

ORANGE AND ROCKLAND CUSTOMERS

IF YOU LOSE POWER.....

Got Flickering Lights?

If your lights dim or flicker, this could indicate that your electric power is about to be interrupted. Flickering or dimming lights are caused by physical interference, such as tree limbs falling on power lines serving your neighborhood.

When that happens, make sure you:

- Unplug sensitive electronic equipment.
- Disconnect motor-driven appliances like air conditioners and refrigerators at the plug or at the circuit breaker.
- If your power goes out, leave these appliances disconnected until electric service is restored.

If You Lose Power

Check to see if a neighbor has lost power, too. If so, call us toll-free at **1-877-434-4100** to report the outage or use our online [Outage Report Form](#), accessible from any Web-enabled PC, laptop or mobile device with Internet connection. **Don't assume your neighbors have called in the outage.** The more notifications we receive regarding an outage, the better we can assess the situation and plan our restoration efforts.

If yours is the only house on the street without electricity:

- Check to see if fuses are blown or circuit breakers are tripped.
- If the problem is in the fuse box, move the main switch to the Off position. Replace any blown fuses, then return the main switch back to On.
- To reset a circuit breaker, switch the breaker to Off, then back to On.

If you're still in the dark after that, then contact us.

What We'll Need To Know

- When you call to report a power problem, be prepared to give us your name, telephone number and address. Be as specific as possible about your location, by giving us cross streets or mentioning visible landmarks.
- We also could use any information you think might be helpful for our repair crews. Tell us if you heard a loud boom, can see sparks or electric arcing, or know of downed trees or poles in your neighborhood. Advance knowledge of possibly dangerous conditions helps us prioritize the restoration process.