

PREPARING FOR AND REPORTING OUTAGES

Below are a few steps you can take to prepare for and stay safe during an outage.

Prepare a kit

- Battery-powered emergency lights and radio
- Flashlights with fresh batteries
- Matches and candles
- Bottled drinking water, canned food, can opener
- First-aid kit, prescription medicines, supplies for an infant or someone with special needs
- A non-cordless phone or fully charged cell phone

If you depend on electricity to operate a life support system, plan ahead for an alternate source of power.

If you plan on using a portable generator, make sure it will be connected safely. An improperly connected generator can cause serious injury or death.

During a power outage

- Check to see if your neighbors have electricity. **If the neighbors have electricity**, the problem could be inside your home or at the main disconnect at the meter pole. Once confirmed power is out in the area, **if they do not have electricity**, call Franklin REC. A crew will be dispatched.
- Unplug all electrical items in use. This will help reduce demand on our power supplier's electrical system when the power is restored.
- Only use a portable generator outside, never in the house or garage. When your power is restored, turn off and disconnect the generator.



Franklin REC works as safely and quickly as possible to restore your power when an outage occurs.

HOW TO RESET A BREAKER OR CHANGE A FUSE

If you experience an outage, please take a moment to check your breakers or fuses before reporting your outage. It can save valuable time and expense if crews are sent out and the outage issue is in your home or business.

How to reset a circuit breaker

1. Move handle to OFF position.
2. Push handle past OFF position to reset breaker.
3. Return handle to ON position.

How to change a fuse

1. Disconnect all electrical items in use.
2. Make sure your hands are dry; stand on a dry board or rubber pad, if possible. Open the main switch, or pull-out section of panel labeled "main" in the service entrance, to turn off current while working at the branch circuit box.
3. Identify the blown fuse. When a fuse blows, the transparent section becomes cloudy, or blackened.
4. Replace the blown fuse with a new fuse of the same size. The smaller sizes screw in and out just like light bulbs. If the blown fuse is a cartridge type, located in the pull-out section, it can be removed and replaced by hand pressure. (Never place a penny behind a fuse.)
5. Close the main switch, or replace pull-out section, to restore service.
6. Discard the blown fuse.

