

Tucson Electric Power is ready to respond around the clock to any interruption of safe, reliable service.



To report an outage or check on the status of restoration efforts:

- View our Outage Map at tep.com/outages.
- Log in to My Account at tep.com/login-page.
- Download our free mobile app from Apple's App Store or Google Play.

You also can use our automated system to report an outage and request restoration notification by calling our Customer Care line at 520-623-7711.

Power Outage Restoration Priorities:

- Protecting the public and addressing safety hazards.
- Restoring power to critical facilities like hospitals, police and fire departments and other utilities.
- Rerouting power to restore service to as many customers as quickly and safely as possible.
- Completing long-term repairs to damaged electrical equipment.



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**During power outages,
staying safe should be
your first priority.**



**SAFETY
FIRST**

Outdoors

- Stay away from downed power lines. Never touch them. If you see a downed line or damaged equipment, call 911 right away.
- Never try to remove tree limbs or other debris that may have made contact with downed power lines or other electrical equipment.
- If a power line comes into contact with your vehicle, stay inside the vehicle until help arrives. Use a cellular phone to call 911.

At home

- Use flashlights. Candles or oil lamps can create fire hazards.
- Never use a traditional corded phone if you see lightning or hear thunder in your area.
- Keep refrigerator and freezer doors closed. An unopened refrigerator will keep food safely cold for about four hours. For longer outages, consider packing cold and frozen foods into coolers or pack ice into your refrigerator. As a general rule, perishable foods left in temperatures above 40 degrees for more than two hours should be thrown away.



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