

POWER OUTAGE CHECKLIST

ARE YOU PREPARED?

A power outage can occur unexpectedly and may disrupt water, cause food spoilage, close businesses, & prevent the use of medical devices. Use our checklist to help stay safe when a power outage threatens!

PREPARE NOW

Take an inventory now & set aside items such as: flashlights, battery-powered radio, candles, blankets, first-aid kit, nonperishable foods, & drinking water.

Protect electrical items such as TV's & computers, with a voltage surge suppressor.

Keep cell phones & other electric equipment charged.

Sign up for alerts & warning systems & keep a list of emergency numbers.

Plan for batteries & other alternatives to meet your needs.

SURVIVE DURING

Use food supplies that do not require refrigeration. Keep the refrigerator door closed & move items into the freezer if possible.

Unplug most lights & appliances to prevent electrical overload.

DO NOT run a generator indoors or near an open window.

Call your local utility company to report the outage & advise them if you have any emergency medical equipment.

Open faucets for a constant drip so pipes won't freeze.

Check with neighbors to see if their power is out.

BE SAFE AFTER

Wait a few minutes before turning on lights, & plug in appliances one at a time.

When in doubt, throw it out! Food that has been exposed to temperatures 40 degrees or higher for two hours or more.

POWER OUTAGE CREDIT

ARE YOU ELIGIBLE?

Have you experienced lengthy or frequent **POWER OUTAGES**?

If so, you **may qualify** for an outage credit of **\$35** or more.

LENGTHY OUTAGES

You will receive a **\$35** outage credit if you lose power for

- 16 hours when less than 1% of your utility's customers have an outage
- 48 hours when more than 1% but less than 10% of your utility's customers have an outage
- 96 hours when 10% or more of your utility's customers have an outage

Once your outage qualifies for a credit, you will receive an additional **\$35** a day for every day the outage continues.

Your utility will add the credit to your account once you qualify.

FREQUENT OUTAGES

You will receive a **\$35** outage credit if you have more than 6 interruptions in 12 months. The interruptions must last at least 5 minutes to qualify. Once the credit is paid, the number of interruptions resets to zero.

Your utility will add the credit to your account once you qualify.

If you have questions about these credits, call your [utility](#) or the [MPSC](#).