

What to do when the power goes out.



We strive to provide excellent electric service to our members. In spite of our good intentions, however, power outages do occur. Outages are most commonly caused by trees interfering with lines, severe weather, vehicle accidents, animals interfering with equipment, and mechanical malfunctions. Follow these steps in the event of an unplanned outage.

- 1. Make sure the problem is not with your equipment.** Check your fuses and circuit breakers before you do anything else.
- 2. If your equipment appears to be fine, call us to report the outage.** Please notify us even if you know other people in your area have also called us. Call our office at 715-796-7000 or 800-924-3407. Calls are answered at our Hammond office during normal business hours and at the Cooperative Response Center on evenings, weekends, and holidays.
- 3. Never approach a fallen overhead line or a tree that is interfering with a line.** Trees can and do conduct electricity.
- 4. Leave your refrigerator and freezer closed.** Food will stay cool for up to 24 hours in a closed refrigerator. Duct taping the doors shut will improve the seal. For further information regarding food safety during a power outage go to the internet and visit www.fsis.usda.gov. On the home page, type the words *power out* in the search window.
- 5. Use a generator if it is already properly installed.** Do not rush to install a generator during a power outage. Improper installation can create an extremely dangerous situation for anyone working to restore power. Generators must have a double throw transfer switch. For further information regarding generators, contact to co-op.
- 6. Anticipate that damaged equipment will take time to repair.** If you are still without power after four hours, call us again to check on the status. In the event of a widespread outage, you may be instructed to make your follow up call after 12 hours instead.

Important note: We maintain a list of members who rely on electricity for life-sustaining medical equipment. If you have an urgent health-related need for electricity and an outage occurs, please call us immediately and explain your circumstances to the operator.