**Power Outages & Downed Power Lines**

**Call 413-447-0268**

**First step: Report the outage**

When your lights go out, let us know as soon as possible. When you speak to a representative, it’s helpful if you can provide any of the following information:

* Are your lights dim or out?
* Did you check your fuse or breaker box for blown fuses or tripped circuits?
* Are your neighbors’ lights out?
* Is a power line down?
* Did a tree limb fall on a power line?
* Is there any damage to the utility pole?
* Are the streetlights out?
* Did you hear a noise?

**Next steps for your home**

1. Turn off all electrical equipment, including your water heater, electric furnace or heaters, stove, washer and dryer, stereo and TV, to help prevent overloading the system when power is restored. (Major appliances can be turned off at the breaker box.) Do however, turn on a porch light and one inside light so you and CMELD’s crew will know when service is restored.
2. **If you see any downed utility line, stay far back and call CMELD: 413-447-0268. Keep children and pets away, too. A downed line doesn’t have to spark to be dangerous. And a wire can be dangerous even if you’re not touching it; water, metal, tree branches, concrete or other materials touching the wire can conduct electricity from a wire to you.**
3. If your neighbor’s power comes back on but yours does not, call CMELD again.

**IMPORTANT THINGS TO KNOW:**

If a utility line is touching a person, stay back and call 911. Do not touch them or you could get hurt.

If a wire falls on your car, stay in the vehicle until help arrives and power is cut off. You are safe as long as you remain inside; the rubber tires act as an insulator. If you try to get out and you touch the ground and electrified car at the same time, you will complete the circuit to ground for the electricity, and you could be electrocuted. If you have to get out of the vehicle due to a fire, jump clear of the car with both feet together, and make sure you don’t touch the car when you touch the ground. Then, keeping your feet together at all times, shuffle or hop far away from the vehicle and power line.