

## Planned outages FAQ

- **When will we know the date of our planned power outage?**

Electric Utility crews will provide residential owners with notices advising them of the proposed date and time of the outage. This notice will happen approximately one week before the outage or under service announcements on [penticton.ca](http://penticton.ca).

- **How long will the power outage last?**

Each planned power outage will last approximately six hours.

- **When will this happen, in terms of time of day?**

For residential customers, power outages are planned during the day, when most people will have either work or business (shopping, errands, medical appointments, etc.) to attend to.

For commercial/industrial customers, attempts will be made to co-ordinate outages at a convenient time. Please contact us at 250-490-2535 for more info.

- **Will there be vehicle traffic impacts?**

Very little, as no road closures are being considered. Drivers are asked to slow down and keep an eye out for Electric Utility staff, vehicles and signage, and to ensure everyone is safe. Traffic control personnel will be at light-controlled intersections to help drivers.

- **What about parking?**

Electric Utility crews will likely need to occupy on-street parking spots during this work. These areas will be marked off with signs the day before to ensure the area is clear for crews the next morning. Affected residents are asked to mind the signs and find alternate parking for the day.

- **What about water service, will this be affected?**

No, water service will continue without interruption.

- **Do I need to be concerned about surges? What should I do with expensive electronics?**

The likelihood of a surge is minimal. If you have electronics you want to protect, you can always choose to unplug those devices before the outage is scheduled to occur.

- **I am a commercial customer and have specific power needs for operational purposes. What should I do?**

Please contact the Electric Utility at 250-490-2535 for special instructions.

- **I need power to operate life support machines. What should I do?**

Please contact the Electric Utility at 250-490-2535 for special instructions in these instances.

- **I have more questions. Where can I get more information?**

You are welcome to contact the Electric Utility at 250-490-2535 during business hours from 7.30 a.m. until 3 p.m., Monday to Friday.