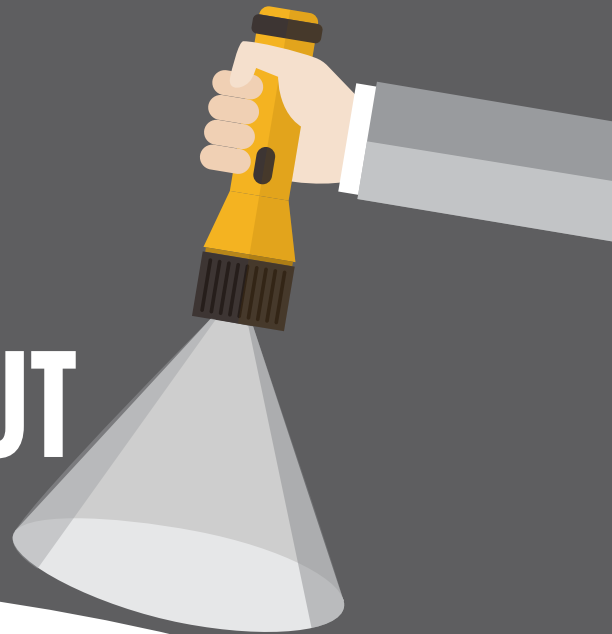


# WHAT TO DO IF YOUR POWER GOES OUT



**Here are some tips to help you and your family stay safe and comfortable in the event of a power outage:**

- Stay calm. LADWP crews will be working to restore your power as quickly and as safely as possible.
- Always have a flashlight containing batteries available. Keep extra batteries nearby. Never use candles in a power outage or emergency because their use may result in injury or fire.
- Try to always keep cell phones fully charged. If you rely on life-supporting medical equipment, have a plan for alternate living arrangements, back up batteries or a generator.
- Turn off or disconnect any electrical equipment or appliances you were using when the outage occurred. The electrical surge from power restoration may damage appliances.
- Leave one light on so you can immediately see when the power is back on.
- If it becomes cold in your house during an outage, do not start a fire indoors. Put on a jacket or wrap yourself in a blanket to keep warm until the power is restored.
- If an outage occurs during the hot weather, keep curtains and drapes closed to block out sunlight during the day. Open doors and windows at night to allow cool air to circulate.
- Keep the doors of your refrigerator and freezer closed to keep your food as fresh as possible. Examine food for spoilage if the outage lasts more than 24 hours.
- Keep a cooler handy in case you eventually need to transfer food and medicines from your refrigerator. Use whatever ice that remains in your freezer, or go buy ice.

**If your neighborhood has been restored, but you still don't have power, the problem could be your main switch circuit breakers or fuses.**

Using a flashlight, carefully check throughout your home to see if lights or appliances are working. If you notice only a few lights are out, it may be that only one circuit is out. This may be due to an overloaded outlet or faulty appliance cord. Correct this by removing plugs from the overloaded outlet or replacing the appliance or cord. If you live in a multi-unit dwelling, contact the manager. Consider purchasing surge protectors for your appliances. For any major repair work on your electrical system, be sure to always turn off the main switch and hire a qualified electrician!

Sign up for outage alerts at [ladwp.com/OutageAlert](https://ladwp.com/OutageAlert)

**1-800-DIAL DWP - (1-800-342-5397)**  
**1-800-HEAR DWP - (1-800-432-7397)**  
**Commercial Customers - (1-800-499-8840)**