

Severe Winter Weather is Here

Power Outages from Snow and Ice

In the early-morning hours of Nov. 10, freezing rain turned to sleet and snow across the city, weighing down tree branches and collecting on power lines. Hundreds of Hastings Utilities customers were without power, and crews worked around the clock to get homes up and running again. With winter closing in upon us, we want to remind you that storms like these are likely to happen again, and we encourage you to be prepared.

Protecting the Vulnerable

When severe weather hits, your power may go out for minutes or even hours depending on the severity of the damage. The most vulnerable people in our community should create a plan of action for these types of situations. Customers who use oxygen or other medical equipment should consider purchasing a backup generator to ensure the reliability of your equipment until power is restored. The elderly and those with infants should also consider a generator to prevent severe drops in your home's temperature in case of prolonged power outages. If a generator isn't an option, customers should have a plan to visit a friend or family's home until the power is back on.

Help Us Track Your Outages

Our online outage reporting tool is a great way to report a power outage without tying up the phone lines. By visiting www.cityofhastings.org/huoutages, customers can report several types of outages at their location. We ask that you only report your outage once, as the system may get overloaded if you report your address's outage several times in a row. If you do not have access to the online reporting tool, you can report your outage by calling 402-463-1371. Again, we ask that you only call to report your outage once, and we ask for your patience as our crews work to restore power. If you reported an outage, our customer service representatives may give you a call to ensure that your power has been restored or to check for ongoing issues. Customers can also use the website listed above to view our Outage Map to see if an outage in your area has already been reported.

Thank You

We want to thank all of our Hastings Utilities customers for their patience and cooperation during last month's storm, and we want to assure you that keeping your homes bright and warm is our top priority through these chilly months ahead.