

OUT DAYS

Klickitat PUD works hard to keep the lights on—but if an outage occurs, be prepared

As storm season approaches, Klickitat PUD is dedicated to ensuring our customers are well prepared for potential outages.

Our team works tirelessly to gear up for the challenges inclement weather can bring, aiming to restore power, water and wastewater services as quickly and safely as possible. Here's how we prepare and how you can do the same.

How Klickitat PUD Prepares

Our preparation involves coordinated efforts from all Klickitat PUD employees. The process includes:

- **Annual Training and Patrols:** Our line crews and meter shop personnel conduct yearly line patrols and train with our transmission providers. This ensures they are equipped to identify and address potential issues.
- **Equipment Ready for Winter:** Our mechanics prepare vehicles with chains, appropriate tires and frost cages. Office staff

ADOBE STOCK PHOTO BY MASTERI 305

TTTHINK THE ARKNESS

also stock essential items such as snowshoes and rain gear, and review outage management procedures.

What You Can Do

While our team prepares for the unexpected, we also encourage customers to get ready for potential outages.

Here are essential steps to take:

- **Verify Contact**

Information: Ensure that your contact details are up to date through the SmartHub customer account portal or by calling us at 800-548-8357. Accurate contact information is crucial for effective communication during outages.

- **Stay Informed:** Follow Klickitat PUD on Facebook and regularly check our website for updates on planned and unplanned outages.

- **Develop an Outage Plan:** Discuss with your family what to do if the power goes out. Make sure everyone understands how to check breakers and how to confirm whether an outage affects just your home or neighbors as well.

- **Prepare an Emergency Kit:** Have supplies ready, including flashlights, batteries, water, nonperishable food and a battery-operated radio.

During an Outage

If the power goes out, here's a step-by-step guide on what to do:

- **Check Your Equipment:**

Start by checking your circuit breakers and your meter to confirm if the issue is with your electrical equipment. If your meter's digital screen is blank, the outage is likely due to KPUD's transmission equipment being down.

- **Report the Outage:**

Contact us at 800-548-8357 or report it through the SmartHub portal. This helps us gauge the extent of the outage.

- **Protect Your Appliances:**

Once you report the outage, turn off breakers for sensitive equipment like electronics and water heaters to prevent damage when power returns.

- **Stay Safe:** Keep clear of downed power lines and any hazardous obstructions. Only trained personnel can confirm whether these lines are deenergized.

Understanding Restoration

When outages occur, you may wonder how long power will be out.

Initially, we may not have that information until crews can assess the situation. Our restoration process typically follows these steps:

1. **Assess Reports:** As reports

come in, we identify the locations of the outages.

2. **Dispatch Crews:** Crews are dispatched to assess damage, starting at the predicted locations of outages.

3. **Prioritize Repairs:** Restoration prioritizes transmission lines first, then substations, followed by main distribution lines and individual service drops.

It's important to understand that some single-meter or transformer outages may take longer to resolve as we focus on quickly and safely reenergizing as many customers as possible.

After Power is Restored

Once power is restored, wait 10-15 minutes before turning on breakers for sensitive equipment. This allows time for any additional issues to be addressed and helps prevent cold load pickup issues, which you can read about on Page 4.

For any questions or concerns, call Klickitat PUD at 800-548-8357.

By working together and being prepared, we can navigate storm season effectively and keep our communities powered and supported.■

PROTECT YOURSELF DURING A POWER OUTAGE*



Keep freezers and refrigerators closed.



Only use generators outdoors and away from windows.



Do not use a gas stove to heat your home.



Disconnect appliances and electronics to avoid damage from electrical surges.



Use alternate plans for refrigerating medicines or power dependent medical devices.



If safe, go to an alternate location for heating or cooling.



Check on neighbors.