



## WHAT TO DO IN THE EVENT OF A POWER OUTAGE

A Power Outage is Classified as a NON-Emergency Issue but Should Always be Reported

1. Check House Meter for Power to the Meter (digits should be on display) – If After Dark, Check the Street Lights in your Neighborhood to confirm a Power Outage in Town

If there is NO POWER (no digits displayed) on the House Meter then it's a PMLD Issue;

- a. Call and Report an Outage:

**CALL 978-464-2815** to Report a Power Outage DURING Business Hours

**CALL 978-464-2928** to Report a Power Outage AFTER Business Hours

**PMLD BUSINESS HOURS: Mon-Thu 8 AM to 5 PM / Fri 8 AM to NOON**

- b. Acknowledge any Severe Weather/Wind in the Area as a Possible Cause
- c. Make sure You, your Family, your Home, and/or Pets are Safe and Secure
- d. Disconnect Sensitive Appliances such as Computers TVs Microwave to avoid potential power surge damage when power is restored
- e. Keep a Night Light plugged in or a Light Switch On to know when the power comes back
- f. Always have a Battery-Powered Flashlight Handy and Ready for Use
- g. Limit/Avoid Use of toilet flushing, faucet water, opening the refrigerator or freezer
- h. Use the Manual Release to Operate an Electric-Open Garage Door
- i. Allow at least One (1) Hour for the PMLD line crew to Respond Evaluate and Repair the issue – Most Outages can be Restored within Two (2) Hours
- j. Power Outages lasting More Than Two (2) Hours will be Communicated through a CODERED Notification Message to your Phone(s) and/or Email Address(es) – Call PMLD or the Town Hall to Assist You with Signing Up

2. If there IS POWER (digits will display) to the House Meter then the Issue is Inside the Home;

- a. Open the Electrical Panel and check for a Tripped Breaker – If there is no Tripped Breaker Call and Report an Outage
- b. If a Breaker is Tripped in the OFF Position try to Flip the Breaker back into the ON Position or Call an Electrician if You are Not Comfortable with Performing the Action Yourself