



# What to do if the lights go out

PSO provides reliable electric service around the clock. However, storms, traffic accidents, animals, and equipment failures can cause power outages. Here are tips for preparing and coping with an outage.

## PSO Mobile Alerts

Consider signing up for PSO's free Mobile Alert service. Go to <https://www.psoklahoma.com/account/alerts/>

## If lights go out

If only parts of your home have electricity, see if breaker has tripped or fuse has blown. Reset breaker or install new fuse. If breaker trips again or new fuse blows, you probably have an overloaded circuit or faulty appliance and may need to call a professional.

**If all power goes out**, contact PSO to report the outage: <https://www.psoklahoma.com/outages/report/> or call 1-888-218-3919. It's important to report your outage. We may not know of everyone who is without power unless you call. Don't assume a neighbor has reported the outage.

## Medical issues



Customers who have medical issues need to develop their own, personal back-up plans in case of a power outage. Consider signing up for PSO's Mobile Alerts service:

<https://www.psoklahoma.com/account/alerts/>

## **Play it safe: Stay away from all fallen utility lines!**

Stay away from all fallen utility lines! Any fallen line, including telephone and cable TV, could carry deadly electricity. Energized lines on the ground do not always spark and jump; sometimes they lay silent and unmoving but are still deadly. Stay away from anything a fallen line touches such as fences, furniture, storage buildings, or puddles. Call PSO immediately to report downed lines: 1-888-218-3919.

## Appliances

Turn off electric space heaters, washers, dryers, ovens and air conditioners. Large appliances starting up together when power is restored may overload your home's electric circuits, leading to possible appliance damage or a fire.

## Refrigerated and frozen food

Full freezers can keep foods frozen up to 48 hours without electricity. Avoid opening door as food will thaw and spoil faster. Consider moving food somewhere that has power.

**After power is restored inspect food and throw away anything thawed, discolored or emitting odor. Meat and milk spoil quickly. Play it safe. If in doubt, throw it out.**

## Emergency equipment

Keep fresh batteries for flashlights and portable radios. Make sure phones and notebooks are fully charged if a storm threatens. Know where your flashlight is located. Camping headlamps leave your hands free. Battery-powered radios can help you stay informed.

Never use a portable generator inside house or garage. Never plug generator into an electrical outlet. Candles should only be handled by adults and kept away from flammable objects. Use camping lanterns outside only. Extinguish all flames before leaving or sleeping. Keep a fully charged fire extinguisher and know how to operate it.

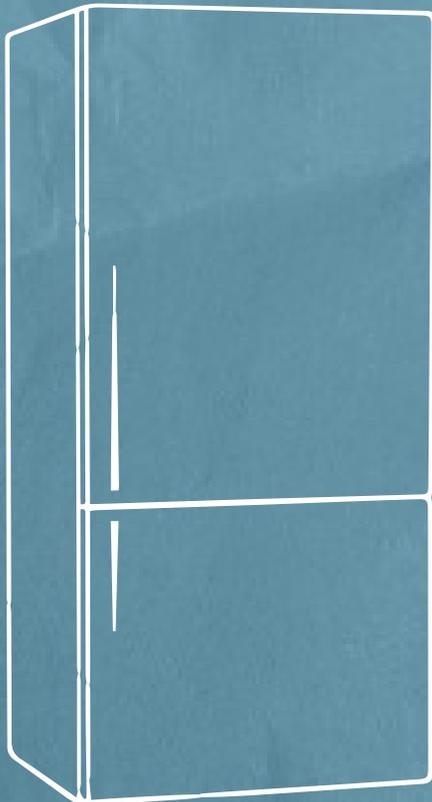


## Home generators

Never operate a portable generator inside house or garage to avoid deadly carbon monoxide fumes.

Never plug generator into electrical outlet or main electrical panel if you have not installed an electrical transfer switch. Otherwise, the generator will feed electricity into PSO's lines. Crews must then locate and turn off the electrical source before safely making repairs, delaying power restoration. It also can result in a repair worker or other person receiving a severe injury or even a fatal electric shock.

If you do not have a transfer switch, plug appliances and lamps directly into generator. Follow manufacturer's operating instructions.



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# FAQs

## Can you tell me how long my power will be out?

If outage is limited, we often can provide a timely restoration estimate. If outage is widespread due to a major storm, it may take PSO 24 hours or more before we can provide even a general assessment. We provide updates on our website, on social media and through our Customer Operations Center.

## Does PSO reimburse customers for spoiled food cost?

No. State regulations governing our operations recognize electric service is subject to occasional interruptions due to causes beyond PSO's control. PSO is not liable for spoiled food or other financial losses caused by such interruptions.



## After I report my outage should I call back to give you a reminder? How often should I call?

We suggest you call back every 12 hours until your power is restored.

This helps us update our records of customers who are still out.



## If a multi-day outage is expected, should I relocate to somewhere that has power?

You must make this decision based on your own needs. Check daily to see if power is restored to your neighborhood and house. If all neighbors have power but you still don't, call PSO to report the continued outage. Sometimes a lone customer can have an isolated problem.

## Who is responsible for the line running between my house and PSO's lines?

In overhead service the customer's responsibility starts at the point where PSO's line connects with the customer at the weather-head; underground, the customer's responsibility starts at the meter base ("meter can"). PSO is responsible for service to the weather-head or meter base. In all instances, the customer is responsible for the structure's electrical wiring. The meter is PSO's property.

## Is it safe to run an extension cord from a house that has power to one that doesn't?

No. This can overload the electrical circuits of the house providing power to a neighbor and pose a fire hazard.



## Why do my neighbors have power but I don't?

They may be served by a different electrical circuit and/or transformer than you are.

# SERVICE THAT NEVER STOPS

Even if your power goes off, PSO's service never stops. We're on the job 24 hours a day, seven days a week to work for you. Our Customer Service representatives are available around the clock.

## PSO Customer Operations Center

To report an outage: 1-888-218-3919  
Customer service: 1-888-216-3523

## PSO Alerts

Subscribe to PSO Alerts to receive email and text messages alerting you of important information about your account and service, including:

- Power is out – or restored – at your address.
- Estimated restoration time updates.
- Billing and payment alerts.



Note: PSO does not charge for the Alerts notification. Message and data rates may apply.

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