Patient Living In My Home?

If you or another family member depends on life support, and the loss of electricity affects these life support systems, you need to have a contingency plan in place.

Caregivers of in-home critical care patients should always have an evacuation plan or a plan for how to handle extended outages in the event of a natural disaster or severe storm.

Watch Utility Service Vehicles on the Roadways for Your Safety & Theirs

During an outage we will have crews working on lines in your area. Many of these lines are along main roads and highways. For your safety and the safety of our crews, please drive slowly and be aware of our crew vehicles.

Why Did A Repair Vehicle Pass By My House Without Stopping?

If your power is out you may see a utility vehicle drive by your house without stopping. There are several reasons why this might be the case. The crew may be enroute to a location where immediate attention is required. they may need to inspect equipment along your main line before returning to your road, or they may need to return to the warehouse for additional supplies. Crews repair damage to parts of the system that bring power to the greatest number of customers first before handling problems at individual homes. Please know that we are making every effort to restore power to you as quickly as possible.

Will I Be Compensated For My Power Being Out?

No. We cannot guarantee uninterrupted electrical service to your home or business. Events within and outside our control will prevent us from always having power at your location.

While the power is out, no electricity is being consumed, so your meter does not register any consumption for billing.