

## What to do when the lights go out

- Before reporting an outage, please check for blown fuses or tripped circuit breakers. Check to see if your neighbors are out as well. That will help us determine the extent of the problem.
- Report outages immediately by calling WMS Customer Assistance/Emergency Line at 734.324.7190. Please leave address and any pertinent information if voicemail is reached. The line is monitored 24/7 so having information left about the outage will help us respond more quickly. Outage can also be reported by email at [talk2wms@wyan.org](mailto:talk2wms@wyan.org).
- Unplug sensitive electronic equipment such as TVs and computers.
- Unplug refrigerators, freezers and other major appliances. Reducing the load when power is restored may prevent additional outage time.
- Leave a light on so you will know when the power is restored and you can plug your refrigerator and freezer chest in again.
- If you or someone in your home is dependent on some type of electrically operated life-support equipment, it is very important that WMS be notified. We keep a list of such customers and will notify them in advance of any planned outages. Any medical alert customers are placed on a high-priority list during unplanned outages. Please call 734.324.7190 to receive a form to be completed to be placed on the life support list.
- WMS is responsible for electrical repair to the knob, the point where wires attach to the customer's business or residence. Any electrical work required beyond the knob is the responsibility of the customer.