

What to do if your power goes out

- 1 Reset circuit breakers or check for blown fuses.** If they're okay, look outside to see if neighbors are without power.
- 2 Call PGE.** Our automated outage system allows you to report an outage or receive an update on an existing outage. In Portland, 503-464-7777; Salem, 503-399-7717; outside Portland or Salem, 1-800-544-1795.
- 3 Turn off electrical equipment,** including your electric furnace or heaters, water heater, stove, washer and dryer, TV and stereo. (Major appliances can be turned off at the electrical panel.) This helps prevent overloading the system when power is restored. Leave your porch light and one inside light switch turned to the "on" position so you and PGE crews can see when service is restored.
- 4 Check for updates.** You can listen to the radio (battery-powered) for updates on major storm outages. Or if you have Internet access, you can view outage information on our Web site — including maps, outages by zip code and causes — at PortlandGeneral.com/Outage.
- 5 Call PGE again** if your neighbors' power comes back on but yours doesn't.
- 6 Turn off power** at your electrical service panel if your lights are very dim or too bright once power is restored, and call PGE.

If you see a downed line, don't touch it! Call PGE immediately.

- Electricity can travel through your body causing serious injury or death. If you see any downed line, don't touch it with anything. Expect every power line to be "live" — it doesn't have to spark or sizzle to be dangerous. Stay back and keep children and pets far away.
- If a power line is touching someone, stay away — you cannot help. If you touch the person, you could become a victim, too. Call 911 for emergency medical help.
- If a power line falls across your vehicle, do not get out! Wait for emergency help to arrive.



Call PGE to report an outage or downed power line:

Portland, 503-464-7777; Salem, 503-399-7717; outside Portland or Salem, 1-800-544-1795

Find more information online:
PortlandGeneral.com/Outage

How to prepare for a power outage



Important tips to keep you safe and more comfortable

PGE works hard to ensure safe, reliable power.

Occasionally, however, severe storms, a falling tree branch or even a squirrel can knock out the most reliable of electrical systems. If the power does go out, PGE crews are ready to respond immediately. We encourage you to be ready for power outages, too.



Review this brochure and then keep it in a handy spot for quick reference — like with your outage kit. This information will help keep you safer and more comfortable while PGE makes repairs.

Be prepared

Most power outages last only about an hour and they don't happen often, but it pays to be prepared. Take a little time now to pull together an outage kit and keep it in a convenient spot. Here are the basics:

- Flashlight
- Battery-powered radio
- Wind-up or battery-powered alarm clock
- Extra batteries
- Manual can opener
- This brochure

Remember to change batteries periodically.

You might also consider purchasing a Red Cross emergency kit that will help you be prepared for a power outage or a more serious emergency. See the Red Cross online store at RedCrossStore.org.

Portland General Electric

