PSO MOBILE ALERTS

CONSIDER SIGNING UP FOR PSO’S FREE MOBILE ALERT SERVICE. GO TO HTTPS://WWW.PSOKLAHOMA.COM/ACCOUNT/ALERTS/

WHAT TO DO WHEN 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/

WHAT TO DO WHEN THE LIGHTS GO OUT

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.

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.

REFRIGERATED AND FROZEN FOOD

FULL FREEZERS CAN KEEP FOODS FROZEN UP TO 48 HOURS WITHOUT ELECTRICITY. AVOID OPENING DOORS 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.

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.

HOMEGENERATORS

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.

PUBLIC SERVICE COMPANY OF OKLAHOMA™

A UNIT OF AMERICAN ELECTRIC POWER
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.

AFTER I REPORT MY OUTAGE SHOULD I CALL BACK TO GIVE YOU A REMINDER?
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.

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.

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.

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.

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.

PUBLIC SERVICE COMPANY OF OKLAHOMA
212 EAST 6TH STREET
TULSA, OKLAHOMA 74119

A unit of American Electric Power

OCTOBER 2016