

# What happens when the power goes out and when will I get it back?



- 1 If your power goes out, please call us!**  
You are not bothering us. Reporting your outage helps us pinpoint the problem.

**1-855-349-9455**

or use the online form [www.libertyutilities.com](http://www.libertyutilities.com)



- 2 Liberty crews** are dispatched to the location to assess the damage.



- 3 Our System Controllers** redirect power from working sources where possible to restore the maximum number of customers while repair work is done.

- 4** We collaborate with the town municipal inspectors when customer owned equipment is damaged and needs repairs. (Please see Who Owns What? on the next page.) Crews cannot energize these services until an electrician has made repairs and the service passes the municipal inspection.

## **Blown Fuse/Transformer Outage**

Crew replaces the fuse using a bucket truck.

## **Power Lines Down**

Crews need to restring the lines before power can be restored. If there is damage to the pole or other pole-top equipment, it will take additional time to fix or replace.

## **Broken Pole**

Poles must be reset by the company that owns them. This means sometimes, a crew from a separate company must be sent to complete the reset before Liberty can fix the electrical issue.



## **Fallen Tree**

Crews ensure power lines are not live. Liberty's Vegetation Management Dept. contacts outside tree crews to remove tree trunks or large branches that have disrupted the electricity. Once the tree crews are finished, Liberty crews can restore power.

# Frequently asked Questions



## **I don't see crews anywhere! Why aren't they working on my power outage?**

Sometimes your power outage is part of a larger outage and the repair work may not be within view of your home. If your power is out, and you have called it in, we are working on it. It does take time for crews to travel to the source of the problem.

## **Someone was just here working and left. Why isn't my power back on?**

Often small repairs need to be made in multiple locations before lines are re-energized. A line worker might be making several repairs along a street or in a neighborhood before the lines can be made live again. Sometimes multiple crews need to make repairs (ex: pole setting crew then line crew).

## **Every other house on my street has power! Why is mine still out?**

This is a major frustration for anyone. There are a variety of reasons this might happen.

1. You have a generator that did not disable properly when power was restored. You might need to check it and reset.
2. Your home has sustained damage to equipment that is not owned by liberty (the meter box, the service drop or any wiring after our meter). Liberty should be able to tell you what the issue is. You may need to contact an electrician to fix the customer-owned equipment. A municipal inspection is required before power can be turned back on.

## **Why did my power come back on then go back out?**

Depending on where the outage issue is in the lines, crews may need to stop the power flow at a secondary location to make another repair (or make a preventative repair).

## **Why isn't the company better prepared for storm outages?**

A big part of storm preparation is prevention. We have tree crews working year-round to remove branches, or even entire trees, that are too close to power lines and may become problematic with wind or ice/snow build up.

We closely watch the weather and begin planning for possible power restoration days before predicted weather is due to arrive.

When major weather events arise, the severity and timing of the storms are not always precise. Utility companies across the country band together to assist in the areas that need it most. We get help from out-of-state crews and sometimes our workers travel to other regions to help. Travel takes time, so while our crews are working as hard as they can, it takes time for the back-up crews to arrive, especially when road conditions are prohibitive.

## **Who Owns What??**

There are many components from your house to the power line. Here is a brief clarification on what you own (and are responsible for maintaining) and what we own.

Liberty Utilities - Meter, line from utility pole to house

Homeowner - Weatherhead, meter box, service entrance wire, main service panel (fuses/circuit breakers)

