

Power Outages

Power outage awareness is a main priority at Electrical District No. 3 (ED3) and taking the first step in preparation can help when the unpredictable happens. Outages can happen at any time for a multitude of reasons, this is especially true in the harsh Arizona summer conditions. Although ED3 crews are always prepared to respond to outages and restore power as quickly as possible restoration times vary depending on the severity of the outage. We strongly encourage our customers to be prepared for a power outage.

What are some of the main causes of a power outage?

- Monsoon season/weather
- Traffic accidents
- Wildlife
- Mylar balloons
- Trees and/or greenery
- Planned outages for maintenance
- High energy demand/grid constraints
- Equipment failure



REPORTING AN OUTAGE



Outage Center
www.ed3online.org



Automated Phone System
520-424-9021



Mobile App
Available for free on the App Store and Google Play



Representative
520-424-9021



Before reporting a power outage check the following:

- Check all the rooms in your home for power. (Partial power usually indicates a blown fuse or tripped circuit breaker.)
- Check to see if neighbors are without power.
- Account is current.

POWER OUTAGE SAFETY

Stay safe. Take action. Be prepared.

Before.

Emergency Kit

The standard rule of thumb is to have enough supplies on hand for 72 hours. This includes:

- One gallon of water per person, per day
- Easy to prepare non-perishable food items
- Flashlight with extra batteries
- First aid kit
- External battery banks
- List of immediate family names & numbers
- Copies of important documents (birth certificates, insurance policies, and medication list).
- Medications (up to a 7 day supply).

If you or someone in your home requires power for life sustaining equipment coordinate an evacuation plan in the event of an outage and, if possible, have a back up power source available.

Energy Conservation

To understand high demand energy, we must first understand how our electrical grid works. It operates in real-time, meaning as a utility we must purchase power to meet load demands as our customers consume energy. This is crucial during the summer months when the demand is greater in the entire southwest. Conserving energy during the peak hours (2 p.m. to 9 p.m.) lessens the load constraints.

Generators

Know your generator! Contact an electrician and ED3 to properly install your generator to avoid connection issues such as backfeeding. Inappropriately backfeeding the electrical distribution system is not only a violation of District rules, it is also illegal and could be deadly.



During.

One light indicator.

Turn off all the lights in your home but one. This will serve as an indicator for when power is restored.

Turn off appliances and electronics.

When power is restored there may be "surges" that can cause damage to equipment that is connected.

Refrigerator and freezer.

In order to keep the integrity of your food stored in your refrigerator and freezer avoid opening the doors to keep the internal temperature optimal. A fridge that has been unopened can keep food cold for about 4 hours. Tip: Purchase a thermometer to keep inside your fridge.

Minimal travel.

Avoid travelling unless absolutely necessary. Remember, a power outage means traffic lights could be out, creating a hazardous trip.

After.

Patience.

Once power is restored try waiting a few minutes to plug/power everything, beginning with the essential appliances initially and progressively powering the rest of your home.

Partial power.

If power has been restored but some areas of your home are either still without or flickering try resetting your breaker! If you are still experiencing issues please call our customer service center.

When in doubt, throw it out.

If your refrigerator was unable to maintain temperature and has reached 40°F or above for 2 or more hours, toss the perishable items out. You can always double check the items with a food thermometer.

Visit **READY**, a Federal Emergency Management Agency (FEMA) campaign at: <https://www.ready.gov/power-outages> for more information regarding power outage and natural disaster preparation.