



Media Advisory #2

March 1, 2017 11:45 a.m.
For Immediate Release

For more information, contact:
KUB Community Relations

Customers Out: 822
Peak Outage Number: 1,636

KUB is responding to outages resulting from today's strong winds and severe weather. The predicted winds could likely result in downed trees and limbs bringing down power lines and creating outages. KUB is prepared to respond should the outages occur, and will be monitoring the weather throughout the day. KUB and off system crews are staged throughout the service territory and in the event of outages on the KUB system, crews will work safely and quickly to restore service to all those who are impacted.

Reporting Your Outage

Customers are advised to plan accordingly for inclement weather. This includes making sure your account is updated with the correct phone number, which allows customers to quickly and easily report their outage via our automated phone system by calling 524-2911 or 1-800-250-8068. Outages can also be reported online at www.kub.org. The automated phone system and online are the fastest ways to report your outage. *KUB would also like to remind customers that we do not check Facebook or Twitter postings to gather information on the locations of power outages. For account security, social media is not connected to customer accounts, and customers should never post their account information on social media.*

Check for Updates on the Online Outage Map

Please refer to the Online Outage Map for the latest outage numbers. The map can be found at www.kub.org. The information refreshes every 15 minutes, and you'll need to refresh the map to get the latest information. By logging into your online KUB account, you can also check the status of your individual outage. Estimated Restoration Times (ERTs) will be provided when they become available.

Stay Away from Downed Power Lines / Contact with Trees and Limbs

As restoration efforts continue, KUB advises customers to stay well away from any downed power lines as they may be energized. Also be mindful that trees leaning on power lines, utility poles, and related equipment can conduct electricity, and contact should be avoided. Trees and limbs on the ground may be in contact with energized power lines and may pose a threat as well. Additionally, customers are reminded to stay at least 25-feet from the work area for their safety and the safety of our crews.

Also, KUB would also like to remind customers that dig-ins to buried utilities can hurt people and damage property. As customers prepare to restore property from possible storm damage they may need to Call 811 three days before digging to have buried utility lines located and marked. It's a free service to the customer.

Social Media/Web Updates

As a reminder, KUB does not monitor social media for outage reports. Customers are asked to call KUB at 524-2911 or 1-800-250-8068 to report outages, or report them online.

For your convenience, the latest outage numbers and storm tips can be found at our Web site, www.kub.org.

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