

## Electric Outages

Electric outages can happen without warning particularly during thunderstorm season in spring and snow and freezing weather in the winter. Here are some tips on how to best deal with a power outage.

### Verify the Outage

- Check lights and/or appliances in all rooms. The problem could be a tripped circuit breaker.
- Check circuit breakers in main panel disconnect. When circuit breakers trip, they will need to be turned completely off before trying to reset.
- Check with neighbors to see if they are also out of power. The outage could be more than just your house.

### Call Kingfisher Electric

- Phone Kingfisher Electric at 375-3705 to report the outage.
- Information such as your name, location, telephone number and any observations made prior to the outage are necessary to assist with the trouble shooting and possible follow-up.
- Upon request, a Kingfisher Electric representative will call you when repairs have been made to confirm that your power is on again.
- Kingfisher Electric's telephone lines will be swamped with calls when there is a large power outage. You may get a recording. If you are not satisfied with a recording, wait a while and try again. Kingfisher Electric will promptly respond to restore power.

### Protect Your Appliances

- Turn off all circuit breakers. This will prevent overloading your electrical circuits when power is restored.
- Disconnect all sensitive appliances such as VCRs, computers, TVs, microwave ovens, etc., to avoid damage from lightning or a power surge.
- Kingfisher Electric's HomeGuard Defender System zaps the zap before it happens, protecting your home from power surges. Two types of protectors are available - both with a full manufacturer's warranty. And both for just one low monthly fee of \$5.95 on your electric bill. To find out more about this program, call Kingfisher Electric's Utility Department at 375-3678.

### Protect Your Perishables

- Open the freezer and refrigerator as little as possible. The food will stay fresh longer if the doors are not opened. A full freezer will keep food frozen for 24 to 48 hours. If your freezer is partially full, it can keep meat frozen between 12 and 24 hours. Consider transferring some refrigerator foods to the freezer.

- Dry ice may be a suitable alternative in the event of a severe, prolonged outage. Instructions on safe handling and use of dry ice must be followed to prevent skin contact injury and food spoilage in the freezer.

### Power Restoration Tips

- Gradually start turning on circuit breakers allowing the electric system to stabilize.
- Check perishables for signs of spoilage. Don't take chances with food you are not sure about. When in doubt, throw it out.
- While the outage experience is fresh in your mind, make a list of items that you wish you had kept on hand for the emergency.
- Restock your emergency supplies, adding the items from your list. Store everything away with this publication for future emergencies.

Kingfisher Electric's service restoration policy is to assess the damage or cause of power loss and make repairs that will restore service to the most people in the least amount of time.

High priority is given to agencies that protect life and property, such as hospitals, police and fire departments. Any situation posing a public safety risk is also taken care of as quickly as possible.

Persons who depend on life support systems should notify Kingfisher Electric's Utility Accounts Department before an emergency. Your electric service will be identified as a medical account and will be given a critical status. Medical accounts should, however, make plans for alternate sources of power or alternate lodging in the event of a power outage.

### Steps of Power Restoration

- Substations - A substation is a combination of switching, controlling and voltage step-down equipment arranged to reduce transmission voltage to primary distribution voltage for distribution of electricity to residential, farm, commercial, and industrial loads.

- Distribution Feeder Circuits - The distribution feeder circuits serve as a source to branch circuits and are often referred to as "distribution main feeders," "express feeders," or "primary main feeder circuits." The number of customers served by a single distribution feeder circuit averages approximately one fourth ( $\frac{1}{4}$ ) that of a substation.

- Branch Circuits - Branch circuits tap to the main distribution feeder circuits through high-voltage fuses commonly called "cutouts" on overhead lines. The branch circuits may be either overhead or underground. These circuits are often referred to as "primaries" and serve smaller groups of customers from the distribution feeder circuits.

- Individual Services - The service is the low-voltage wires extending from the power supply to the customers premises. They normally serve only one (1) house or business.

Thank You for Being Patient!

As a Kingfisher Electric customer, you are the most important part of our business. When storms or other circumstances cause an outage, we take immediate action to restore service. We thank you for your patience and understanding during difficult times.