

# WHAT TO DO DURING AN OUTAGE

Call **(503) 397-1844** to report your outage.

- Stay away from downed power lines.
- If you see a downed power line, call us at **(503) 397-1844**. If it is an emergency, call **9-1-1**.
- Consider all downed power lines energized and dangerous.
- Turn on a porch light switch. This helps tell crews when power is restored.
- Turn off and unplug sensitive electronic equipment.
- Use generators safely.
- Use alternate heating and cooking sources safely. Never bring outdoor heaters or barbecues indoors.
- Follow us at [facebook.com/crpud](https://facebook.com/crpud) for regular updates.

Find additional tips at [crpud.net/outage](https://crpud.net/outage).

## PREPARE FOR EMERGENCIES

Be prepared before an outage or emergency hits. Have a home emergency kit readily available, including:

- 1 gallon of water per person, per day for two weeks
- 3 non-perishable meals per person, per day for two weeks
- Baby food, formula, diapers, etc. if you have small children
- Extra pet food and pet supplies
- First aid kit
- Warm clothing, sturdy shoes or athletic shoes
- Sleeping bags and blankets
- A lantern or candles and matches
- Supplies of prescription medications
- Battery-powered flashlights, radios, and/or chargers
- A gas/water shut-off tool
- Books, cards, or other entertainment

Find additional items at [crpud.net/kit](https://crpud.net/kit).



**COLUMBIA RIVER**  
**PUD**

A COMMUNITY-OWNED UTILITY

**(503) 397-1844**  
**crpud.net**

# HOW WE RESTORE POWER

During outages, we prioritize repairs in order to safely restore power to the largest number of customers as quickly as possible.



**1. Protect Public Safety** by addressing potentially life-threatening situations.

**2. Repair Transmission Lines** that supply power to substations. If a BPA transmission line or substation is damaged, their crews must repair it.

**3. Repair Substations** that serve thousands of customers each.

**4. Repair Distribution Lines** that carry power from substations throughout our service area. When main distribution lines are re-energized, whole neighborhoods will have power restored.

**5. Repair Service Lines** that deliver power to individual homes and businesses. In order for your home to have power the transmission line, substation, and distribution line that serve you must all be energized.

**Why don't we provide estimates for outage restoration?** Every outage is unique, and it's not always possible to estimate the extent of the damage or how long repairs will take.

**Why did a PUD truck drive by without stopping?** During storm restoration, our crews sometimes drive through our service area to patrol lines and assess the damage, and to determine whether it is safe to restore power to customers.

**We appreciate your patience while we work to restore your power.**

**24-Hour Outage & Emergency Line:**  
**(503) 397-1844**