



**Eastern Power**  
Distribution Company of A.P. Ltd  
ఆంధ్ర ప్రదేశ్ తూర్పు ప్రాంత విద్యుత్ పంపిణీ సంస్థ

## Power Outages And Electrical Safety Tips

APEPDCL is proud of its record for providing reliable electricity. Our crews work around the clock in difficult conditions to restore power as quickly as possible. Many power outages are unplanned and beyond our control – causes include stormy weather, car and pole accidents, objects touching power lines, and unforeseen equipment failure.

Planned outages are scheduled so that crews can work safely to maintain or rebuild the electrical system. In these cases, we make every effort to give affected customers the courtesy of advance notice – in person or in writing. If you experience an outage, the following tips can help you to better manage during those times.

Electric current is the flow of incredibly tiny particles called electrons. This flow of electrons is called electric current. Electric current is always going right back where it came from, in kind of a circle.

Electrons are always anxious to get home (maybe mom has cookies and milk waiting). That's why the outlets in the wall at home have three holes for the electric plug connection. One for the electrons to come out, one to go back in, and another one for an extra way home in case they get lost (that may sound weird, but it's true).

There are two ways electricity can hurt you:

**First, it can burn you very badly.** Although electrons are tiny, there are zillions of them, and together they can pack quite a punch. If the electrons are flowing through a conductor such as copper wire, they're pretty happy, because the wire is easy to get through it offers little "resistance" to the flow of electrons. On the other hand, if the electrons are trying to get through something more difficult, like your arm for instance, they have to try harder. In the process of trying to get through your arm, they create heat. Electron heat is **not** a good thing to have in your arm or anywhere else in your body for that matter.

## Power Outages and Electrical Safety Tips



Only materials called insulators can stop the flow of electricity. These materials are important to remember because they can help stop the flow of electrons into your body.

**Second, electrons can interfere with your heart, making it beat incorrectly, or not at all.** You see, your brain tells your heart how fast to beat by sending it electrical messages, called "impulses." Your heart can't tell the difference between the good impulses from your brain and the bad impulses from the wire, and it gets confused. And you **really** don't want your heart to get confused. That would be a bad thing.

So, it's very important to keep your body away from electrons when they're on the way home. And, remember, they're always on their way home!

## During a Power Outage

- If your power goes out, check your main switch or circuit panel to see if the problem is within your house. Know how to safely change a fuse or reset your circuit breaker.
- If you determine it is an outage, call the Power Outage Hotline at **155333** for a recording of all known outages. If your area is not mentioned, please report your outage.
- Leave your name, address, and telephone number and describe any unusual circumstances that could help us identify the problem. In the event of widespread outages, please be patient. High call volumes can cause delays in your call getting through.
- Unplug electrical appliances when the power goes out to prevent fires and equipment damage during prolonged outages. Leave one or two lights on to let you know when service is restored.
- If used incorrectly, generators pose a significant hazard to both the user and crews attempting to restore power. Never plug them in to your home circuitry. Instead, plug appliances and fixtures directly into the outlets of the generator. Be sure to use generators in a well-ventilated area.
- When power is restored, turn on electrical appliances gradually. Sudden heavy electricity demand can damage the electrical system and extend the outage.

## Remember

- Never touch or approach a downed wire – or anything in contact with one. Always assume the wire is live and stay 10 feet away, including anything that you may be holding. Do not remove items caught in power lines.  
To report after-hours electrical emergencies, call **155333**
- Keep trees in your yard trimmed so they cannot blow into power lines. If you see a problem with trees near power lines in other areas, please report this at **155333**.
- Schedule a temporary disconnect **at least one week in advance** if you are going to do yard work or home repairs within 10 feet of power lines.
- Never touch a person who is being shocked. If you can do it safely, unplug the appliance or turn off the power.
- During storms, expect "bumps" (momentary outages caused by branches brushing against power lines) and outages. Unplug sensitive electronic equipment because damaging power surges or outages may occur during storms.
- If a power line falls on your car, stay inside if possible, call **155333** and wait for help. If you must get out, avoid touching the car and the ground at the same time. Jump out of the car then hop or shuffle at least 20 feet away, keeping feet together.
- Stay away from electrical facilities such as poles, transformers and substations. Do not fly things, such as kites, near wires. Do not climb trees located near wires.

## **Electric Cords and Outlets**

- Avoid using electrical appliances or touching circuit breakers if you are wet or standing on a wet area.
- When unplugging a cord, pull on the plug, not the cord. Replace damaged cords. Do not use patched cords.
- Do not place cords where people will be walking, drape cords over metal objects or oil cords while they're in use.
- Avoid using extension cords. If you must use one, make sure it is the right capacity for the appliance or tool. Extension cords used outdoors, should be moisture-resistant and grounded (three-prongs).
- Never cut off the third prong on an electrical plug. The third plug ensures proper grounding and greater safety.
- To protect against electrical shock, install Ground Fault Circuit Interrupters (GFCIs) in outdoor outlets and those near wet areas of your home.
- Overloading an outlet can cause a fire. If more than one appliance is being connected to an extension cord, add the individual amp ratings of the appliances together. The sum should not exceed the amp rating of the cord.
- Use safety covers over unused outlets if children are in your home.

## **Small Appliances & Lighting**

- Fully assemble appliances before plugging them in.
- Unplug small appliances when not in use and when cleaning or repairing them.
- Never leave operating portable heating equipment unattended.
- Use only appliances that have been safety-tested by a certified testing laboratory.
- Immediately turn off and disconnect an appliance that sparks or stalls.
- If an appliance falls into water, unplug it. Never pull it out of the water while it is plugged in.
- Keep combustible materials such as clothing away from heated appliances and light bulbs.
- Use bulbs of the appropriate wattage in fixtures and lamps. Using a higher wattage bulb may lead to fire.
- Don't place insulation over recessed lighting.

## **Circuits**

- Only use fuses or circuit breakers with the recommended amps.
- Make sure your home is wired properly. Inadequate wiring can cause fires.
- Electrical problems such as fuses or circuit breakers tripping, lights dimming, electric motors running slower than normal can indicate an overloaded wiring system.

## **Where to call...**

Power Line Clearance/ Electrical Services/Temporary Disconnects Customer Service Call: **155333**

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