



What to Do if There's an Outage

It takes a lot of planning and preparation to make sure your lights stay on. At IID, we prepare our staff to handle whatever comes down the pike — from everyday situations to emergency conditions. As much as we would like to say we are 100% reliable, no utility can make that claim.

CONTROLLED OUTAGES

Due to the need to conduct repairs, it is sometimes necessary for IID to conduct pre-determined controlled outages. Please note that every effort will be made to provide uninterrupted electrical service to our customers who require a life support system. Contact our customer service department if you are interested in this service. Your electric bills must still be paid in a timely manner and a physician's statement will be required.

WEATHER-RELATED OUTAGES

Being an IID customer you have some of the most reliable service in the country and some of the lowest electrical rates in the state. However, during severe weather there is a chance of weather-related power outages. If an outage occurs, IID crews will work around the clock to restore your service as quickly as possible.

ACCIDENT-RELATED OUTAGES

Sometimes, accidents caused by motorists or other moving objects may come in contact with power poles or lines and cause outages. If this type of outage occurs, IID crews may not be able to access the accident area until the police or fire department allows them access.

To report an outage, please contact IID Customer Service at (760) 335-3640 or toll-free at 1-800-303-7756.

AUTO-SAFETY CHECKS

For your security, our electrical system is designed with built in auto-safety checks. If a problem is detected, electrical service will be momentarily interrupted while the system checks itself. (Your lights will blink off and on during this process.) If the problem continues, a power outage will occur. Our trained professionals will respond immediately to restore power as quickly and safely as possible.

BEFORE AN OUTAGE OCCURS

1. Become familiar with your **service panel location** and how to operate the main circuit breaker.
2. Prepare a **basic emergency kit** and store it in an easy-to-locate place. The kit should contain the following:
 - Flashlight
 - Bottled water
 - Extra batteries
 - Wind-up clock
 - Manual can opener
 - Battery-operated radio or television
3. Use **surge protectors** to help protect your household appliances and sensitive electronic devices from damaging power surges caused by wind and lightning storms.

If your power goes out, the first thing you should do is **check your home's circuit breakers or fuses**. If your neighborhood is dark, there may be a power outage. Turn off all lights and major appliances, including your computer, air conditioner and television. Keep your refrigerator and freezer doors closed. **When the power is restored, do not turn on your appliances all at once. This will help protect your equipment from voltage fluctuations and circuit overloads when the power returns.**

IID personnel are on duty 24 hours a day, and we will work to restore your power as soon as possible.



Imperial Irrigation District

Protecting the flow of progress.

www.iid.com