

## Tree Limbs Close to Overhead Lines?

Before pruning trees use these safety tips:

- Wear safety equipment and only use tools that are designed for pruning.
- Never climb a tree to prune limbs or attempt to prune limbs near overhead power lines.
- Keep all ladders and extension tools away from overhead powerlines.

If your tree has limbs that are too close or interfere with powerlines, please call the City of Fountain Electric Department at **322-2092** for assistance. One of our electric linemen will assess the extent of the interference and notify you of the proper course of action. To help ensure the safety of our customers there is no cost for this service.

Please keep in mind that any trimming that is done by the Electric Department is for service reliability and is not based on the cosmetic look of the tree. Should you choose to hire a tree trimming company the Electric Department will need 24 hours notice to set up a time to drop the service line for the trimmers, upon completion of their trimming operations please contact us to have the service put back in place.

## Street Lights & Tree Limbs

322-2092 or 322-2010

### Outages

Monday through Friday  
8:00 am to 5:00 pm

contact the  
Customer Service Department

322-2010

If you call after business hours your call will be routed to our after hours call center. Please provide as much information as possible and they will dispatch to our standby personnel accordingly.



The City of Fountain  
Electric Department

Phone: 719-322-2092  
Fax: 719-391-0463

City of Fountain  
Electric Department

## Who to call for your Electric Needs

**Day or Night**



# City of Fountain Electric Department Mission Statement

## MISSION

To meet the current and future needs of our customers by providing reliable, cost effective energy and services, in a responsible, courteous and efficient manner.

## VISION

To provide power through a modern, reliable system, by seeking competitive, environmentally friendly sources of power and providing friendly, timely service to our customers.

## OPERATING PHILOSOPHY

To ensure high quality, reliable electric power by identifying, encouraging, and supporting sustainable energy sources to supplement existing generation.

To promote customer relations via good communications and service by remaining customer-focused. Always seeking to improve the way in which we deliver services.

To ensure safe working conditions by encouraging and providing opportunities for professional and personal development through training and safety based policies and procedures.

## ISSUES/CHALLENGES

To ensure reliability of the electric system by continuing to upgrade established areas of the electric system.

Meet future electric load demands by purchasing power generated by sustainable energy sources.

To maintain a well trained, dynamic work force.

Meet and/or exceed industry standards by developing good safety practices and communication protocols.

## Street Light Out?

Don't be left in the dark! If you notice a street light out please contact the Electric Department at **322-2092** or Customer Service at **322-2010** to report the location of the light that is out. Without your help we may be unaware that a street light is no longer operating correctly as we do not have a system that alerts us to this problem. When you call it is important to leave the following information:

- **The location of the light.** It helps us to know the closest address to the light or the nearest intersection as there may be more than one light in the area you are reporting
- **Your name and number.** This will enable us to contact you should we have any questions regarding the light or to notify you if the light will be out longer due to a repair that requires more than just a new bulb.
- **If this is a re-occurring problem.** If you have called in several times regarding the same light it is important to note that in your call. This will help us trouble shoot the problem and get it fixed properly as soon as possible.

Street lights are normally repaired on Fridays of each week. However, we try to make the repairs as soon as possible if time permits.

We appreciate your assistance and look forward to keeping your neighborhood safe and bright at night!

## Outages!

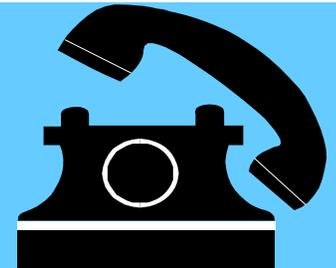
The City of Fountain Electric Department strives to provide the best service available to our customers and is pleased to continue to provide our customers with the latest upgrade technologies available.

The City of Fountain Electric Department understands how inconvenient an outage can be and makes every effort to keep outages to a minimum. However, unforeseen circumstances do arise occasionally that cause an interruption in service.

These are often caused by weather conditions, tree limbs, and incidents involving animals with power lines or transformers.

In the rare event there is a need for a planned outage, i.e. if a load needs to be transferred for balance or service line upgrades are necessary, the City of Fountain Electric Department notifies the public through the local news paper, local TV/radio stations and posts the affected area on the web-site as soon as possible. By taking these steps we make it possible for our customers to make any needed adjustments to suit their lifestyle, such as checking the back up battery in an alarm clock, shutting down a computer, changing the battery in a sprinkler clock, or planning to use the red safety cord to manually open an automatic garage door opener, prior to the scheduled outage.

If you experience an outage please contact our Customer Service Department at **322-2010** Monday through Friday from 8:00 am to 5:00 pm. **Call this same number after office hours to be redirected to our after hours call center. Provide as much information as possible and they will contact our standby personnel to respond.** Please allow the Electric Department 2 hours before contacting us a second time as the Electric Crew will already be on site and making the necessary repairs to the power line. A follow-up phone call is appreciated if you continue to experience any problems once service is restored, or to confirm that your service has been restored and in good working order as this helps us to better serve our customers.



Call the  
Electric Warehouse  
719-322-2092  
or  
Customer Service  
719-322-2010