If The Power Goes Out

If you experience a service interruption please:

- Call NSTAR Electric at 800-592-2000 to report your outage.
- Stay clear of all fallen tree limbs and electrical wires as well as anything they are touching - such as puddles and metal fences.
 Assume all downed wires are "live" and stay away. Call NSTAR and local emergency personnel.
- Persons dependent on electrically powered life support systems should have a prearranged plan concerning power outage situations.
- Prepare a list of emergency phone numbers and have it readily available.
- Disconnect appliances that will go on automatically when the power is restored. These include refrigerators, stoves, furnaces and water heaters.
- Turn off appliances such as washers, dryers, computers and TV's.
 Once power is restored, turn appliances back on one at a time to avoid a power surge.
- Avoid using candles and/or matches. Have a supply of flashlights and fresh batteries on hand.
- Food in your refrigerator will keep for 6 to 9 hours, and food in your freezer will keep between 36 and 48 hours. It will help to minimize the number of times the door is opened.
- In the winter, dress in layers and wear a hat.