

I. PURPOSE

To provide an overview of utility services restoration following a disaster or major emergency that can affect, or potentially affect public works systems, and other utilities.

II. RESPONSIBILITIES

The following government agencies/companies are responsible for providing utility services for Mower County and its municipalities.

Electrical Service	Austin Utilities/Mower Freeborn Electric
Gas Service	Austin Utilities/Northern Natural Gas
Telephone Service	US West/Charter
Water Service	Local municipal utilities

III. SERVICE RESTORATION

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Each service provider maintains a plan for restoration of service, including priorities for critical and essential services. In the event of a major emergency or disaster the Emergency Management Director would be responsible for communicating any priorities beyond the routine ones established in the emergency plans. Priorities for restoration will depend on the nature and location of the incident. Vulnerable population and essential for public safety will be considered first. Typical essential facilities to receive utility restoration first would be hospitals, nursing homes, and any senior care facility. Each service provider is responsible for conducting safety inspections as needed to impacted areas.

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Electrical Service	Austin Utilities Freeborn/Mower Electric	507-433-8886 507-373-6421
Gas Service	Austin Utilities Northern Natural Gas	507-433-8886 507-451-7760
Telephone Service	Carter Digital Telecommunications Qwest	877-728-3121 877-742-5384 800-573-1311
Water Service/ Sanitary Sewer System	Local municipal utilities control their own water/sewer supplies and are under the direction of the governing body.	

Sanitation – Trash Collection Service

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Each trash collection service has an emergency response plan to ensure the continuation of service during times of major emergency or disaster.