

What to do if the power goes out

- **Reset breakers**, or check for blown fuses. If you have both inside and outside electrical panels, reset breakers in both boxes. See if neighboring buildings are without power.
- **Call PGE.** Our automated outage system allows you to report an outage or receive an update on an existing outage.
- **Turn off electrical equipment at the electrical panel**, especially machinery with motors. This helps prevent possible power surge damage and avoids overloading the electrical system when power is first restored.
- **Check for downed utility lines** outside and keep people away. **Never touch a downed line – it doesn't have to spark to be live and dangerous!**
- **Listen to a battery-powered radio** for updates on major outages.
- **Call PGE again** if power is restored to neighboring buildings but not yours.
- **If your lights are very dim or bright** once power is restored, or if some equipment doesn't operate properly, turn off the power at the service panel and call PGE.

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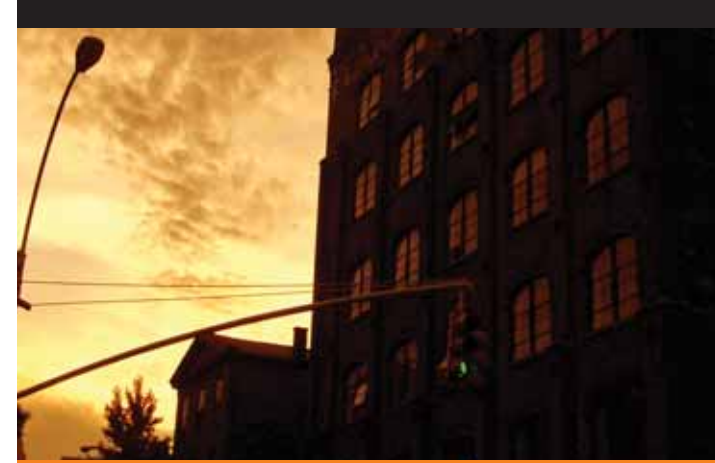


Portland General Electric

121 S.W. Salmon Street
Portland, Oregon 97204

Don't be left in the dark!
Open now for vital information.

Is your business **prepared** if the power goes out?



PGE works hard to bring you reliable power. *But severe storms can sometimes knock out even the most reliable of electrical systems. If the power does go out, PGE is prepared to respond immediately. We want to help your business be prepared for power outages, too.*

Portland General Electric

Don't be **left in the dark** without a plan

PGE works as quickly as possible to restore power following a power outage. But we understand that any amount of time without electricity can affect your business.

Be prepared

Invest time now to walk through a power outage response plan with key employees.



- Make sure you and staff know what to do if the power goes out, and how to deal with critical equipment. Identify equipment power switches.
- Know the location of electrical panels and how to shut off power.
- Maintain emergency lighting.
- Create an outage kit that includes:
 - **Flashlights**
 - **Battery-powered radio**
 - **Battery-powered clocks**
 - **Emergency phone numbers, including PGE outage numbers**
 - **Extra batteries**
 - **Bottled water (if you rely on electricity to pump water)**

Protect valuable equipment

Before an outage:

Cash registers – Have a non-electrical alternative as a backup.

Computers – Protect computers from power surges with good quality surge protectors. Prevent data loss with automatic backup programs and battery backup systems. Find more information online at PortlandGeneral.com/Surge.

Electronic door locks – Make sure these can be bypassed manually. Keep instructions in a convenient location.

During an outage:

Motorized equipment – Turn equipment off to reduce the strain on the electrical system when power is first restored.

Refrigeration – Keep refrigerators and freezers closed to minimize food loss. Freezers, when full, can keep food frozen for about two days if unopened.

Ventilation – Do not attempt to operate machinery if ventilation, safety or fire suppression systems are not working.

Consider backup power

Is a backup power supply a good investment for your business? First, take a look at your critical business functions and equipment. Imagine losing power to those functions, and estimate the financial impact. Now, weigh this cost against the expense of purchasing and installing a backup power system.



How PGE restores power quickly

When the power goes out, PGE crews swing into action immediately. Here's how we proceed:

- **Guard public safety.** We first clear downed power lines and make sure facilities such as hospitals and fire and police stations have power.
- **Restore power to the greatest number of people as quickly as possible.** We work our way “down the line” from checking generation facilities to repairing transmission lines, substations, distribution lines, neighborhood “tap” lines and, finally, lines to individual homes and businesses.

To report a power outage or downed line, call **503-464-7777** in Portland, or **1-800-544-1795** outside the Portland area.



Find more information online:

PortlandGeneral.com/Outage

Or call PGE at 1-800-544-1795