

REPORT A POWER OUTAGE

604-239-6100



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NEW WESTMINSTER ELECTRIC UTILITY

To report power outages in New Westminster, call our new power outage reporting line 24/7.

Our new phone system will allow residents to report outages more efficiently and receive updates during outage events.



REPORT A POWER OUTAGE
604-239-6100



GENERAL INQUIRIES
604-515-3750

 **If you see downed power lines, or sparks or fires around power lines, call 911 and stay clear from any wires.**

Unplanned outages are usually a result of animal contact, vehicle accidents, severe weather, equipment failure, or other unexpected events. When an outage occurs, our crews work to identify the cause, assess the situation, and then complete required repairs.

The outage line will be updated with information as quickly as possible; however, it can take at least 60 minutes from the time of the outage before detailed information can be provided. Every outage is unique and it can be difficult to predict power restoration times. Rest assured, when the power goes out, New Westminster Electrical Utility crews are working hard to restore service as quickly and safely as possible.



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PREPARE YOUR HOME FOR A POWER OUTAGE

Prepare your home and family for an outage and ensure you know what to do before, during, and after an outage.

BEFORE AN OUTAGE

-  Develop an emergency preparedness plan and kit with your family. Visit newwestcity.ca/emo for helpful information to pull these items together.
-  Check emergency equipment periodically (flashlights, battery-operated radios, generators, etc.) to make sure they're in working order.
-  Keep a list of important numbers, including New Westminister's power outage reporting line **604-239-6100** handy so you can report an outage and hear updates on the situation.
-  Know your neighbours, and help make sure everyone is looked after, especially those who might need extra help.
-  Keep a spare cell phone battery or portable charger in your home so you can ensure your cellphone works in an outage.
-  Familiarize yourself with your garage door manual and learn how to manually operate the door without power.
-  If you rely on life-sustaining equipment, be prepared for an outage by having a power source. If power is out for a long period, it's important to have a back-up plan, such as moving to the home of a family member or friend in an area with power. If this is not an option, plan to go to your local hospital.

DURING A POWER OUTAGE

-  Determine if the outage is limited to your home. If your neighbours have power, check your circuit breaker panel or fuse box. If power is off in your neighbourhood, call **604-239-6100** and provide as many details as possible.
-  Turn off all appliances, especially those that generate heat, to help prevent injury and fire when the power is restored.
-  Reduce the risk of fire by using flashlights instead of candles as a light source.
-  Turn off all lights except one inside your home and one outside. Both lights will let you and your crews know when the power is back on.
-  Keep refrigerator and freezer doors closed as much as possible to keep your food as fresh as possible. A full freezer will keep food frozen for 24 to 38 hours, and a fridge will maintain temperature for about 4 hours if the doors stay closed.
-  **NEVER** use a camp stove, barbecue, or propane heaters indoors. A build-up of carbon monoxide gas in closed areas can be deadly.

AFTER AN OUTAGE

-  Turn on only the most essential appliances first, and wait 10 to 15 minutes before reconnecting the others.
-  Check your fridge and freezer and make sure they are back on. Determine if anything needs to be discarded, and if in doubt, throw it out.
-  Reset your clocks, timers, and alarms.
-  Replace any items used from your emergency kit.

STAY INFORMED

Stay up to date by receiving the latest outage information on the City of New Westminister's power outage reporting line **604-239-6100**, Twitter feed [@New_Westminster](https://twitter.com/New_Westminster), Facebook page [@newwestminster](https://www.facebook.com/newwestminster), and website newwestcity.ca.