

POWER OUTAGE CHECKLIST

ARE YOU PREPARED?

A power outage can occur unexpectedly and may disrupt water, cause food spoilage, close businesses, and 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: flashlights, battery-powered radio, candles, blankets, first-aid kit, nonperishable foods, battery-operated lantern, & drinking water.



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



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



Keep mobile phones & other electric equipment charged & gas tanks full.



Plan for batteries & other alternatives to meet your needs when the power goes out.

Survive **DURING**



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



Call the local electric company to report the outage & advise the company if there is emergency medical equipment in the home.



Unplug most lights & appliances to prevent electrical overload when power is restored.



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



DO NOT run a generator indoors.



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. Power levels can vary considerably when electricity is restored.



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

POWER OUTAGE CREDIT

ARE YOU ELIGIBLE?

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

If so, you *may be eligible* for a **\$25** service credit on your electric bill for one of the following:

Normal Conditions

- If the utility fails to restore service within 16 hours after an outage resulting from conditions other than catastrophic conditions.
- Notify your electric utility of the outage.

Catastrophic Conditions

- An event that resulted in an official state of emergency or in an interruption of 10% or more of a utility's customers.
- If the utility fails to restore service within 120 hours.
- Notify your electric utility of the outage.

Frequent Repetitive Interruptions

- If experiencing more than seven interruptions in a 12-month period.
- Notify your electric utility of all service interruptions.
- Record/document the following for each service interruption:
 - ✓ Date and time of each outage
 - ✓ When and how the company was notified of the outage (e.g., phone, online form, etc.)
 - ✓ Document when the service was restored

[Consumers Energy Electric Outage Credit Request](#)

[DTE Electric Outage Credit Request](#)

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