



A  Sempra Energy utility®

Unplanned power outages

What you should do if the power goes out



Unplanned outages

If your power goes out unexpectedly, the first thing to do is check your circuit breakers or fuses. Your power could be out because a circuit has tripped or a fuse has blown. If so, simply reset the circuit breaker or replace the fuse, and your power should be restored.

If you've checked your circuits or fuses and they are properly connected, call SDG&E® at **1-800-611-7343** to report the outage. The information you provide can also help to determine why the power went out. Specific information such as what you saw or heard when the power went out can be relayed to our troubleshooters to help them locate the source of the problem quickly.

When you call, we'll ask you for the following information:

- Your name, address and telephone number.
- The approximate time the power was interrupted.
- If the entire area is without power, or just your home.
- If you saw or heard anything unusual when the power went out.
- If you can see any power lines on the ground.

In cases of widespread power outages, our phone lines may be busy. Please be patient and try your call again in a few minutes.

Use our automated system for faster service

Use our automated system to quickly report an unplanned power outage or to get updated information, and receive the same information as our customer service representative would give you without the wait. Your current telephone number must match the phone number we have on file to use the system. Providing us with your current home telephone number today can save you precious time tomorrow. Call our automated system at **1-800-611-7343** 24 hours a day, every day.

Supplies to keep on hand

Consider having the following supplies handy in case of an outage or emergency:

- ▶ A flashlight with a supply of fresh batteries.
- ▶ A portable, battery-powered radio so you can keep up with news.
- ▶ A telephone that does not depend on electricity. Cordless phones will not function during an outage.
- ▶ A supply of easy-to-prepare, nonperishable foods. This includes packaged snacks and bottled water and juices.
- ▶ A wind-up or battery-operated clock.
- ▶ A first-aid kit.
- ▶ A manual can opener.

Restoring power

When you report an unplanned outage, we send a troubleshooter to the scene to assess the situation. Most times, the troubleshooter can make the necessary repairs on the spot. However, if there is extensive damage, a special repair crew is called out. Occasionally, repair crews have to remove barriers, such as downed trees, or wait for floodwaters to recede, before they can get to the outage location.

Once a troubleshooter or repair crew has been able to determine the repairs needed to restore power, we can provide time estimates for power restoration. Estimates for power restoration are subject to change as conditions permit. Since safety is a top priority, SDG&E crews won't be allowed to work to restore power until it's safe to do so.

Why don't I see an SDG&E crew or troubleshooter in my area?

Even if you don't see SDG&E crews in your area, we may be already working to restore your power. Before we can restore service to your house, often we need to repair damaged substations, transmission lines and wires that feed power to your neighborhood.

After restoring power to your general area, we then repair any downed or damaged wires between utility poles and individual homes.

My neighbors have power, why don't I?

Different parts of a neighborhood may be on separate circuits. That means that the power could come back on across the street, but you're still without power. Rest assured, we'll continue working until each and every customer has power.

Protecting your appliances and equipment

During an outage, SDG&E recommends you unplug your sensitive equipment such as microwaves, computers, DVRs and televisions. Installing sensors or surge protectors can help protect your appliances and equipment from surges when the power is restored.

It's also a good idea to turn off any major appliances like washers or air conditioners to prevent them from unexpectedly coming on when the power is restored. However, you may want to leave one light on so you'll know when the power is back on.

Double check to make sure all heat-producing appliances like stoves, toaster ovens, irons and hair curlers, are turned off to minimize any fire hazard if the power is restored while you're away.

Keep your refrigerator and freezer doors closed to help keep in the cold air and prevent food spoilage. A closed refrigerator can keep food cold for up to 24 hours and a closed freezer can keep food frozen for up to 48 hours. Dry ice can be used to help protect the items in your refrigerator and freezer during extremely long outages. Remember to use gloves when handling dry ice, and don't place it in direct contact with food or drinks.

Portable electric generators

A portable electric generator can be a good way to keep your lights and appliances running if a power outage occurs. If someone in your home depends on

Unplanned outages can be caused by many things – traffic accidents, damage to power lines, even metallic balloons caught in overhead wires. In the San Diego area, the two most common causes of unplanned outages are storms and high winds.

- ▶ medical equipment, a portable generator can also provide life-sustaining power during an emergency.

Connecting a generator to SDG&E's power lines or to another power source is against state law. In addition this action, if done incorrectly, could damage your appliances and could cause serious injury or even death to you or an SDG&E worker who may be working on nearby power lines. If you plan to run a portable electric generator during an outage, please notify us immediately by calling **1-800-611-7343** and remember to plug your appliances directly into the generator. Don't plug the generator into any electrical outlet in your home. Under state law, you're responsible for ensuring that your generator's electricity doesn't feed back into SDG&E's power lines.

If someone in your household uses life support equipment, make arrangements in advance for a back-up power supply or transportation to another facility.

For additional information on unplanned power outages or portable electric generators, visit sdge.com or call SDG&E at 1-800-411-7343. In an emergency, we're available 24 hours a day, seven days a week to assist you.



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