

# What To Do When The Lights Go Out

Appalachian Power is dedicated to providing reliable electric service. However, despite our best efforts, storms, traffic accidents, animals, construction related mishaps and equipment failures do cause power outages.



## Outage checklist

- Check all circuit breakers or fuses to help determine if your service outage may be the result of a household problem.
- Call an electrician if you have standing water near electrical wiring or appliances. Do not enter the flooded area. There is a risk of electrical shock.
- Inspect the area near your electric meter. Call an electrician if the meter or any of the piping and wires on the wall of your home or office are gone or looked damaged.
- If you have an outage, turn off all lights and appliances – including heating and air conditioning systems. This prevents circuits from being overloaded as power is restored. Make sure nothing is left cooking on the stove.

## What to do during a power outage

- Avoid downed power lines and sparking equipment. Call us immediately to report these safety hazards.
- Never remove debris within 10 feet of a downed power line.
- Unplug major appliances to protect them from a power surge when power comes back on.
- Leave a light turned on so you know when power is restored.
- Refuel heaters, lamps and generators outside. Stay away from any flames or spark. Wipe up fuel spills immediately.
- Never connect the generator's electrical output to any live home or building electrical circuits
- Never operate lanterns, heaters or fuel-fired stoves without proper ventilation.
- Never burn charcoal indoors. It releases poisonous carbon monoxide.
- Prevent children from carrying candles or oil lamps.



## Reporting a Power Outage

- Call customer services at
  - Tennessee 1-800-967-4237
  - Virginia 1-800-956-4237
  - West Virginia 1-800-982-4237
- Use a smartphone, tablet or laptop to report it at [AppalachianPower.com](http://AppalachianPower.com)

## Create an emergency outage kit

Include:

- Flashlights and fresh batteries
- Battery-powered radios or televisions
- Candles, matches or lighters
- Water for drinking and cooking
- Portable heater\*
- Camping equipment (sleeping bags, camp stoves)
- Canned goods and a manual can opener
- Manufacturers' instructions for power-operated equipment such as a garage door or generator.

\*Caution: Some portable heaters can cause fires or other safety hazards when not used as specified by the manufacturer.



*A unit of American Electric Power*

# The 4 Steps to Restore Your Power

When the delivery of electric service is interrupted to large segments of Appalachian Power customers, we work to restore power as safely and efficiently as possible.



## 1 Repair the Main Line

When something like a storm interrupts power to a major part of a community, priority is given to restoring circuits that deliver electricity to essential public safety facilities such as hospitals, 9-1-1 call centers, water treatment plants, police and fire stations.



## 2 Target Large Areas

of Affected Customers

Next, Appalachian Power will perform the repairs that restore electric service to the largest pockets of customers in the shortest amount of time. In some situations, a single repair can restore service to hundreds or thousands of customers.



For more information please visit [appalachianpower.com](http://appalachianpower.com)

## Service the Smaller Clusters

# 3

of Homes

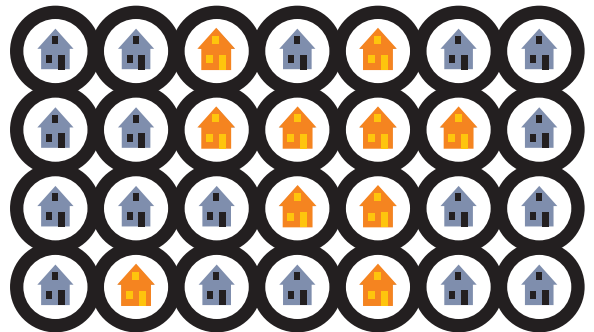


Appalachian Power will then move on to make repairs to portions of circuits that restore service to smaller pockets of customers. These repairs may restore service to dozens of customers when completed.

## 4 Restore the Individual Lines

of Service

In the final phases, work is done to restore power to individual properties. It may be a single home, business, or apartment complex. This phase of the restoration process can be especially time consuming after a major storm because there are so many of these kinds of repairs that must be done.



## Safety is the highest priority.

In all phases of the restoration process, safety has the highest priority. Restoration teams are trained to maximize public safety and protect themselves as they work to restore electricity to a community.

