

Be Prepared for a Power Outage



Here's some useful information to help you be better informed and prepared in the event of a power outage.

WHILE EMERA MAINE DELIVERS power over 99.9% of the time, power outages can and do occur for a variety of reasons. Most outages tend to be localized and of short duration. However, if a widespread outage does occur, it will most likely be due to extreme weather conditions. The line work our crews perform is always dangerous and is made more so by working in the midst of extreme weather, often for extended periods of time. Under these circumstances, it is impossible for our line crews to restore power to everyone at once.

Always Put Safety First!

Most power outages occur because power lines are brought down (shorted to ground) by tree limbs or vehicle accidents. If you see a downed power line, stay away! Don't touch it or attempt to move it. If a line falls on your car, stay put until we make sure it is safe for you to get out.

Call Us to Report Power Outages and Dangerous Situations

Call Emera Maine's Service Centers to report a power outage, downed line or other power emergency at 1-855-EMERA-11. Customers with Touch-Tone phones can utilize our computerized telephone outage reporting system that will answer your call and also allow you to record your outage. If a special circumstance requires you to speak to our customer representatives, please be patient. During a major outage, we open up additional phone lines and call in extra staff to answer the phones. Even then, our phone lines can sometimes become overloaded. Please keep trying—your call is important and helps us to identify the sources of power outages.

Continued on reverse

POWER OUTAGE INFORMATION

Emergency Generators

If your home is equipped with an emergency generator, we urge you to ensure that it is safely installed and operated. Improper installation and/or operation can create life-threatening hazards for our crews and for you, for which you can be held liable. Emera Maine has prepared a booklet on emergency generator safety. You can download this booklet from our website at or call our Service Centers at 1-855-EMERA-11 to request a copy.

Be Prepared

- Keep flashlights with fresh batteries for all home occupants.
- Keep a battery-operated radio with fresh batteries handy.
- If you are not connected to a public water supply, make sure you have a supply of clean water available.
- Keep some easy-to-make nonperishable food items in your home.
- If you have a secondary heating system that is not dependent upon electricity, make sure it is in good working order with an adequate fuel supply.

What Happens at Emera Maine During an Outage?

When an outage is reported to our Customer Service Centers, our service representatives report the outage to our dispatchers in the Line Department. During a major outage, while our line crews are at work, we send additional staff to find the sources of each outage and determine what repairs are needed. This allows us to dispatch line crews according to our restoration priority system and with the necessary equipment and resources to complete the repairs.

Restoration follows a priority system that targets restoration of the transmission system first (the backbone of our electrical system) then targets emergency services, hospitals and nursing homes. After this, local distribution feeders are repaired based on the number of homes and businesses effected.

After notifying our dispatchers of a power outage, our Customer Service Centers receive only periodic updates regarding the status of the restoration work. When the dispatchers receive updates from the field, they notify the Service Center. We don't ask our lineworkers to continuously provide updates since doing so would slow the restoration work.

Stay Informed!

During an outage, Emera Maine will provide restoration updates to local broadcast stations. Be sure to tune to your local radio station for power restoration and safety updates.

Emera Maine's Live Outage and Restoration Map* is transforming the way customers stay informed about outages in our service area. Simply visit www.emeramaine.com, click on 'Outages Online' and then 'Live Outage and Restoration Map' to see an up-to-the minute snapshot of outage locations, cause, number of customers affected, estimated restoration time, and much more. (Note: the Outage Map does not currently include customers in the Maine Public district.)

Customer Service Centers
207-973-2000
1-855-EMERA-11 (363-7211)
www.emeramaine.com

