The Power Line

Douglas PUD Customer Newsletter

February 2024

POWER OUTAGE PREP

RELIABILITY

Even with reliability of our electric system at over 99.9%, power outages still happen. And when they happen to you, it can be frustrating or even scary. By taking a minute to prepare for power outages, you can be comfortable while our crews work to restore your power.

REPORT IT

First thing - get the SmartHub app to report outages and watch for updates. If you need help setting up the app, just stop by or give us a call. You can also call us to report outages 24/7/365 at 509-884-7191. Don't report outages through our social media channels or our website. Those are not monitored 24/7.

SOCIAL MEDIA

Douglas County PUD

@DouglasPUD

Speaking of social media, we post information about large power outages on Facebook and Twitter X. You can also see this feed on our website. We try to be timely with our updates.

Power Outage

More Information

www.DouglasPUD.org

"COLD LOAD PICKUP"

We aren't talking about your morning commute. In the electricity industry, we call it "cold load pickup" because the system has a hard time returning to service when all those furnaces and appliances are trying to draw power and start up at the same time. If it's cold and your power is out, you can help by turning off the breaker for your furnace and hot water heater and unplugging your electronics. Keep one light on so you know when power is restored. Once power is restored, please wait a few minutes before restarting your furnace and electronics. This will help us restore the power faster.

PROTECTION

Some equipment is very sensitive to power fluctuations. Remember it is your responsibility to provide suitable protective equipment such as fuses, circuit breakers, relays, and surge protectors to adequately protect your equipment.

OUTAGE SAFETY

Keep your refrigerator and freezer doors closed to keep food fresh.

Build/restock an emergency kit with things like flashlights, batteries, hats, gloves, blankets, and other necessities.

Stay away from downed lines or trees. Treat all wires as if they were energized.

BACK UP POWER

Make a plan with your loved ones in case of a longer outage to make sure everyone's needs are met (think especially of those with medical devices requiring power). If that means installing a generator, please use caution and follow these important safety tips:

- Always have a licensed electrician install your generator.
- A transfer switch must be used to avoid back feeding into the power system which could injure a utility worker.
- Generators must be operated in a well ventilated area, never inside a home, garage, shed or partially enclosed space. The generator's exhaust contains carbon monoxide (CO) which is deadly.

PUBLIC POWER

Our crews are your neighbors with families and friends who love them. They work tirelessly until your power is safely restored. If you see them working on a dark, cold night, give them a smile and friendly wave, it just might warm you both up.

Budget Plan

With the recent cold temperatures, electric load is up county wide. We set a new peak load in January! When temps go down, electricity usage goes up due to your heating system working harder even if you don't adjust your thermostat. That means, you will most likely see an increase on your power bill. If that doesn't work with your budget, consider our budget plan! This program averages your annual bill into 12 equal payments paid automatically from your choice of accounts. For predictable bills with no due date worries, look for more information on the budget plan in your April statement.