

Be Prepared if the Lights Go Out



Be prepared if lights go out

When your lights go out, the cause is usually something beyond our control such as a storm, a fire, a car hitting a pole or equipment failure.

Most outages do not last long. But there are some basic steps you can take to be prepared.

- **Store flashlights and batteries where you can find them.**
- **Keep a battery-operated radio available for news updates.**

Steps to take if an outage occurs

- See if your neighbors' power is out:
 - If it's not, check your fuses or circuit breakers.
 - If it is, look out your windows for anything unusual like fallen wires or tree limbs on a line.
- Call 252-7111, MGE's emergency number, to report the situation at your home.
- Stay away from downed power lines and transformer equipment.
- Unplug sensitive electronic equipment and turn off air conditioners, dehumidifiers and light switches to help prevent overloads when power is restored.
- Keep refrigerator and freezer doors closed.
- If your power remains out after your neighbor has lights, call MGE.



How MGE restores power

During an outage, MGE gives first priority to situations that could endanger the public. To protect public health and safety, we also give high priority to vital public services—hospitals, police and fire departments, and sewer and water facilities.

Remember, several locations may be damaged along the system that serves your home (see below). We must first repair damage to a transmission line or at a substation before power will flow to your neighborhood.

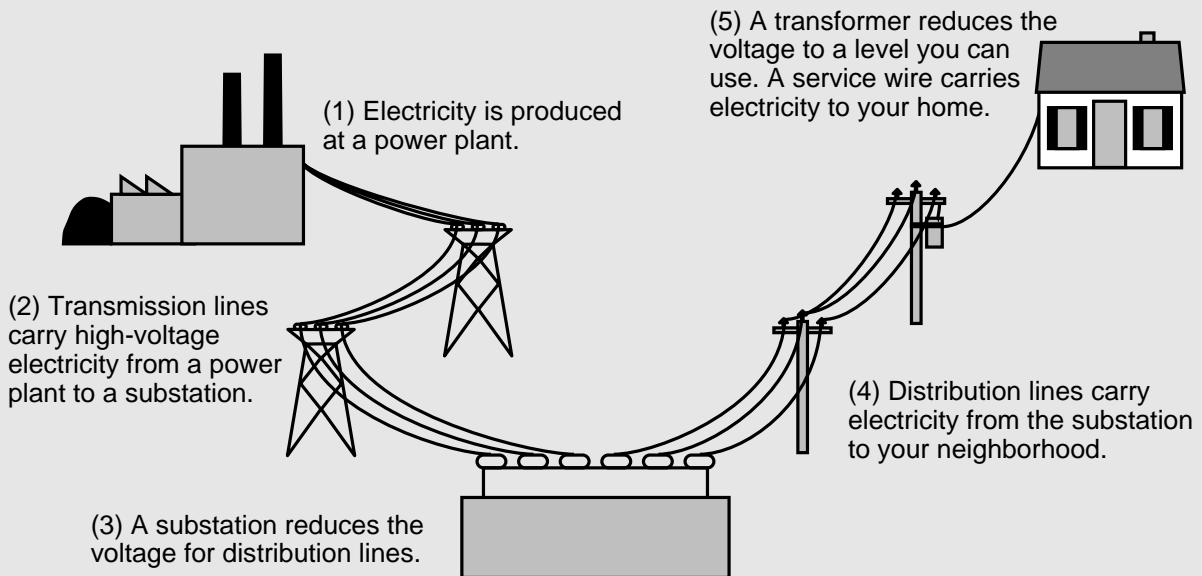
Next, we repair the main distribution lines that serve the most people. Then we fix the lines on your street and the service wire to your house.

MGE restores power safely

If an MGE crew leaves your neighborhood before your power is on, don't panic. Crews may need to leave your area for several reasons:

- There may be other damage along the line to your house that needs to be repaired before your power can be safely restored.
- More materials or equipment may be needed to repair the service to your house.
- Sometimes crews are called to another location that presents a more immediate public danger or is a vital public service.

How electricity flows to your home

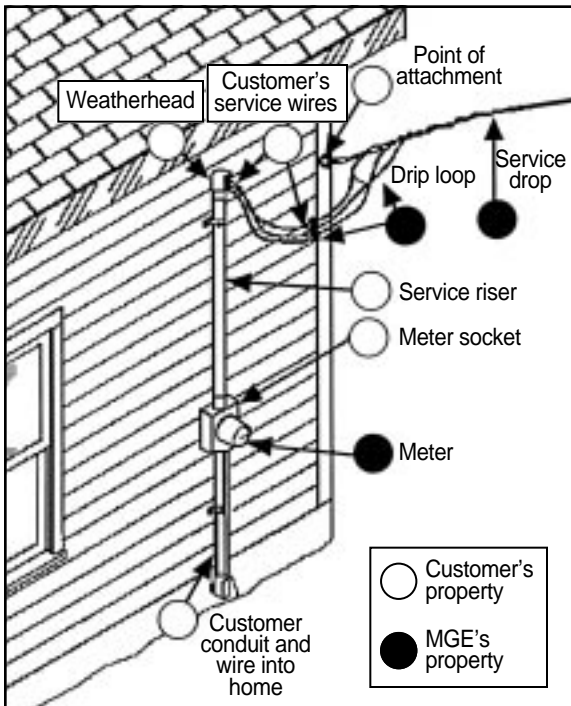


What to do after a storm

MGE will remove tree limbs tangled with wires. **Do not** try to do this yourself.

After MGE removes limbs from the wires and conditions are safe, you are responsible for cleaning up other fallen limbs on your property.

You own some of the electric equipment attached to your house (see diagram). If any of these items are damaged, call an electrician to fix them immediately. These repairs must be done before our crews can restore your service.



We put our energy into helping you

You depend on MGE for high-quality natural gas and electric service. But did you know we can help you save energy at your business or at home?

- **Project financing**—Helps you make energy-saving improvements.
- **Energy information**—Provides information about efficient energy use.
- **Weatherization assistance**—Provides assistance to income-qualifying customers who need help weatherizing their home.

MGE is an investor-owned utility serving a seven-county area in South Central and Western Wisconsin. More than 120,000 customers use our electricity. We provide natural gas service to almost 104,000 customers.

Here's how to reach us:

Emergency service (24 hours)	... 252-7111
 1-800-245-1123
Billing and energy information	... 252-7222
 1-800-245-1123
Appliance service 252-7333
 1-800-245-1123
MGE Web site http://www.mge.com
Hearing impaired (TDD) 252-4777

