



Powering Up After the Storm

Strong storms can cause widespread damage and power outages. Our crews are working to restore power as quickly and as safely as they can. We know you depend on us for power and we take that responsibility very seriously.

Repairs to some parts of your home's electrical system are your responsibility. For your safety, I&M cannot restore power to damaged equipment. If your home's electrical system has been damaged, here's what you need to know before we can safely restore your power.

Step 1: Understand Responsibility

- Homeowners are responsible for electrical equipment attached to the house. If any equipment is damaged, please contact a licensed electrician. We are not authorized to repair privately-owned equipment.
- I&M is responsible for wires, service lines and facilities that deliver electricity to your house and meters that measure electricity use.

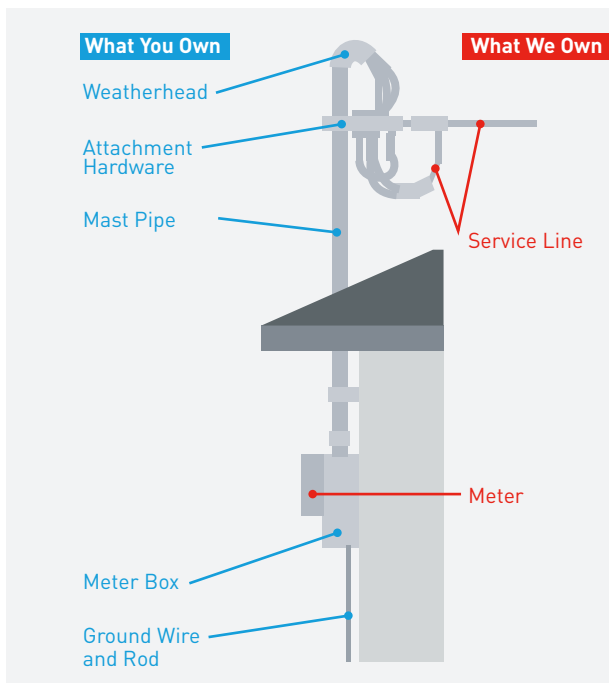
Step 2: Schedule Repairs

- In the event that customer-owned equipment is damaged or pulled loose from the house, the homeowner is responsible for working with a licensed electrician to schedule repairs. Your homeowners insurance may cover the cost of the repairs.
- Do not hire an unlicensed electrician or attempt to fix the damage yourself. If you need help finding a qualified electrician, I&M partners with HomeServe to make this process simple. Call HomeServe at 833-642-5914 to schedule an appointment with a licensed electrician.

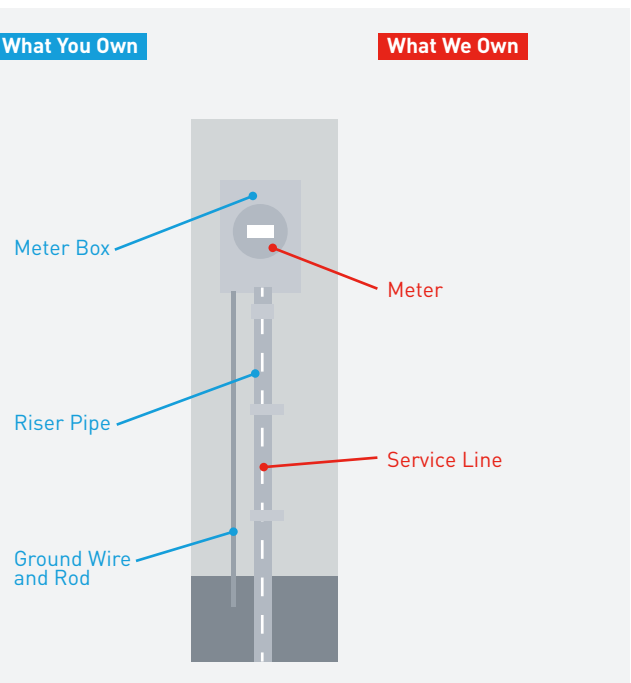
Step 3: Inspections + Restoration

- Once the repairs are complete and have passed all required inspections, contact I&M at 800-311-4634. We'll work with you to restore power.
- Check with local officials and your electrician to ensure you have the most up-to-date inspection requirements.

Above-Ground Service



Underground Service



SAFETY ALERT

Avoid any contact with damaged weatherheads, lines or meter boxes. You should always assume they are still energized until a licensed electrician makes an assessment.

QUESTIONS? Contact our Customer Solutions Center at 800-311-4634 for more information.