

# What to Do During A Power Outage

If the lights go off, the first thing to do is determine whether it is really a power outage or a problem with your own breaker. First check your main electric panel to see if you have blown a fuse or tripped a breaker.

If it is not a fuse or a breaker, check to see whether the power is out at your neighbors, too.

If it is an outage, call the City of Boerne Customer Care and Billing Department to report it.

Keep refrigerators and freezers closed.

Only use generators outdoors and away from windows.

Do not use your gas stove for heat.

Please be patient, the electric utility department will work hard at getting your power restored as quickly as possible.

## **During Regular Business Hours**

**830-249-9511**

## **After Regular Business Hours,**

**Weekends and Holidays**

**830-248-1633**

# What to Do If A Utility Line Is Down

Call 911 immediately to report.

Avoid touching anything around the fallen line, or anyone who is in contact with the line.

Keep children and pets away from fallen electric lines.