



## Customer Newsline

July, 2011

### 1. When power fails ...

What to do when the lights go out.?

### 2. What we do ...

What happens when the lights go out.

### 3. What you can do...

What to have on hand in case the power fails.

## What to do if the lights go out!



Hurricane Season on the Atlantic Ocean began last month, with specialists predicting above-average activity this year. Hudson Light wants to help you be prepared to deal with major storms and the power outages that they can cause. We publish this safety Newsline annually, and encourage you to read and save it.

### Call us!

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 that should be checked also. You might want to also check with

your neighbors to see if the whole neighborhood is without power.

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**.

### Play it Safe!

Whenever there is a power outage that impacts your home or business, be sure to unplug all major electric equipment and appliances, especially computer equipment. If wires are down near your home or business, take the added precaution of turning off your main circuit breaker. This is important so that your appliances will not be damaged when your electric service is restored.

## What happens when you call . . .

During major outages, Hudson Light takes hundreds of calls, one right after another. **Rest assured that the telephones are never taken off the hook!** Our emergency dispatch handles calls around the clock.

In prolonged outages, additional phones are staffed. Here's what happens at Hudson Light when the lights go out:

1. Employees take down your information when you call.

2. The information you provide is given to the Distribution Superintendent.
3. The Superintendent directs the linecrews

*("Call" continued on page 2)*

## GREEN CORNER

TOTAL ENERGY SUPPLIED:	129,818,826 kWh
<b>GREENHOUSE GAS-FREE ENERGY SUPPLIED:</b>	<u>86,309,166 kWh or 66%</u>
	(1/1/2011 TO 4/30/2011)