

# Outage Reporting and Access to KPUD Infrastructure

Klickitat PUD strives to provide consistent and reliable power. However, there are times when electric services may be impacted. Inclement weather, vehicle accidents, wildlife or faulty equipment can affect a customer's power. Currently, Klickitat PUD does not have the infrastructure to know when there is a power outage, and relies on customers reporting outages directly to the utility.

When an outage occurs, KPUD asks that customers confirm there are no issues on their side of the service by doing the following:

- Check the circuit breaker panel to confirm no breakers have tripped. For manufactured homes, a second breaker panel outside of the home by the meter also needs to be checked.
- KPUD requests the electric meter be checked. If the service has a digital meter, the meter will have a blank display when there is a power outage.
- Customers can look outside to confirm if the street lighting is out or if their neighbors appear to have power, which assists KPUD staff in determining if it is a single outage or if a larger area is impacted.

Always report an outage. Never assume neighbors have called in. Often, an outage may impact only one person or just a few customers with a shared transformer. Response times can be delayed due to lack of reporting.

There are a few ways to report power outages. The most common way KPUD receives reports of power outages is by calling the utility at 800-548-8357 or 800-548-8358 and speaking with KPUD staff or our call center, Cooperative Response Center Inc.

KPUD also provides an outage reporting tool through SmartHub accounts accessed on the web or mobile application, which enables reporting in rural areas with little to no cellular service.

Once KPUD receives notifications of outages impacting an area, we post information regarding the extent of known customers affected and an estimated time of restoral—if one is available—at [www.klickitatpud.com](http://www.klickitatpud.com) and on our Facebook page. As information comes into the office from employees patrolling line or crews assessing damage, updates are added to these posts.

Another resource for outage information is our interactive outage map found on SmartHub. Klickitat PUD requests customers not report power outages on Facebook because it is not monitored for comments reporting outages. Social media is strictly used by KPUD to communicate information pertaining to power outages to customers.

It is imperative Klickitat PUD has access to KPUD equipment. This includes—but is not limited to—meters, transformers, switch cabinets and power poles. When outages or other emergencies



**Make sure KPUD has access to your meters. Difficulty reaching meters can delay power restoration.**

arise and crews cannot locate these critical pieces of infrastructure, restoration time and response from emergency services is delayed. This may mean firefighting efforts are paused for safety until the crew is able to locate and deenergize KPUD infrastructure that has become hidden beneath decorative covers or within enclosed rooms.

Not only are response times hindered by these obstacles, but the health and integrity of the equipment is compromised. Much of this equipment requires adequate airflow to keep it from overheating, which may cause equipment failure and unnecessary power interruptions. This equipment should remain clear of debris, landscaping, vegetation or any items stored in the vicinity so access for maintenance, replacement or monthly meter reading is not jeopardized.

For more information regarding power outages, access to KPUD equipment or for assistance to sign up for SmartHub, please contact us at 800-548-8357 or 800-548-8358. ■