

What to do when the lights go out:

Tupelo Water & Light Department makes every possible effort to provide inexpensive and reliable electric service to our customers. However, on occasion, a power outage affecting you may occur. Several factors may be the reason for these outages. Some of the most common reasons are automobile accidents involving power poles, fallen trees or limbs on the lines, and storms. **If you are experiencing an outage, please follow the steps below to assist us in restoring your power:**

- Determine if the entire house is without electric service.
- Check the switch box for tripped breakers or fuses. Main disconnect switches may be located outside under the meter base or at another location in your house.
- Determine if only you are out of power or if others in your neighborhood are without power. You may notice if your neighbor's lights are on or if the street lights are on.

Call our office at 841-6460 and report the outage. Tupelo Water & Light Department maintains 24 hour emergency service to respond to your call. Provide your name, address, phone number, and a brief description of your outage. This description should include: when the power went off, any loud noises at the time of the outage, and any trees or limbs you may have noticed in contact with the wires. Report the location of any automobile accidents involving power poles or equipment. After reporting the outage to TW&L, turn off all electrical equipment including heating/cooling systems, electric water heaters, and electrical appliances. Turning off these items will help reduce the initial demand for energy when the power is restored. **If the initial demand for energy is too great, then the power may go off again. Some other electrical appliances or equipment to consider may include:**

- TVs and DVD Players
- Stereos
- Microwave Ovens
- Refrigerators & Freezers
- Washers & Dryers

Thirty minutes after continuous power has been restored, you can generally resume the normal use of your electrical equipment and appliances.