

Power out? Report it. Stay informed.

It's our goal to not only get your service restored as quickly as possible, but also to keep you informed along the way.



NIPSCO.com/Out



Call **1-800-4-NIPSCO**
(1-800-464-7726)



Enroll in alerts at
NIPSCO.com/alerts



NIPSCO.com



Text* **Out** to **444111**

Thank you for your patience and understanding during a power outage.

* Note: You will receive text responses confirming your address and contact information. NIPSCO does not charge for any texts; however, your carrier may charge text messaging and data rates depending on your mobile plan. **Never text while driving.**



NIPSCO.com
1-800-4-NIPSCO
(1-800-464-7726)



IN07202



**GETTING YOUR
LIGHTS
BACK ON**

It's more than flipping a switch.

Being without power for any length of time is inconvenient. So, when your power goes out, our dedicated employees work to get everything back up and running as quickly as possible.



Safety First

Keeping you safe is our number one priority.

When power outages occur, we need to locate damaged equipment or lines to make sure electricity is no longer flowing. You should always assume that downed power lines are energized and dangerous. To help us keep you safe and aid in our restoration process, please stay away from any downed wires and report them immediately to **1-800-464-7726**.

Power Restoration: Developing a Game Plan

The Midwest is prone to extreme weather. Severe thunderstorms, tornadoes and ice storms are something we've all experienced, and they play a role in determining when power is restored.

We actively monitor for potential bad weather, and if there's a line of storms headed for our area, our storm team begins prepping to restore power. As the weather passes through, we work to formulate a game plan to restore power in the quickest, most efficient manner. We need to assess the damage before we can begin getting the lights back on.

If you see a NIPSCO truck drive by, don't think we've forgotten about you. The cause of your outage may be a block or even miles away. They're on their way to the source to repair it first, before they can come back to resolve your issue.

Why Is My Neighbor's Power On, but Mine Isn't?

There are several explanations to this: your homes may be on different circuits; your fuse or frame may be damaged; your circuit breaker or weather head may need attention; or there's simply just more damage in the area causing a delay in restoration.

Getting the Lights Back On

Just as snow plows tackle primary and secondary routes first, a similar principle applies to power restoration.

- 1 We repair high-voltage transmission lines and substations (and reroute where possible), which provide power to the largest number of customers. Without repairing this part of the system first, the smaller electric lines connected to homes and businesses can't be energized.
- 2 Priorities shift to restore power to facilities most critical to public safety and health—including hospitals, police and fire stations, sewer stations and communications systems.
- 3 Crews are then dispatched to repair distribution lines that will bring power back to the largest number of customers the fastest—including major lines that feed power to densely populated neighborhoods and other rural/municipal electric companies.
- 4 Finally, we are able to make repairs to electric service affecting smaller neighborhoods or outages that impact only one or two individual customers.



TOP CAUSES OF OUTAGES

It isn't always a storm that causes a power outage. They can happen on a blue sky day as well.



**FALLING
TREE LIMBS**



**VEHICLE
ACCIDENTS**



**ANIMAL
CONTACT**



**THIRD-
PARTY
CAUSES***

* Includes construction, digging into lines, etc.

