

How You Can Prepare For Storms

Liberty Utilities encourages customers to prepare for severe weather conditions by having an emergency plan in place and additional supplies on hand.



Before severe weather strikes, know where to go. Select a nearby place to shelter away from windows or doors.



If a family member is medically dependent upon electricity or is elderly, make sure to have arrangements in place to maintain their health and safety if the power goes out.



Always have on hand a first-aid kit and essential medications, a battery-powered radio, a flashlight and extra batteries, canned food and a can opener, and bottled water (at least one gallon per person per day).



Remember to bring family pets indoors or provide protective shelter during extreme weather.



Liberty Utilities®

Call Liberty Utilities at 1-800-206-2300 to report outages, flickering lights, downed lines, or other electrical problems. You can also report your outage online via [MyAccount](#).

For more information about electrical safety, visit www.empiredistrict.com/Outages.

How We Prepare For Storms

Liberty Utilities employees work hard around-the-clock before and during power outages.

Vegetation Management

Liberty Utilities Vegetation Management department manages vegetation along nearly 7,000 miles of power lines. Damage caused by fallen branches and trees can result in outages to numerous customers. Our vegetation management program addresses trees and brush encroaching the utility right of way to prevent outages.

System Reliability

Liberty Utilities System Reliability department works year-round to improve pole strength and longevity, preventing damage or breakage during high winds and severe weather.

Safety

Liberty Utilities values safety for their customers and their employees. That's why the company has a full-time safety department that coordinates regular safety and emergency training and planning.

Customer Service

The Liberty Utilities Customer Service team is available 24/7 to accept service calls and outage reports.

Operations

Liberty Utilities crews are always prepared for outage calls, no matter the time of day. These employees often work long hours in harsh conditions to restore power safely and quickly during unpredicted outages.



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