

# IN THE DARK?



# YOU CAN HELP US GET THE LIGHTS BACK ON

**Make sure your phone numbers are  
up-to-date with Ripley Power and Light**

**T**hough our electric system is designed and monitored to provide reliable service, interruptions in power do occur occasionally. Sometimes it's an animal in our equipment, a car hitting an electric pole or heavy winds or other acts of nature.

Our Outage Management System enables us to pinpoint the location of your home if you have updated the phone number in your account and you are calling from that number. The system recognizes your location and alerts our after-hours response team. The system also troubleshoots the disruption while our team is en route.

That's why we ask all customers to keep their account up-to-date with their correct phone numbers. You can easily do this online at [ripleypower.com](http://ripleypower.com). Go to the Outage Management link in our Energy Explained section or click "Report an Outage" in the orange box on the main page.

Ripley Power and Light employees are always on call to respond to emergencies, and when major emergencies occur, more employees are called in to help.

**If you do not have electricity, call us at 731-635-2323  
or 731-836-7595.**

