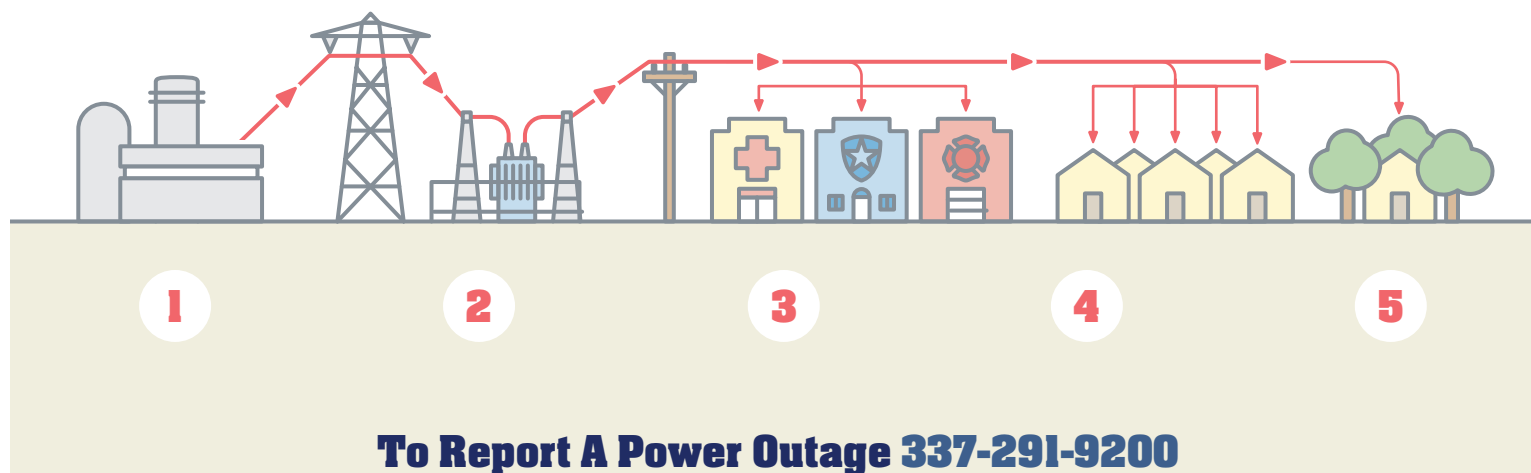


power outage restoration

GETTING YOUR POWER BACK ON

We work as quickly as is safely possible to restore power after a storm, following a step-by-step plan.

- 1** Damage assessment and repairs to LUS generating facilities and transmission lines, and to water and wastewater treatment facilities.
- 2** Repairs to transmission lines to distribution substations.
- 3** Repairs to main lines, which involves electric circuits, water and sewer systems serving critical facilities such as hospitals, police and fire stations.
- 4** Our goal is to restore services to the greatest number of customers as soon as possible.
- 5** Once power is restored to large-impact areas, we focus on restoring power to small pockets or individuals still without power.



To Report A Power Outage 337-291-9200

RESTORING YOUR FIBER CONNECTION

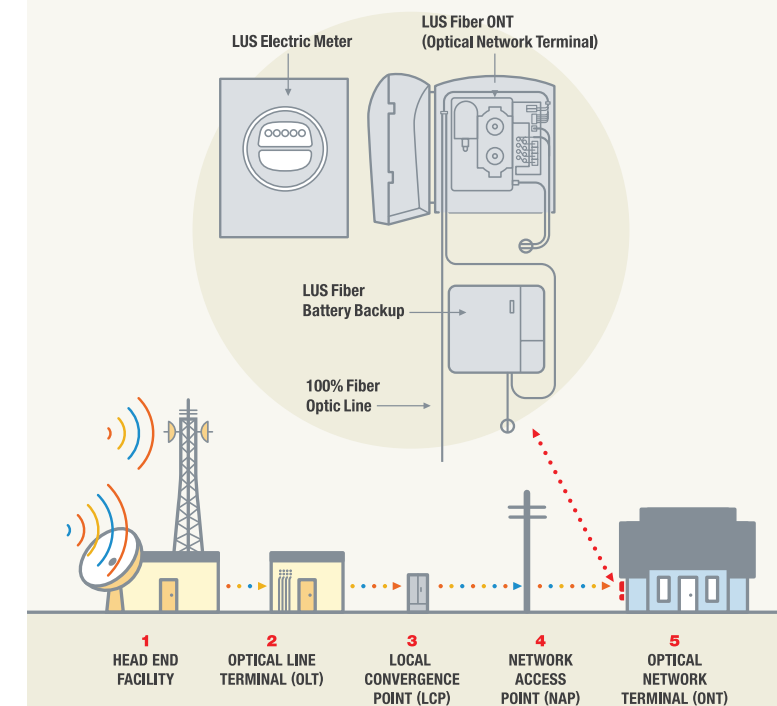
If your electrical power has been restored and your LUS Fiber service is not working, call 99-FIBER (337-993-4237).

LUS Fiber works to restore fiber service as soon as it is safe to do so. Coordinating with LUS electric crews, our service teams begin working in areas where downed power lines have been secured.

Restoring Fiber Service Using a Generator

You may be able to connect a generator to the optical network terminal (ONT) to temporarily restore your fiber service. The ONT is mounted on the outside wall of your house next to the electric meter.

- 1.** If you have one, locate the LUS Fiber power adaptor, which will be plugged into an indoor wall outlet. It's wired through the wall directly to the ONT and converts electric current from AC to DC.
- 2.** Unplug the power adaptor from the wall and plug into the outlet or extension cord that will be powered by the generator.
 - Check safety guidelines for using home generators on page XX of this handbook.
 - A battery backup will power the average LUS Fiber home phone system for about eight hours of emergency use.
- 3.** Once power is fully restored, plug the power adaptor back into the wall.



OVERHEAD AND UNDERGROUND LINE REPAIRS

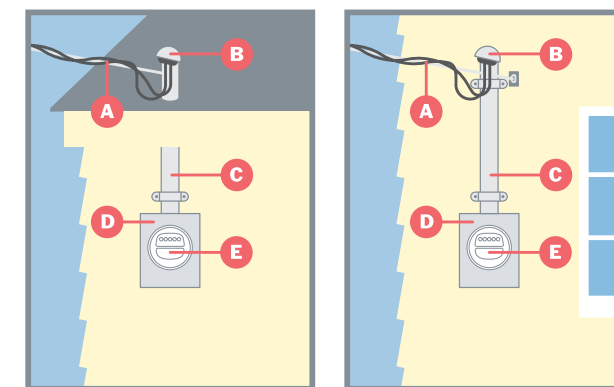
LUS will repair or replace damaged:

- Service lines, whether overhead or underground, up to the point where the line attaches to the structure **(A)**
- Electric meter **(E)**

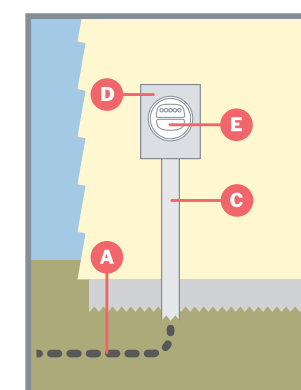
The homeowner is responsible for repairing damage to:

- The weatherhead, used for overhead lines **(B)**
- The riser **(C)**
- The meter can, which is the metal case surrounding the meter **(D)**

OVERHEAD LINES



UNDERGROUND LINES



- A** Service Lines
- B** Weatherhead
- C** Riser
- D** Meter Can
- E** Meter