



What To Do If There's A Power Outage

In today's world we hear a lot about being prepared. To be prepared for a power outage, please review the following and keep this information handy. After all, it's likely that if there is an outage, you won't be able to get to our Web site.

Electric service is something that we all take for granted. When we flip a light switch or turn on our televisions, we don't think twice about having power. At UniSource Energy Services, we strive to maintain dependable and reliable service, but some things are outside our control. Although rare, things like extreme weather, natural disasters, fire, equipment failure, or the inevitable accident could result in a power failure. Our employees are trained to restore your power as rapidly as practicable thus providing the least inconvenience possible to customers.



By being prepared and knowing what to do during a power outage, you will be helping us to help you.

Following is a checklist of things you should do if you experience a power outage.

- Keep flashlights handy for use in the dark.
- UNLESS there is an emergency, do not call 9-1-1. That number should ONLY be used if there is an emergency, or if someone is injured or in danger.
- First, check outside streetlights or with neighbors to see if the power outage extends beyond your home.
- If the outage seems to only affect your home, check your circuit breakers or fuses making certain that your main breaker and all sub breakers are all the way in the On position and not halfway. Should a breaker be in the halfway position, switch it all the way to the Off position and wait several seconds before moving it to the On position. If the outage persists, report it to (877) UES-4YOU (877-837-4968).
- If the outage extends beyond your home call (877) UES-4YOU (877-837-4968) and notify us that you are experiencing a power outage. Information you provide can often help us locate the problem and restore power quicker.
- Do not open your refrigerator or freezer to check on foods. This releases cold air and could cause food to spoil more quickly.
- Turn off and unplug all of your major appliances - air conditioners, heaters, dishwashers, ovens, etc. - while we work to restore power.
- When power is restored, plug in your appliances one at a time. This reduces the chance of a sudden overload on your home's electrical system.
- Check on your neighbors, especially if they are elderly, alone, have medical conditions, or use medical machinery that operates on electricity.
- If you must drive, drive carefully. Remember that traffic signals may not have power during an outage. If a traffic signal is out, treat it like a four way stop, and drive defensively. Remember to yield to emergency and service vehicles, so they can get their jobs done safely. Staying out of their way will likely get your power restored sooner.