

If The Lights Go Out

Douglas PUD strives to provide reliable electric service. Unfortunately, sometimes there are power outages for a variety of reasons. We respond to outages immediately. If the lights do go out, please follow these steps:

- First check the breakers in your electric panel. If they are still in the on position, check to see if your neighbor's lights are on to determine if you are the only one out of power.
- Please be aware, large outages can create a high volume of calls. At these times, we may not be able to answer all the incoming calls and they will be routed to a recording system designed to collect useful information. We appreciate the information you provide as well as your patience while working with this automated system.
- Call the PUD office at 884-7191 (East Wenatchee) 686-4501 (Bridgeport) or 1-800-503-7990 (County Wide).
- Check our website or Follow @DouglasPUD on Twitter for outage updates.
- Turn off or unplug your electronic equipment for its protection.
- Turn off the breaker to your water heater until the power is on to reduce the initial load when power is restored.
- Keep your refrigerator and freezer doors closed to keep food cold.
- ALWAYS stay away from downed lines.
- We appreciate your patience as we work to restore service.

We always like to hear what you have to say. Please, if you have any comments or questions write them down and send this back with your payment. Thanks~

Keep Warm This Winter

December 2015- January 2016

As the weather turns colder, here are some tips to help maintain a comfortable and energy-efficient home:

- Set your thermostat as close to 68 degrees as comfortable.
- Check to make sure your foundation vents are closed. If your vents do not close, taping a piece of plastic on the outside will help considerably. This will keep your home warmer and help protect against frozen water pipes.
- If you've had problems with freezing pipes in the past, consider letting a cold water faucet drip continuously when the temperature is the coldest.
- Check the weather stripping on exterior doors and windows. Adjust or replace it if you can see light around the door.
- If you've decorated with holiday lights, only turn them on for a few hours in the evening.
- During the day, make sure all unnecessary lights are off, particularly outdoor lighting.
- Close your drapes to help retain heat. Make sure your heating registers are not covered by the drapes.

Portable Generators

Before installing a portable generator for use during a power outage, consider these important safety issues:

- Operate in a well ventilated outside area. Its carbon monoxide exhaust is deadly.
- A Transfer Switch **MUST** be used to avoid backfeed into the power system. Backfeed can injure or kill a utility worker who is repairing a power line.
- All permanently wired generators must be installed by a licensed electrician, require an electrical permit and must be inspected.



Public Utility District No.1 of Douglas County

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