



CUSTOMER RE-ENTRY INFORMATION

Alberta wildfires (May 2023)

ALBERTA WILDFIRES: RE-ENTRY INFORMATION

Safety

Downed Power Lines

ATCO would like to caution residents to stay clear of any downed power lines, and/or crews working in the area. Downed power lines can be extremely dangerous. Contacting an energized line can seriously injure or kill you. If you see a downed power line, please stay at least 10 metres away, call our emergency outage line 1-800-668-5506 and keep everyone safe from the area.

For updated information on the power outages please refer to <https://poweroutage.atco.com/map> or download the My ATCO Electricity app. For more safety tips to stay safe around power lines, visit <https://electric.atco.com/en-ca/safety/powerline-safety.html>

Power restoration/reconnection & re-entry

When will the power be restored and my family allowed back into our homes?

For safety, some areas requiring a damage assessment are not yet accessible to ATCO. While we're working hard to continue to restore power as quickly as possible, doing so safely may also take longer in areas that experienced more damage. Once all assessments and necessary repairs are complete, ATCO must coordinate re-entry with local authorities.

What do I do when the power is ready to be restored?

- In some cases, residents left their homes in a hurry and may have left appliances on.
- For safety, once ATCO is ready to restore power and has provided notice, it is preferred that customers be in their homes to check for any hazards.
- Check that all appliances in the home (e.g., kettles, hot plates, curling irons, stoves) are turned off prior to power restoration. Outbuildings should also be checked.

Plug-in devices slowly to avoid a power surge and unplug any unnecessary appliances to reduce the load and assist us in restoring power quickly to the entire region.

What do I do if I still don't have power?

If you don't have power, please check your main electric panel and breaker; a blown fuse or tripped breaker could be the cause. Simply moving any tripped switches to the 'off' position and then to the 'on' position can restore power. If this doesn't restore power to your home, please report it through the [My ATCO Electricity App](#), on our [website](#), or by calling us at 1-800-668-5506. For emergencies, call 9-1-1.

Do we need a permit to reconnect?

No, unless there was damage to your residence at which time a permit may be required.

What do I do to reconnect my electricity?

Customers who have contacted their retailer to end their electricity service during this time will need to call their retailer to reactivate their account. For customers who have not contacted their electricity retailer, no further action is required, and they should have power once it has been restored. If you have questions or concerns about your electricity bill, please contact your respective retailer.

Can an ATCO person come to check my electrical panel?

If you are concerned with the wiring inside your home, please call a licensed electrician.

Contact

ATCO Electric Emergency Line: 1-800-668-5506 / ATCO Electric Customer Call Centre: 1-800-668-2248