

WHAT SHOULD I DO IF I HAVE AN ELECTRIC OUTAGE?

- Check for a blown fuse or tripped circuit breaker. Reset your home's main breaker by switching the breaker off and then completely back on.
- See if your neighbors are without electricity. If they are also without service, please call customer service during regular business hours (M-F 8A-5P), at 830-249-9511. If after regular business hours, on holidays, or on weekends call 830-248-1633.
- Turn off all electrical appliances that were on when service was disrupted. To help preserve food items, leave the doors to your refrigerator and freezer closed.
- Open the circuit breakers to major appliances to turn them off. Once power is restored, avoid overloading by turning appliances back on in 15-minute intervals.

IF A PROBLEM ARISES, THE HOMEOWNER/RENTER IS REQUIRED TO CONTACT THE CITY OF BOERNE FIRST. IF YOU FAIL TO CONTACT THE CITY, AND IT IS LATER DETERMINED TO BE SOMETHING THAT COULD HAVE BEEN REPAIRED BY CITY CREWS, THE CITY WILL NOT REIMBURSE FOR EXPENSES INCURRED.