



Hudson Light & Power Department



Customer Newsline

What to do when the lights go out

Summer brings lightning storms and sometimes hurricanes, natural phenomena that can impact your electric service. This newsline is prepared annually to help you prepare for when Nature strikes and the lights go out.

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 are received, we suggest you follow us on Twitter to receive updates after your initial call.

Protect your appliances!

Whenever there is a power outage, 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.

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Storm Checklist

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

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

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

- Check fuses & circuit breakers.
- Check neighbors' houses to see if they have power.
- Turn off and unplug all major appliances or your main circuit breaker.

Keep safety in mind during an outage:

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

What we do during an outage...

Widespread power outages are frustrating, especially when some of your neighbors have power and you do not. During an outage:

1. Employees answering your calls gather information for the field 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. Employees and Safety Officials are provided with information as soon 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 will try to keep you as informed as possible.

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What to do during an outage...

Protect our crews and yourself!

To ensure the safety of our Line Crews, 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.

For more information on how to protect yourself, visit the Mass. Emergency Management website:

<http://www.mass.gov/eopss/agencies/mema/emergencies/>

ABOUT US

hudsonlight.com

Payment Locations:

*PO Box 844568, Boston, MA
02284*

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

*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.*

Contacting Us:

Office: 978-568-8736

After-Hour Hotline: 978-562-2368

Fax: 978-562-1389

Email: info@hudsonlight.com

Conservation Hotline: 888-772-4242

Summer Holiday Closings

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

Light Board Meetings

Third Wednesday of the month at 7 pm, 49 Forest Ave., Hudson. Open to the Public. Agendas are posted online 48 hours prior to meeting.