

WHAT TO DO WHEN THE POWER GOES OUT

Why does my power go out? We know that you expect and depend on reliable electric service. The vast majority of outages are caused by tree limbs, squirrels, and lightning. Our tree trimming crews cut back limbs and remove diseased trees in the vicinity of power lines to improve reliability. You can help by not planting trees near the right-of-way. We install surge arrestors on distribution lines to reduce the impact of lightning strikes.

What should I do when my power goes out? Before calling the City to report an outage, first check to see if your neighbors have power. During widespread outages our computer system automatically notifies us, so there is no need to call. You should also check your breaker box to make sure no circuit breakers have tripped within your home. When using a generator, follow all safety instructions and be sure to disconnect from the City electric system. Call us at 706.883.2130 to report a utility outage or other utility emergency.

Major Storms. Living in the southeast means major storms and even an occasional hurricane. We cannot effectively answer all of the customer calls coming into our dispatch office following major weather events, so monitor our City of LaGrange Utility Facebook page or follow us on Twitter @LagrangeUtility. Please wait until service has been restored to your neighbors and you are still without power before calling. This will help keep phone lines open for emergency situations.

What are the City's priorities when restoring power? The drawing below shows the order in which City electric crews restore power throughout our community. After restoring service to public health and safety facilities, our goal is to prioritize repairs based on the greatest number of customers impacted.

