



When your power goes out...

1 Do your neighbors have power?

If your power goes out, see if the lights are on at your neighbor's house. If you suspect your home is the only outage in your area, check your circuit panel for tripped breakers. You may need to contact an electrician for additional help.

2 Does EWEB know about your outage?

Go to eweb.org/outagemap to see if a power outage is already reported in your area. If you have a communicating smart meter, EWEB will automatically be notified when your power is out. If you do not see your outage on the map, call our toll-free outage reporting line at 1-844-484-2300.

You can check the online outage map for updates about your outage like the estimated time of restoration.

3 Power outage tips:

- Keep freezer and refrigerator doors closed.
- When in doubt, throw it out! Throw away any 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.
- Have alternate plans for refrigerating medicines or using power-dependent medical devices.
- Do not use a gas stove or oven to heat your home.
- Disconnect appliances and electronics to avoid damage from electrical surges.
- Check with local officials about heating and cooling locations open near you.
- Know how to manually open your garage door or park your car outside before a winter storm.



Hi, I'm Jeff!
I'm a line worker at EWEB. When the power goes out, my co-workers and I locate the source of the issue and fix it to get your power turned back on as safely and quickly as possible.

Q: What are common causes of power outages?
A: Equipment repairs and replacements, severe weather conditions, animals, trees, and vehicle accidents.



Being prepared for an emergency means having your own food, water and other supplies to last for several days. A disaster supplies kit includes basic items your household may need in the event of an emergency like a major power outage event.

Build your kit:

- **Water:** Experts recommend to store 14 gallons of water per person in your household (enough for two weeks).
- **Food:** Store enough non-perishable food to last several days
- **Battery Powered or hand crank radio:** When you can't get on the internet or turn on the news, the radio is a great way to receive updates.
- **Flashlights:** Place flashlights around the house for when the lights unexpectedly go out.
- **First aid kit**
- **Extra batteries**
- **Whistle** (to signal for help)
- **Manual can opener**
- **Blankets and sleeping bags**
- **Cell phone charging bank**
- **Emergency contact list**
- **Hygiene products**
- **Prescription medications**
- **Books and games**

Learn more at
eweb.org/poweroutage