

# Be Prepared

What to do when the lights go out



**Tips for  
power outage  
preparation  
at home**

*Clark  
Public  
Utilities* 

## What to do when the lights go out

You've settled in for the evening, curled up on the couch with a good book or your favorite TV show to entertain you. All of a sudden the lights flicker...then darkness.

A major inconvenience! We know how frustrating it is to be without power, and at Clark Public Utilities we're doing all we can to prevent outages throughout the year.

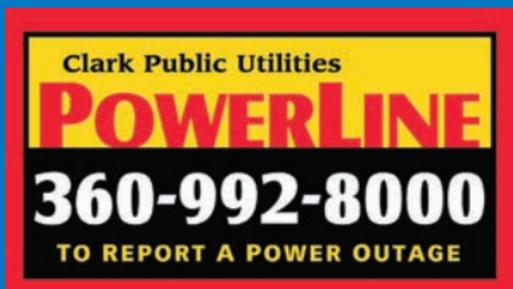
But it's impossible to prevent them all, so here's some information we hope will help you prepare for and deal safely with any future outages you experience.

### Reporting your outage

Before you call us, check to see if you're the only house in your neighborhood that's dark. If so, check your service panel or breaker box for tripped breakers or blown fuses.

Call the Clark Public Utilities PowerLine at **360-992-8000**. This is an automated phone system that allows you to report your outage and receive up-to-date information. If you call to report a downed power line or other life-threatening emergency, you'll be routed to one of our customer service representatives for immediate help. Leave one indoor and one outdoor light on so both you and our crews will know when your electricity has been restored. If your neighbors' lights come on and yours don't, call us again.

Information is also available via our online outage map at [www.clarkpublicutilities.com](http://www.clarkpublicutilities.com).





## A warning about home generators

If you use a back-up power generator in your home or business, never plug it into a wall outlet without first disconnecting from Clark Public Utilities' electric system. If you don't take precautions, the power from your generator will flow backwards into our high-voltage system and may injure or kill our line repair crews, who presume they are working on a "dead" line. For more information on portable and permanent generators, visit our website or call 360-992-3000 with questions.



### **Downed power lines are DANGEROUS!**

Utility power lines that serve your home contain tens of thousands of volts — even if they've been knocked to the ground in a storm. Please stay safe around them.

- If you see a downed power line, call Clark Public Utilities at 360-992-3000 immediately.
- Assume all downed lines are "live" and dangerous, even if they aren't sparking.
- NEVER touch a power line with your hand or any other object.
- If a power line falls across your vehicle while you're inside, DO NOT GET OUT. Call 911 and wait for help to arrive.



Learn more at  
[clarkpublicutilities.com](http://clarkpublicutilities.com) or 360-992-3000

