



Outage Restoration Information

If your power is out, it matters to us.

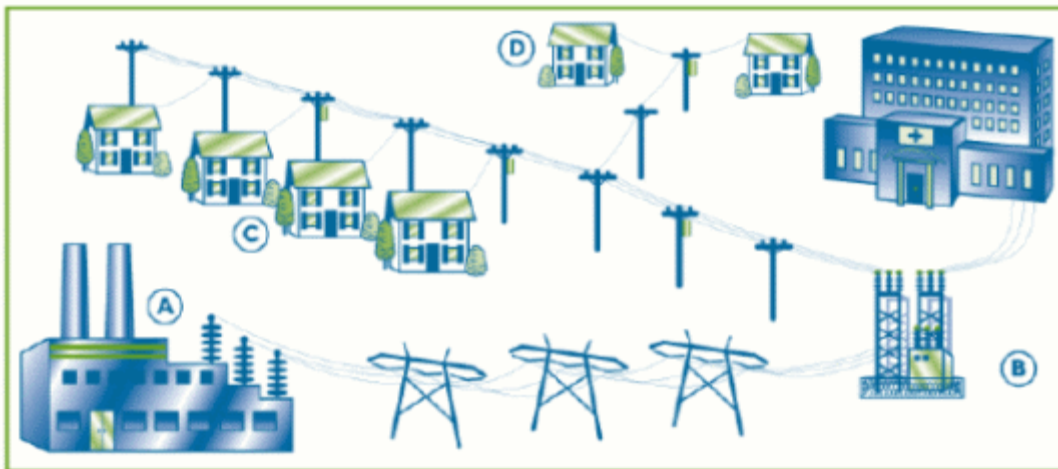
Storms can cause significant damage, resulting in widespread power outages. To report a power outage, call 800-206-2300, 24 hours a day, 7 days a week. Liberty Utilities has a well-trained storm restoration team, and should a storm occur, we'll be working hard to restore power quickly and safely.

Safety is our first concern.

We care about your safety. If you see a downed line, assume it is energized. Stay away, keep others away, and call us to report your outage by dialing 800-206-2300.

An efficient process determines restoration priorities.

We have developed an efficient, highly organized process that helps us prioritize our restoration efforts and return power to the facilities that serve the largest number of customers first.



A. First, we repair damages to the Liberty Utilities – Empire District facilities that produce power and the lines that carry power from our plants.

B. Then, we focus on restoring power to the customers who provide essential services to the community, such as hospitals, police, and fire stations.

C. Next, we repair damage that will return power to the greatest number of customers in the least amount of time.

D. Once major repairs have been made, we begin working to restore small groups and individual customers.

Contact Center Tips

All calls received by our Customer Service Representatives are directed to an automated system that asks customers to indicate the reason for their call. Customers who indicate they are calling to report an outage, and who have a phone number associated with their account, will be identified by the system, their address confirmed, and their outage recorded and reported to the outage management system (OMS). Repair personnel are then dispatched to correct the problem.

Customers without a phone number associated with their account are given the opportunity to enter their account number or a social security number associated with the account. Customers who do not have this information available are directed to the first available Customer Service Representative.

The best time to call for normal business requests is in the afternoon. The Contact Center is open to take calls 24 hours a day, year round.

During an outage, lines may become very busy. For this reason, consider reporting your outage with My Account online. You can also keep track of outage status by monitoring our Outage Map, which is updated every 15 minutes for your convenience. The Outage Map can be located at <http://www.empiredistrict.com/Outages/OutageMap> or on the Empire app.

If you have an extreme emergency situation, for example, a line is on the ground or a pole is on fire, we recommend that you call 911 or emergency services if you are not able to reach us immediately.

Crews receive their instructions based upon this restoration plan. Sometimes a crew may have to leave your area to restore your power because the damage is between the source of power and your area.

In the event of a power outage, please be patient. Our crews will be working to restore service as quickly as possible. At Liberty Utilities – Empire District, we consider it an honor to serve you.