



شركة كهرباء المناطق الريفية  
Rural Areas Electricity Company s.a.o.c



## STEPS TO BE FOLLOWED DURING AN ELECTRICAL OUTAGE



**SAVE ENERGY  
WITH A SMILE**



Save Energy With A Smile Campaign

Contact Center: 80077787

[www.reefiah.com](http://www.reefiah.com)

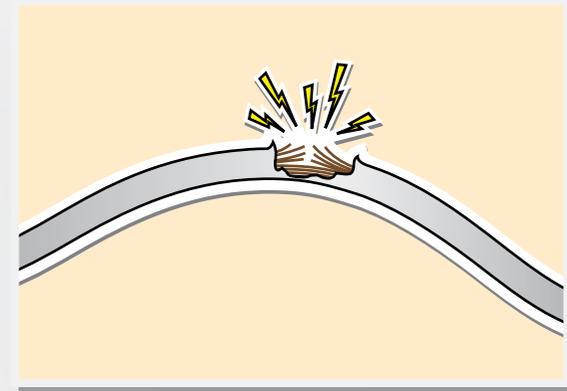
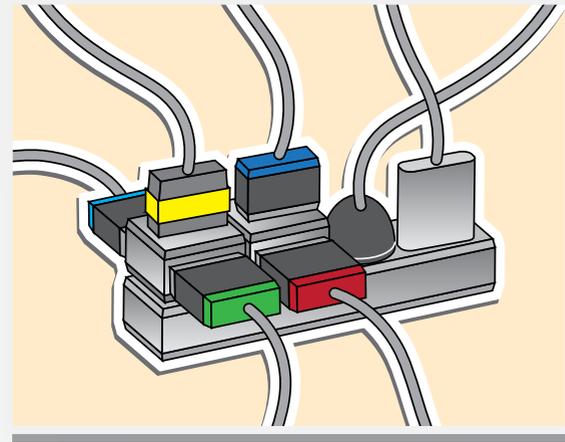
# SAVE ENERGY WITH A SMILE

## What to do During an Electrical Outage?

Electrical power outages can happen at any time. They often occur during a storm or after an accident when power lines are damaged.

In the case of an outage occurs during the day, and then it is due to one of the following reasons:

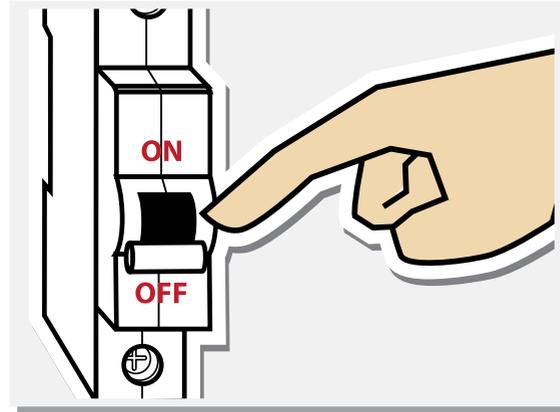
- Overloads.
- Short circuit.
- Non-payment of the bill.
- Malfunction in the public network due to excavation works...etc.
- The company's announced operation and maintenance work.





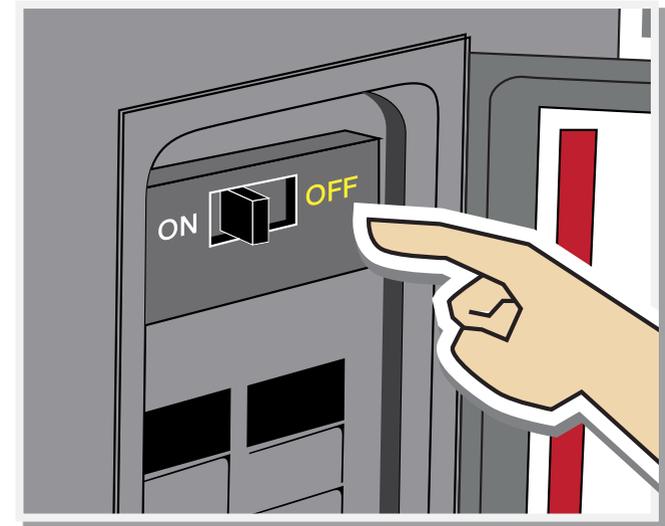
## Steps to be followed During an Electrical Outage:

- Turn off all ACs and other electrical appliances and leave on just a few lights so you'll know when power has been restored.
- Check circuit breakers in the distribution panel, if there is any one of the breakers flipped (OFF), then turn the breakers back (ON), in order to restore the power, but if the breaker is turned (OFF) again, then it may be because of a short circuit. In this case please do not tamper with the wires and call a professional electrician to repair the situation.
- In the event that the circuit breakers inside the house are in the operating mode (ON), this may mean that outage occurred due to the following two possibilities:
  - Non-payment of consumption bills.
  - Malfunction or maintenance in the public network.
- If the electrical power outages occurred due to failure of payment on time, then the Client shall pay the amount recorded in the invoice in addition to fee specified to return the power again.
- In the event that the circuit breakers inside the house and in the Company's Meter Box are (ON), then reason of outage may be due to a malfunction in the public network, or maintenance works on the network, so please contact our Call Center (80077787), and provide them with the location of your house.



## In the event of a power outage that occurs at night, please follow the following procedures:

- Close electrical appliances with large loads such as ACs ... etc. in order to reduced loads and restore the power easily, as well as maintaining safety of the devices at the sudden electricity restore with the possibility of keeping some of the lighting in the playback mode to be aware when the current restored.
- Ensure that power failure is particularly in the house or part thereof, or common through street lighting and neighbors homes.
- In the case of that outage at home or part thereof, then it is due to overloads, or short circuit.
- Check circuit breakers in the sub-distribution panel, and return the breakers flipped (OFF) to (ON) mode, in order to restore the power, but if the breaker is turned (OFF) again, call a professional electrician for troubleshooting and repair the defect.



## Save Energy With A Smile Campaign

Contact Center: 80077787

[www.reefiah.com](http://www.reefiah.com)

