

ELECTRIC OUTAGE BASICS

OUTAGE RELATED INFORMATION

Power Outage Safety Basics

- **Stay away from any downed line, whether on the road or in your yard. Call RMU at 364-1572 or 364-2195** - even if you are not sure if it is an electric, telephone, or cable line.
- **Do not remove debris from power lines - assume they are electrified and dangerous.** Use extreme caution when inspecting your property. Downed power lines, whether obvious or hidden by debris, have the potential to energize fences and other objects they contact.
- **Respect any electric emergency or work scene** and treat it as any other emergency scene. Please keep your distance and allow crews to work without distraction.
- **Be aware of electric lines at all times**, especially when moving ladders or doing any work on or near the roof of your home. Assume that any line is electrified and dangerous.
- **Never climb electric poles** or towers, or enter **RMU** electric facilities, like substations.
- **Always follow the manufacturers' instructions** for operating portable generators. Improper operation can be hazardous both to you and to utility workers, as generators may cause carbon monoxide poisoning and/or generators may feed power back into **RMU's** lines, posing an electrical risk.

Reporting an Outage

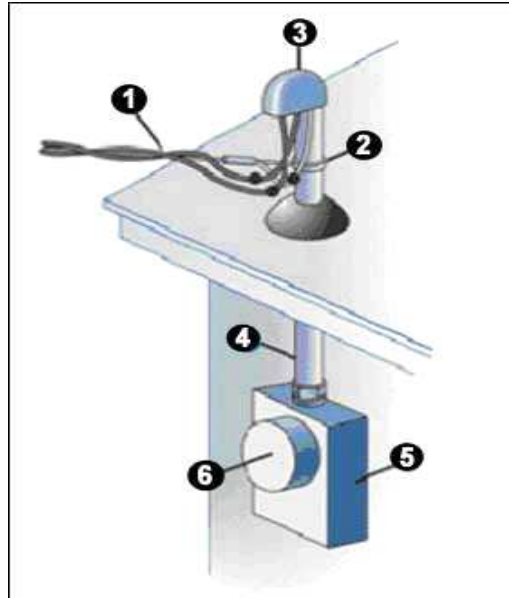
Call 364-1572 or 364-2195 to report an outage. It is important to only report an outage once, as additional calls further can clog the phone lines and prohibit other customers from reporting outages.

During a significant outage: Outage information will be taken by customer service representatives. Outage information will be combined and then analyzed to determine a repair strategy. Large outages can be more difficult to repair because of the widespread nature and sheer numbers of impacted customers.

Rolla Municipal Utilities installs and maintains these components:

- ❶ The service wire that carries energy from the service line to your home or business.
- ❷ The electric meter that measures how much energy you are using.

The customer is responsible for these components:



- ❷ The service bracket or pipe riser which protects the connection point for the lines entering your home or business.
- ❸ The weatherhead which keeps rain and other material out of the pipe riser.

❹ The pipe riser which protects the lines entering the meter base and the wires inside of the pipe riser.

❺ The meter base that protects your connections to the meter.

Only a contractor should ever attempt to work on these parts of your electrical system.

Generator Safety

- Portable generators can be hazardous if used improperly.
- Generators must be operated outdoors in a well-ventilated area to prevent carbon monoxide poisoning.
- Stay away from your home's electrical panel or fuse box. Generators should not be wired into them, unless serviced by a qualified, licensed electrician.
- Always observe the generator manufacturer's instructions to avoid electrocution and for safe operation. Improper operation can be hazardous both to you and to utility workers, as generators may cause carbon monoxide poisoning and/or generators may leak power back to **RMU's** lines and pose an electrical risk.
- If your generator has been directly wired into your home without a safety cutoff switch, **Rolla Municipal Utilities** will not complete the restoration of power to your home, as this poses an electrocution hazard. A qualified licensed electrician must remove the generator's direct wiring before **Rolla Municipal Utilities** will complete the power restoration.

The People Across the Street Have Power - Why Don't I?

There can be many reasons why this situation has occurred. For example, different feeders or transmission lines may be serving opposite sides of the street. If the power outage is isolated to your specific home, there could be damage to your service line or your weatherhead.

My Power Was Back On - Now It Is Off Again. Why?

In outages, utility workers, for safety and restoration purposes, may need to de-energize circuits from time-to-time depending on the repair work that needs to be accomplished. In this case, the subsequent outage should be short-term, usually lasting for an hour or so. During these types of outages, your patience is requested, and it is not required that you notify us.

When Will Power Be Restored?

It is normal to want to know when you can expect power to be restored to your home or business. Especially during widespread power outages, determining estimated times for restoration on a per customer basis is not feasible. Please be assured that **Rolla Municipal Utilities** will work diligently to get our customers re-restored.

Weatherheads

The "weatherhead" - piping, usually on the roof, with wires entering the home - is the point where electric service enters the residence and is part of the home. If the weatherhead is damaged, customers must have it repaired by a private contractor before *RMU* can reconnect electric service.

After the contractor has made their repairs, the contractor will need to inform *RMU* of the repaired status.

Building permits, through the City of Rolla, will be required along with a City Inspection of all repaired Service Entrances.



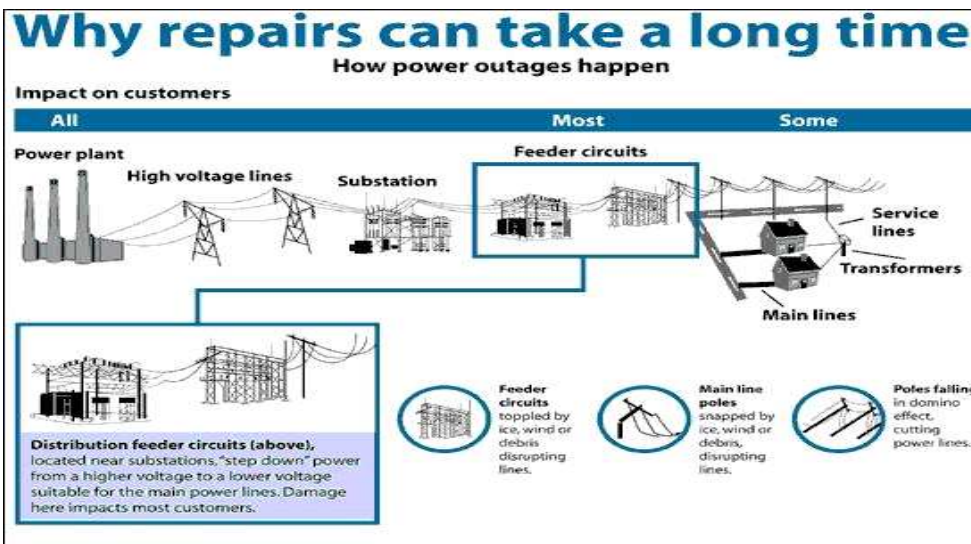
Damaged Weatherhead



Weatherhead with lines cut by an Electrician



Normal Weatherhead



During catastrophic outages, such as mass tornado damage or significant ice damage, repairs often start by fixing problems starting from the *RMU* delivery points and working out towards the substations and feeders, and then into the individual neighborhoods and homes. *RMU* engineers also try to prioritize the repairs by fixing the areas that will restore power to the most customers at a time or do the greatest good for the community (hospitals, emergency services).

Tree Limbs

If tree limbs are touching the electric service line to the home, *RMU* crews will trim the trees as necessary to restore power. If the electric service line to the home must be replaced, *RMU* crews will perform necessary tree trimming to replace the service line. In both cases, the customer is responsible for removal of cut trees and tree limbs from their property.