

Restoring Power After An Outage

Providing electricity is Meriwether Lewis Electric Cooperative's core business. We take pride in our distribution system and are continually upgrading and improving equipment to ensure safe, reliable power.

However, even with advanced planning, circumstances beyond our control (such as extreme weather) can cause power outages. When an unplanned outage occurs, MLEC goes into action.

REPORTING OUTAGES?

Report outages by phone or the MLEC mobile app. When calling, lines may be busy so please be patient. Also, don't assume your neighbor called it in. Your power may be fed from a different circuit.

Telephones are answered 24-hours a day, 7 days a week, even on holidays.

HICKMAN: (931) 729-3558
(Including Dyer Road)

LEWIS: (931) 796-3116

PERRY: (931) 589-2151
(Including Pleasantville)

HUMPHREYS: (931) 296-2581

HOUSTON: (931) 289-3311

AFTER HOURS & HOLIDAYS:
1-888-879-6038

NOTICE:

*Tune in to MLEC's social media channels for updates; however, they are **NOT** monitored for outage management. For the best service contact your local MLEC office.*


 <https://facebook.com/MeriwetherLewisEC>

 <https://twitter.com/MLECPower>



WHO'S ON FIRST?

A Power Outage Guide



**Meriwether
Lewis**

WHO'S ON FIRST?

When you report an outage, MLEC uses the information to help pin-point the problem area, estimate how many people are affected, and determine possible causes. Our linemen jump into restoration mode.

The priority is to get power restored to the greatest number of people as quickly and safely as possible, so the first person to report an outage is not always the first person to have power restored.

MLEC follows a repair plan that many utilities execute. Allowances sometimes have to be made; however, here's an example:



1. The main distribution line from the substation must be fixed before anyone can have power. This is our first step because it goes directly to the main power source and repairs damage there first. If a problem is detected and corrected there, power can be restored to thousands of people at one time.
2. Correcting problems as we go and working out from the substation, crews fix the lines that bring power to the greatest number of people in a community.
3. After larger groups of members have had power restored, crews fix the service lines to individual homes.

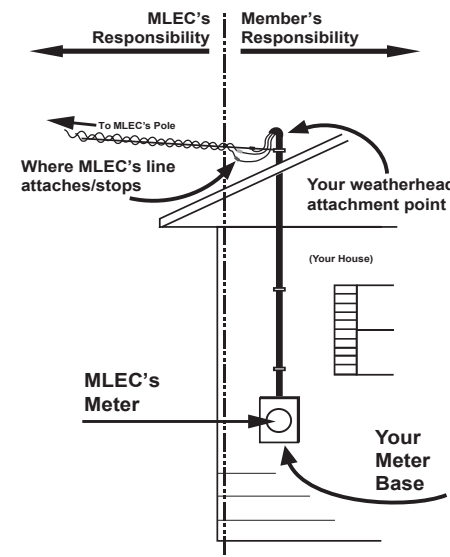
BROADBAND OUTAGE:

If you are an MLConnect customer and power has returned but Internet has not, unplug power to the router for a few minutes instead of using the reset button. If this does not restore service, call your local MLEC office; choose OPTION 3, then OPTION 2.

HOW CAN I HELP MY POWER GET BACK ON FASTER?

When trees fall onto power lines, the stress can pull electrical equipment away from your home (see illustration at right). Everything on the left of the dotted line is MLEC's responsibility to repair. Everything on the right side is your responsibility and has to be repaired before MLEC can restore power to your home.

1. **CONTACT:** Call MLEC to disconnect the lines to your weatherhead. If you or an electrician touch the wires before the lines are disconnected by MLEC, the result could be deadly.
2. **GET AN ELECTRICIAN:** After MLEC has disconnected the wires, get an electrician to fix the weatherhead and your meter base. Then, when MLEC has made repairs in your area, you'll be ready to be connected.



SPECIAL ATTENTION NEEDED

If someone in your home relies on medical equipment such as dialysis or oxygen, contact MLEC for an estimate of how long the power may be off when an outage occurs.

Each situation and outage is different, so we can't guarantee when power will be restored. If the outage is expected to be lengthy, enact your emergency plan and make arrangements to be moved to a location that has power.

**Special attention accounts are not exempt from disconnection for non-payment; however, every consideration is given before action is taken.*

SAFETY FIRST

When power lines are down, they can still be deadly. Stay away and contact MLEC to report the hazard.

PREPARATION PAYS

Having an outage kit on-hand will make things easier for your family during extended outages.

Items to include:

- Fresh batteries
- Flashlight
- Battery-operated radio
- Bottled water
- Canned & dried foods
- Manual can opener
- First aid kit/supplies
- Blankets
- Matches & candles

Also, if the forecast is calling for storms, charge mobile devices before-hand.