

Important Notice

- Please Read

MID BILL INCLUDES OUTAGE BLOCK NUMBER

Your MID electric bill now includes the outage block number for your home or business. The outage block number is located (on most MID bills) on the same line as your meter number.

Good to know

- MID's system is divided into 20 outage blocks. Electric circuits, not streets, determine the outline of the blocks.
- A rotating outage begins with the block at the top of the list (currently Block 5). When that block has experienced a rotating outage, it drops to the bottom of the list.
- MID may cycle off one or more blocks at the same time.
- How long a group of blocks is without power depends on the emergency. The standard is one hour for each block, but a rotating outage could last longer.
- When all 20 blocks have participated in the rotating outage, MID would begin again with the first number used.
- MID cannot predict when or if an emergency situation will occur, or how long it will last.
- Emergencies usually strike without warning, giving MID no time to notify customers about rotating outages. In some situations MID may be able to give a few minutes warning through local radio or television stations.
- MID has had this rotating outage plan since the mid-1970s.

Great idea: Write the outage block number on something you keep around all year, such as the calendar, the inside cover of the phone book or an address book. Write the words "MID Outage Block Number", then the outage block number. The block number will be on the bill each month.

How can I find out the outage block for another address?

- Ask the person who receives the property's electric bill to provide the number.
- Visit www.mid.org and click on prompt in the right hand column.
- Stop by the MID office at 1231 11th Street, Modesto.

MID does not have outage block numbers for any other electric utility.

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Si usted necesita esta publicacion en Español, llame a 209-526-7365



SAMPLE ONLY

STATEMENT DATE: 4/1/2007
CUSTOMER NAME: John Smith
SERVICE LOCATION: 1234 Canal Place, Modesto
SERVICE START DATE: 10/22/1999
LOCATION NUMBER: 49414163
ACCOUNT NUMBER: 1111111111
ACCOUNT BALANCE: \$ 99.36

*Your block may be different.
Check your bill.*

Meter Number: 16344
Prior Meter Read: 81356
Current Meter Read: 82162
Outage Block: 16

What words mean

Outage: Unforeseen or accidental outage due to accident, equipment problem, or weather. Length: Unknown, but could be a few minutes to hours. Always be prepared for an outage.

Rotating outage or rolling blackouts: A safety valve that MID could use in an emergency (local, state or western United States) to relieve pressure on the electrical system. It is a controlled way to cut electric use quickly and prevent serious damage to utility equipment. Rotating outages are used because of insufficient power resources. How it works: Utility shuts off one neighborhood for an hour, then restores power and shuts off the next neighborhood for an hour.

Be prepared

MID can't predict power outages due to a vehicle accident equipment problems, storm damage due to wind or lightning, or other factors. You should always be prepared with an emergency kit that includes:

- Flashlights and fresh batteries.
- A portable radio and fresh batteries.
- One telephone with a cord. Don't rely on a cordless telephone.

Flashlights are a safer choice than candles.

You are responsible for protecting your electronic equipment with appropriate surge devices.

Rotating outage blocks are subject to change without advanced notice due to operational conditions.

Important Notice

Is it an ordinary outage or a rotating outage?

If lights go out, it's most likely just a power outage. Call MID's 24-hour operations center (209) 526-8222 (toll free: 1-888-897-8222) to report the location and circumstances of the power outage. The line may be busy due to a large volume of calls.

If it is a rotating outage, word of the emergency will probably spread quickly via cell phones. As soon as possible, MID will contact local radio stations and post information on the MID web site, www.mid.org. Turn on your portable radio or call a friend who's not in the same block number. Ask the friend to listen to a local radio or television station, or check the MID web site.

Medical life support

If you depend on a medical life support device at home, it is your responsibility to provide a properly installed backup power source so the equipment can operate during a power outage. Please note: There are no residential exemptions from rotating outages for medical life support. MID cannot notify customers of an unplanned power outage and does not place any residential customer on a priority list for repair service.

Know your neighbors

Get to know people in your neighborhood. If there's an emergency, you can work together. Consider how you could help neighbors who are elderly or have special needs.

Employers: Discuss emergency preparations with all employees.

Generators

If not properly installed, generators can send electricity back through dead power lines and be dangerous to a MID crew member. If a generator is in operation, customers need to make certain that no electricity is flowing back into MID lines.

According to the California Health and Safety Code, you are responsible for any injuries or damage to your property, your neighbor's property or MID's property from an improperly installed or improperly operated generator.

Portable generator safety tips

- Read all operating instructions and manufacturer warnings before using the equipment. If the information is unclear, contact the manufacturer or dealer.
- Connect only those appliances needed during an outage directly into the generator.
- MID does not recommend installing a generator directly into home or building wiring. However, if you must connect a generator directly into a wall outlet, turn off the power to your home or business by turning the main disconnect switch (breaker) to the "off" position. This keeps energy from feeding back into MID lines.
- If using a permanent standby generator for business or personal purposes, an approved transfer switch is required to keep your generator from back feeding into MID's system. The generator installation and operation must conform to MID's interconnection requirements. Also, your city or county building department must inspect the installation.
- Never use gas-powered generators indoors or in an enclosed area.
- Never operate a generator while standing in water.

***The lights don't go out often.
Blackouts are really rare.***

***But just in case,
MID says "Play it safe!"***

- ***Get ready.***
 - ***Prepare!***
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