

## GET READY FOR POWER OUTAGES

**Walton EMC**  
Customer-Owned Electric Power

Walton EMC is prepared to deal with power outages. We want you to be ready too.

## Have the Right Supplies

### LIGHT

Secure flashlights, battery-powered lanterns and extra batteries. **Avoid light sources that require a flame or fire.**



### WATER

If you depend on a well, fill bathtubs or other large containers with water for household use. Fill clean pitchers or jugs for drinking water. If you have livestock or poultry, secure a standby generator to run the well.

Flush toilets when the water is off by lifting the lid and filling the tank to the fill line marked on the inside. The toilet will operate as normal. You'll need to repeat the process each time you want to flush.



### FOOD

Nonperishable foods that don't need cooking are ideal, like canned fruit, powdered milk, peanut butter, bread, and crackers. **Don't forget a manual can opener!**

If there's room, keep plastic containers (e.g., rinsed-out milk jugs) filled with water in your refrigerator and freezer. In case of a power outage, your food will stay colder longer.

### HEAT

Have blankets, sleeping bags and extra clothes, including hats. If you have a fireplace, stock up on kindling and a good supply of wood. **Be extremely careful when using alternate heating sources.** Some are not approved for indoor use and could be a fire or carbon monoxide hazard. Check that your fire extinguisher is charged and working.

### INFO

Get a portable AM/FM radio with extra batteries for local information and a NOAA weather radio for weather warnings. A wind-up or battery-powered alarm clock may be handy. Cordless landline phones don't work without power, so have at least one wired phone available. Buy an external power pack or car charger for your cell phone and an extra battery for your laptop. Purchase a power inverter so you can run a laptop from your car's cigarette lighter.



### BACKUP POWER

**Have a contingency plan for patients who have a medical necessity for electricity.** This includes backup power, extra medical supplies, or an alternate location until the outage is over. Make sure supplies of prescription drugs are adequate and have a first-aid kit on hand.



## If Your Power Goes Out

- Activate contingency plans for patients with a medical necessity for electric power.

- Limit freezer and refrigerator door openings to prevent food spoilage. Food will keep longer if doors remain closed. Check items for spoilage before serving. Don't cook inside with charcoal.

- Turn off large appliances that come on automatically. Make sure appliances you were using when the outage occurred are turned off. Disconnect sensitive electronics to avoid damage from surges.

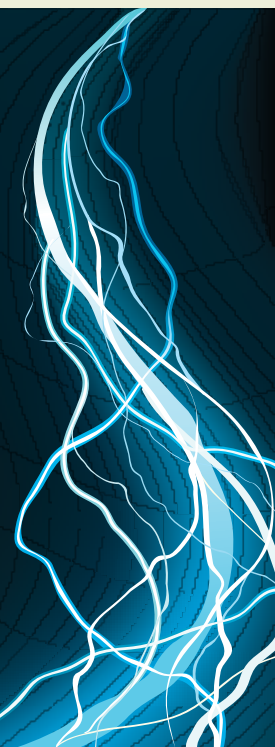
- Don't run generators in enclosed spaces. Use care when refueling.

- When the power comes back on, give the electric system a chance to stabilize by gradually using the appliances you turned off. Use only the most essential first and wait 10 to 15 minutes on the others, including water heating and space heating.

- If you clear trees on your property, don't remove those tangled in power lines. Stay away from any downed lines and notify Walton EMC or call 911 immediately.

- Keep door openings to a minimum and use blankets, sleeping bags, and extra clothes to help stay warm. Dress in layers and wear a hat. Cover drafty windows and doors with blankets. Close doors and stay in the room with your heat source. If the room has openings without doors, hang blankets to cover them.

- Watch out for us. Walton EMC employees frequently work along roadsides. Please remember to slow down and be aware of utility crews. Stay away from Walton EMC work areas, which can be very hazardous.



## Stay Safe

- Do not connect generators directly to your home's electrical system. Use a generator transfer switch or plug appliances directly with the right extension cord. Power from an improperly connected generator can feed backward into our power lines and electrocute anyone coming in contact with them. A qualified, licensed electrician should install your generator to ensure that it meets local electrical codes.

- Generators can produce high levels of carbon monoxide very quickly, which can be deadly. Do not operate generators in enclosed or partially enclosed spaces.

- Do not use light sources that require flames, like candles or oil lamps.



- Do not cook inside with charcoal.

- Take care when stepping into a flooded area. Be aware that submerged outlets or electrical cords may energize the water, posing a lethal trap.

- Do not use electrical appliances that have been wet. Water can damage the motors in electrical appliances, such as furnaces, freezers, refrigerators, washing machines and dryers. For those that have been under water, have them reconditioned by a qualified service repairman, or purchase new ones.

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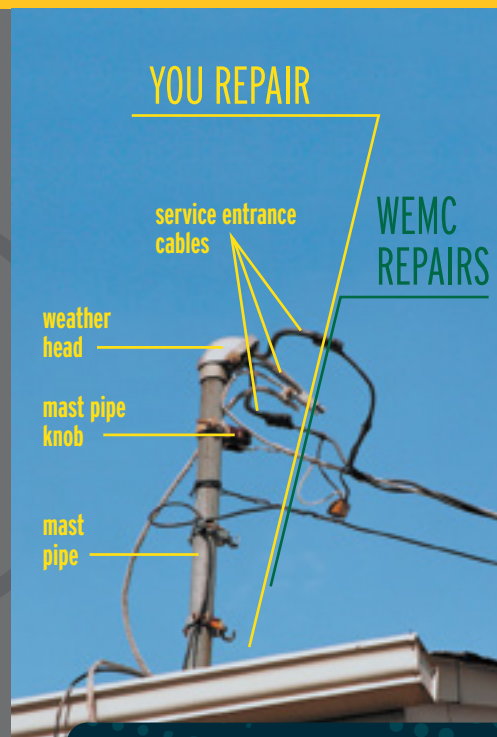
- Use a ground fault circuit interrupter (GFCI) to help prevent electrocutions and electrical shock injuries.

## What You Repair, What We Repair

Getting electricity to your home or business is a partnership. Walton EMC supplies the wires that connect to your building and you're responsible for the elements that bring the power inside.

The customer is responsible for repairs to the weather head, mast, meter base, wires inside these devices or wires inside the building.

This diagram shows the parts of an overhead service that may be susceptible to storm damage. Underground services are protected from falling trees.



## Three Ways to Report an Outage...

- Online at [waltonemc.com](http://waltonemc.com)
- Through the Walton EMC mobile app
- Call us at 770.267.2505

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# Reporting Your Outage

## THREE WAYS TO REPORT AN OUTAGE:

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## BEFORE YOU REPORT:

- Check the breaker panel. Check both the inside panel and outside disconnect to make sure the outage isn't due to a tripped main breaker. The outdoor disconnect is located close to your electric meter (older homes probably won't have an outside disconnect).  
  
If the main breaker is tripped, it will be stopped halfway between "off" and "on." Turn the breaker to the "off" position first and then back to "on" to reset it.  
  
If you do have power in part of your home, check individual breakers to see if they're tripped.
- Call your neighbors to see if their power is also off.
- If you determine the problem is outside your home, report your outage.

## WHEN YOU REPORT:

- To report via mobile app or online, you'll need one of these identifiers: (1) phone number on file with Walton EMC; (2) your account number; or (3) your meter number.
- To report via phone, you'll need the phone number on file with Walton EMC.

- Other information that helps us includes the name on electric account, the street address where outage is occurring, the phone number where you can be reached, and the cause of the outage (if you know).

## OTHER TIPS:

- Use [waltonemc.com](http://waltonemc.com) or our mobile app to report your outage. Electronic reports are the fastest way to get your information to us. Online reports receive the same priority as reports by phone and take you much less time.
- Make sure Walton EMC has your correct phone number. You can see that number at the top of your electric bill.
- If our automated outage system answers your call, carefully listen to the prompts to get the fastest service. If you're not calling from the phone we have on file, the computer won't recognize you. You'll have a chance later in the process to leave your phone number.
- If your power flickers on and off and then stays on, you don't need to call us.

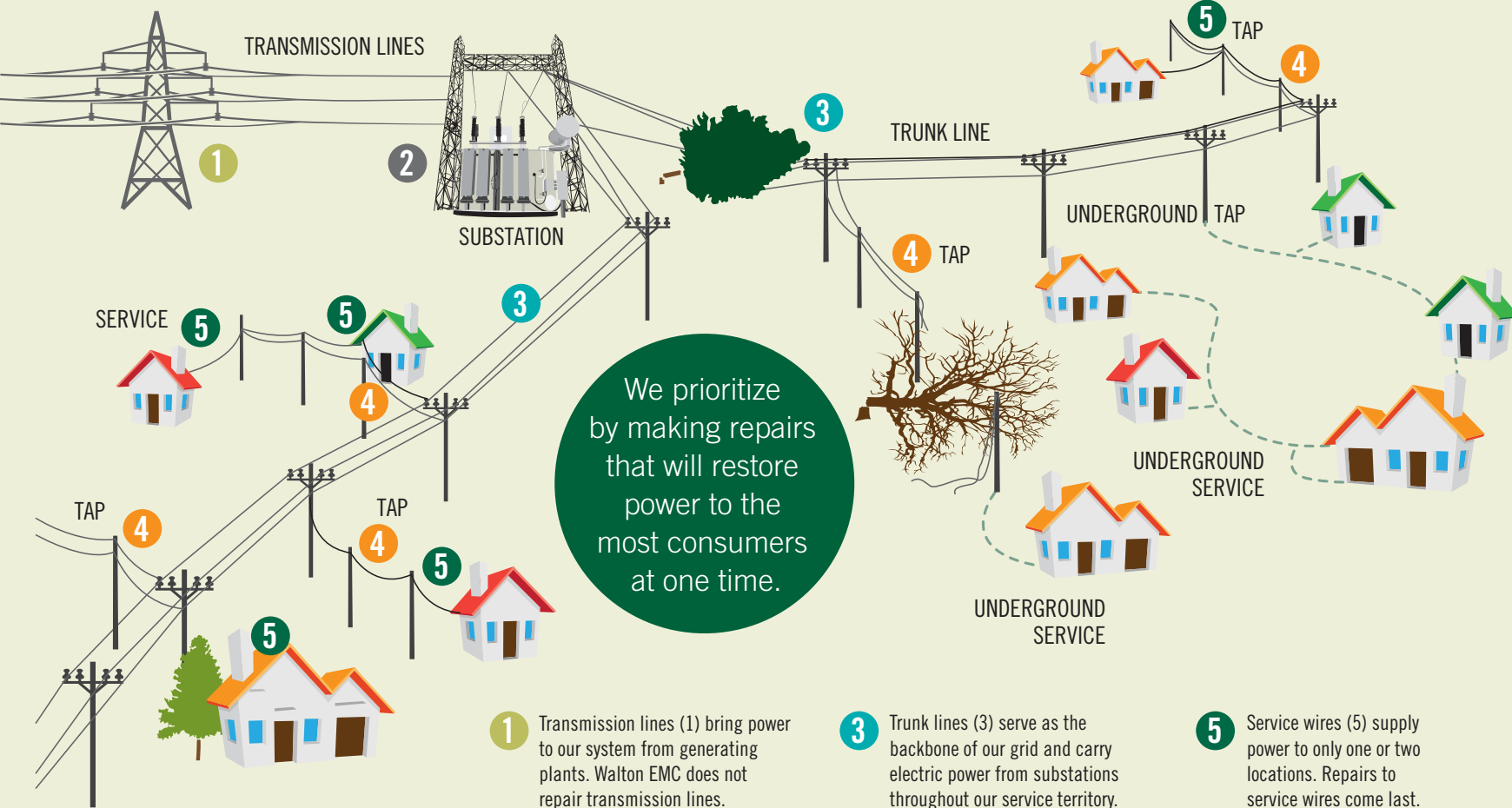
# Restoring Your Power

## HOW WALTON EMC PREPARES FOR AN OUTAGE

The work needed to quickly restore service after a large power outage begins long before it ever occurs.

- Our comprehensive storm plan is reviewed and revised every year to make sure Walton EMC is prepared to restore power quickly.
- Most outages occur when trees or branches fall on power lines due to high winds or frozen precipitation. Our right-of-way contractors keep trees and other growth trimmed away from power lines. That prevents outages and gives Walton EMC workers easier access to problem areas.

- Our computerized outage reporting system can handle thousands of reports an hour and aids our system control in allocating resources.
- Substations and parts of our grid are remotely monitored by computer. The system automatically alerts us to many problems on our system.
- All Walton EMC employees are cross-trained to help with outages.
- The EMCs of Georgia have agreements in place for mutual aid in times of crisis. We can quickly get extra manpower to assist in power restoration.
- Our system control constantly keeps an eye on weather radar and current forecasts to have crews standing by for fast response.



## HOW WE RESTORE YOUR POWER

- 1** Transmission lines (1) bring power to our system from generating plants. Walton EMC does not repair transmission lines.
- 2** Substations (2) interface transmission lines with the backbone of Walton EMC's grid and must be functioning before any other part of our system can carry power. Substations are Walton EMC's first priority in restoring power.
- 3** Trunk lines (3) serve as the backbone of our grid and carry electric power from substations throughout our service territory. After substations are functioning, we turn our attention to the backbone of our grid.
- 4** Taps (4) feed off of the backbone of our grid and carry electricity out to smaller numbers of consumers. Repairs on taps begin after the backbone of our grid is functioning.
- 5** Service wires (5) supply power to only one or two locations. Repairs to service wires come last.

# Power Outage FAQ

**Q:** Why does my neighbor have power but mine is still out?

**A:** There may be damage to the service wires that connect your home to our grid. Also, even though your neighbor is next door, their power may come from a different part of the grid than yours.

**Q:** I have underground wires to my house. Why is my power off?

**A:** Overhead lines bring power to the underground wires that supply your house. You still have an advantage — your underground wires lessened your exposure to damage.

**Q:** Why did the crew drive by my house and not stop to fix my power?

**A:** They were probably working on getting the trunk lines or backbone of our power grid functioning, the first priority. Next, they turn their attention to repairs that will restore service to the most people at one time. Individual service repairs are last.

**Q:** What is the fastest way to report my outage?

**A:** The Walton EMC mobile app or online at [waltonemc.com](http://waltonemc.com).

**Q:** Will I be higher on the repair list if I call and talk to someone?

**A:** No. Online and telephone outage reports receive equal priority.

**Q:** Will my automated meter report my power outage?

**A:** No. We still need you to report your outage via the Walton EMC mobile app, online at [waltonemc.com](http://waltonemc.com) or by calling 770.267.2505.

**Q:** I have a medical condition. Can I get my power restored immediately?

**A:** As much as we'd like to, Walton EMC can't guarantee your electric service. Incidents beyond our control, like ice storms and car-power pole accidents, will always tear down power lines and disrupt the flow of electricity.

That's why people who depend on electrical equipment must have a contingency plan in case the power goes out for an extended time. This may include extra medical supplies, a backup power source or relocation until the outage is over.

Even though we give these accounts priority, we must still get the backbone of our electric system functioning before we turn our attention to individual priority repairs.