

# Power Outage Tips and Tricks

## Safety Information

- Stay away from downed power lines and anything touching them.
- If you see a wire down, call **1-888-LIGHTSS (544-4877)** OR LOCAL POLICE OR FIRE.
- Never use your stove, gas grill, or heater designed for outdoor use to heat your home.
- Never use candles around pets or small children
- Visit [www.jcp-l.com](http://www.jcp-l.com) for outage maps and other useful information.

## Partial Restoration

- In major storms, temporary repairs will be made to make an area safe and restore power to as many households as possible.
- If crews leave the area after temporary repairs, they will return to finish the repairs.

## Generator Safety

- Never connect a generator directly to your home's electrical system without isolating it from the power lines.  
\*This should be done by a qualified electrician\*
- Improperly connecting a generator could create a safety hazard in your home and for our workers.
- Follow manufacturer's instructions when using a home generator.

## Restoring Your Service

- Any known hazards are secured first-usually by sending out Hazard Responds to keep area clear. They are not trained to make repairs, just to keep the area safe until a repair team is sent out.
- Priority is given to hospitals, police and fire departments and other critical facilities.
- First, transmission lines and substations that supply power to the local systems are repaired, then repairs are made that restore power to the largest number of customers.
- Customers with well water face additional challenges when the power is out. It is recommended that you stock up on drinking water and to fill bathtubs with water prior to a storm.
- Check with local media for information on shelters and free ice water distribution.

## Be Informed and Prepared

- Visit the 24/7 Power Center at [www.jcp-l.com](http://www.jcp-l.com) for the latest status on the reported outages.
- Restoration updates can also be found by calling **888-LIGHTSS (888-544-4877)** or by texting **STAT** to **544487**
- **Keep an Emergency Kit with these Items:**
  - Flashlights
  - Extra Batteries
  - Battery-powered Radio
  - Bottled Water
  - Camping Equipment
  - Cell Phone