



Customer Newsline

July, 2016

1. When power fails ...

What to do when the lights go out.

2. What we do ...

What happens when the lights go out.

3. What you can do...

What to have on hand in case the power fails.

What to do if the lights go out!



Hurricane Season is here. Hudson Light wants to help you be prepared to deal with major storms and the power outages that they can sometimes cause. We publish this safety Newsline annually, and encourage you to read and save it - and be prepared.

Is there a power outage?

If you lose electric power, first check your circuit breakers (including your main breaker) and/or fuses. In some cases, there may be a disconnect switch/circuit breaker located at the meter socket that should be checked also. You might want to also check with your neighbors to see if the whole neighborhood is without power.

How extensive is the outage?

When you are sure that the failure is not an internal problem, call us at **(978) 568-8736**. If it is a weekend, holiday, or weekdays after 5 p.m. or before 8 a.m., call **(978) 562-2368**.

In a major outage, it may be difficult to get through to us by phone because of the volume of calls. To make sure important calls get through to us, we suggest you follow us on Twitter to receive updates after your initial call.

Protect your appliances!

Whenever there is a power outage, always unplug all electric equipment and appliances, especially computer equipment. This will protect your appliances from damage when electric service is restored. We highly recommend you take the added precaution of turning off your main circuit breaker.

Protect our crews and yourself!

To ensure the safety of our Linecrews, only use a standby generator that has been properly installed, and that is not connected to distribution lines. Please notify the Department if a generator is installed at your home.

Do not take the chance that a downed wire is not energized. Never touch them; call us instead.

GREEN CORNER

TOTAL ENERGY SUPPLIED:	<u>80,872,021 kWh</u>
GREENHOUSE GAS-FREE ENERGY SUPPLIED:	<u>72,128,812 kWh or 89%</u>
	(1/1/2016 to 4/30/16)

Go Green with Paperless Billing! You may earn a \$10 rebate! Call us at 978-568-8736!

STORM CHECKLIST

When a major storm is predicted, make sure you have the following on hand:

- Battery-operated radio.
- Flashlights.
- Batteries.
- Fire extinguisher.
- Canned & dry foods.
- Water.
- Medicine.
- Money.

For more information on preparedness, visit <http://www.hudsonlight.com/Residential/emer.html>

Keep safety in mind during an outage:

- Never touch downed wires!
- Don't use grills inside the house!
- Only use a standby generator that has been properly installed.

If the electricity does go off at your home or business:

- Check your fuses & circuit breakers.
- Check your neighbors' houses to see if they have power.
- Turn off and unplug all major appliances or your main circuit breaker.
- Call us at **(978) 568-8736**. If it's a weekend, holiday, or weekday after 5 p.m., call us at **(978) 562-2368**.

What we do ...

Widespread power outages are frustrating, especially when some of your neighbors have power and you do not. What do we do during a major outage?

1. Employees answering your calls gather information for the crews.
2. Scouts investigate reports of wires down, "loud bangs," etc. to assess the scope of the problem.
3. Tree crews clear the way for line workers. Other town departments often help.
4. Line crews work from the substation out to the end of the lines, prioritizing restoration work that will impact the greatest

number of customers possible. Remember, we cannot restore power to your home if there is a "break" in service between you and the substation.

5. Communications personnel work with Dispatch to provide the employees taking your calls and Safety Officials with as much information as possible. During a major storm, crews might be working while damages are still occurring. The person answering the phone may not know when the crews will get to you. We ask you not to tie up the lines with repeated calls unless you have an emergency. We will try to keep you as informed as possible.

HLPD

hudsonlight.com
info@hudsonlight.com

Payment Locations:

PO Box 430, Hudson, MA
01749-0430

For fast, efficient payment processing, please use the envelope enclosed with your bill. Do not submit post-dated checks.

49 Forest Ave., Hudson
*Monday through Friday,
8 am to 4:30 pm.
24-Hour Drop Box.*

Hudson Town Hall
*Monday through Friday,
8 am to 4 pm; 24-Hour
Drop Box.*

July Holiday Closings

The Main Office will be closed Monday, July 4th, in observance of Independence Day.

July Light Board Meeting

*Wednesday, July 20th,
49 Forest Ave., Hudson.
Open to the Public.*

Contacting Us

Customer Service

**49 Forest Avenue
Hudson, MA 01749**

Do not use payment envelopes for correspondence.

978-568-8736

After-Hour Emergencies

978-562-2368

Conservation Hotline

888-772-4242