

Municipal Power News

Volume 20, Issue 1

What to know in case of a power outage

If the lights go out, Richmond Power and Light (RP&L) is fully prepared to handle the situation with a procedure to restore power as quickly as possible. However, some of the most useful information RP&L can receive about an outage is from you. The two boxes below offer some helpful tips on what to provide to RP&L in case of a power outage, how you can stay informed throughout an outage and some information on how RP&L approaches an outage.

IF YOUR POWER GOES OUT:

- Call RP&L's emergency outage number:
(765) 973-7200
- Provide the following information:
 - Your address
 - A contact phone number
 - Whether you have partial power
 - Whether your neighbors have power
 - Are there any lines down? (NEVER touch a downed power line!)
 - Have there been any loud noises or any sparks coming from electrical equipment?
- Continue to monitor the power outage for important information and updates.
- Consider checking on others who may benefit from your assistance.
- Consider all downed power lines and anything touching them energized and DANGEROUS.
- Don't open freezers and refrigerators any more than necessary. Opening will allow food to thaw more quickly.
- Turn off as many appliances and electronics as possible. This will reduce the potential for damage or fire. After service has been restored, wait five to 10 minutes before turning them back on.
- Check your fuse box or circuit breaker. If fuses have blown or circuits have tripped off, turn off or unplug the appliances or equipment on that circuit and replace the fuses or reset the breaker.

HOW TO GET UPDATES REGARDING THE OUTAGES:

RP&L will update their customers by Twitter @richmondpower, Facebook ("Richmond Power & Light") or through local radio stations.

HOW RP&L RESTORES POWER:

When an outage causing extensive damage and/ or a widespread outage occurs, RP&L focuses on a way to return power to the greatest number of customers as safely, quickly and efficiently as possible. RP&L prioritizes the outage and puts emphasis on vital public health and safety facilities such as hospitals, law enforcement facilities, fire departments and water pumping stations. Efforts to restore power to these facilities are essential to protect the health and safety to the community.

RP&L's typical restoration process includes the following list of priorities:

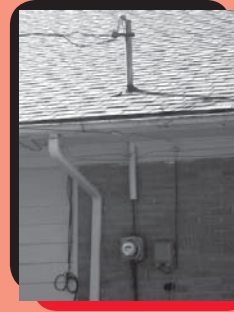
- Transmission lines: These lines deliver electricity from the power plant to the substations.
- Main distribution lines or "primary lines": delivering electricity to large subdivisions and commercial areas.
- Local distribution lines: installed either overhead or underground, deliver electricity to neighborhoods and businesses.
- Distribution transformers and service lines: these lines deliver electricity to your home or business either overhead or underground.
- Outages are divided into "quadrants" (i. e. Northwest and Southeast) where crews are assigned. Depending on the "path" of the storm some quadrants could experience a longer outage.

Important power outage information

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MISCELLANEOUS POINTS OF IMPORTANCE:

- Sometimes, you may notice that your neighbor's lights come back on while you are still without power. There may be several reasons for that. Not all circuits are restored at the same time. Different circuits may serve different parts of your neighborhood. If your neighbors have power and you don't please call (765) 973-7200. Do not assume that someone else will call.
- If the meter box is pulled away from your house and you have no power, the homeowner is responsible for contacting a licensed electrician. If the meter box is pulled away and you have power you should contact an electrician to reattach the meter box. RP&L maintains the service from the utility pole to the weatherhead (see photo). Customers living in mobile homes are responsible for the service and for the service line that leads from the utility pole to the meter. ●



The weatherhead pictured here on top of the roof is where RP&L's responsibility ends and the customer's begins. If something should happen to the weatherhead or the meter box (pictured against the wall), it is the customer's responsibility to contact an electrician.

Follow RP&L on Facebook and Twitter!

To stay connected with Richmond Power & Light (RP&L) check out its Twitter feed and Facebook page. These communication platforms provide RP&L with an opportunity to relay pertinent information during power outages, as well as educate customers about important electricity information. Follow RP&L on Twitter @richmondpower and "like" RP&L's page on Facebook by searching for Richmond Power and Light. ●



IMPA Commissioner: Jim French
 Richmond Correspondent: Mary Stephens

RICHMOND POWER & LIGHT



The Municipal Power News is published by
 the Indiana Municipal Power Agency and
 Richmond Power and Light.

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