

City of Thomaston

TELEPHONE: 706-647-4242

FAX: 706-646-2653

106 EAST LEE STREET
P.O. BOX 672

FOR IMMEDIATE RELEASE

Contact:

City of Thomaston

Phone: 706-647-3145

Website: www.cityofthomaston.com

City of Thomaston Prepares for Hurricane Isaias; Shares Outage Reporting Guidelines and Safety Measures

THOMASTON, GA — As Hurricane Isaias approaches, the City of Thomaston, along with Police, Fire, and Public Works crews, are all on standby to respond to storm impacts and restore public services as quickly and safely as conditions allow.

Residents are encouraged to exercise caution, prepare now, and review the following critical guidance regarding service restoration and safety procedures:

Reporting Outages & Call Volume Expectations

- **Direct Outage Hotline:** To report a power outage, please call 706-647-3145.
- **High Call Volume & Patience:** During severe storm events, the Thomaston Electric Utility experiences high call volumes. Please be patient as our staff processes calls and crews work diligently to restore services in the event of outages.
- **DO NOT Call 911 for Power Outages:** Emergency 911 lines must remain open strictly for life-threatening emergencies, serious medical situations, and active hazards. Calling 911 for general power outage status delays critical emergency dispatching.

Restoration Priorities

Power restoration will be handled according to **system integrity priority** to ensure public safety and efficient service recovery. Priority is assigned to:

1. Critical infrastructure (water/wastewater facilities, emergency medical facilities, public safety operations).
2. Main distribution lines and substations that restore power to the largest number of customers simultaneously.
3. Individual service lines and secondary tap lines.

Crew Safety & High-Wind Protocols

The safety of our linemen and city staff is paramount. **Utility crews cannot operate bucket trucks when sustained winds or wind gusts reach 25 mph or higher.**

If severe winds cross this threshold, elevated line repairs will be temporarily paused until conditions stabilize. Crew response will resume immediately once wind speeds drop below safety limits.

*Taking The Time To Serve
Office of the City Manager*

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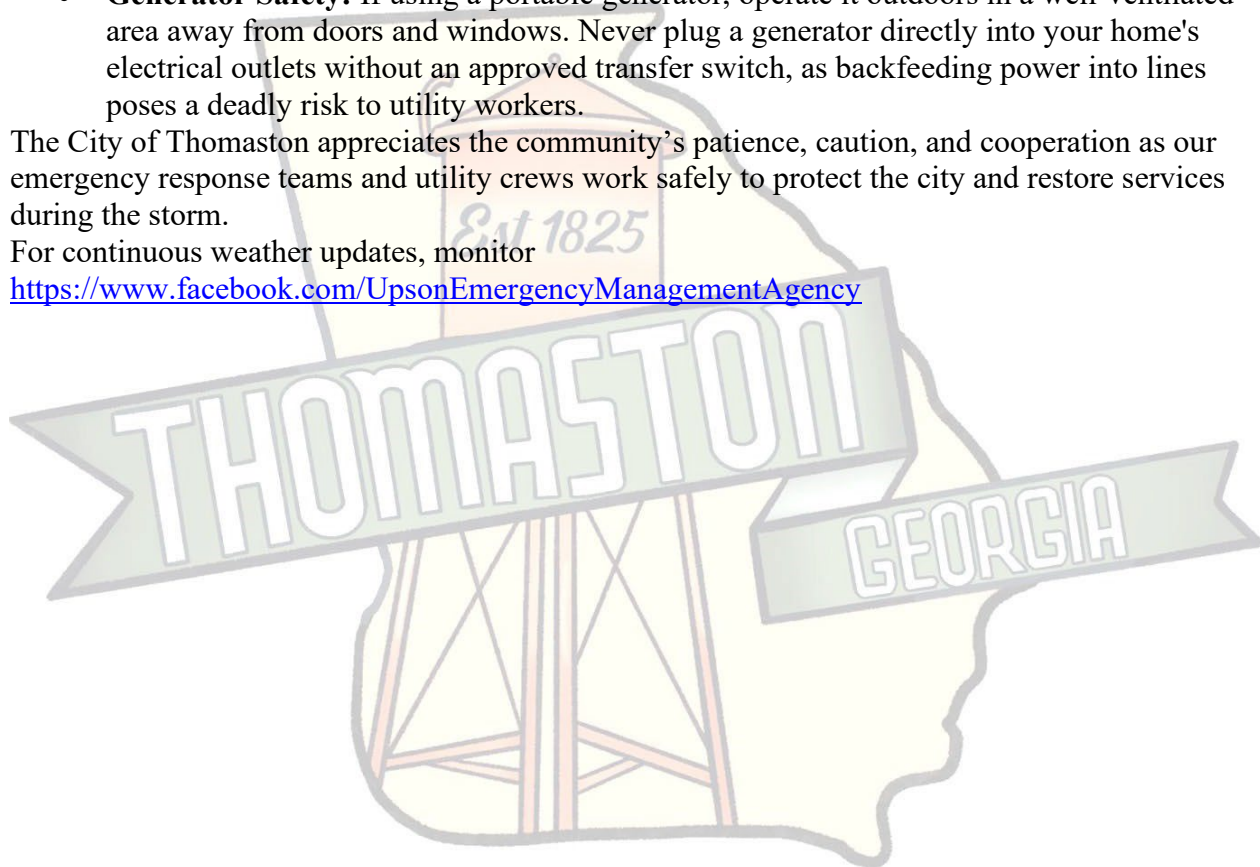
Important Safety & Caution Guidelines

- **Use Caution on the Roads:** Please use extreme caution during storm events. **If roadways are flooded, turn around and do not attempt to cross.** Flooded roads can hide severe hazards, washed-out pavement, or live electrical wires.
- **Stay Clear of Downed Lines:** Always assume any downed wire is energized and extremely dangerous. Maintain a distance of at least 30 feet and report downed lines immediately to 706-647-3145.
- **Generator Safety:** If using a portable generator, operate it outdoors in a well-ventilated area away from doors and windows. Never plug a generator directly into your home's electrical outlets without an approved transfer switch, as backfeeding power into lines poses a deadly risk to utility workers.

The City of Thomaston appreciates the community's patience, caution, and cooperation as our emergency response teams and utility crews work safely to protect the city and restore services during the storm.

For continuous weather updates, monitor

<https://www.facebook.com/UpsonEmergencyManagementAgency>



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