

Pulaski Electric System

Policy Number: E2-8

Policy Title: Telephone Battery Backup Information

Scope: All PES Energize Telephone Customers

Policy Statement: Backup Power for Home Phone Services during Power Outages:

For many years, your home phone would allow you to stay connected to emergency voice services during a power outage. However, many of today's advanced home phone services require backup battery power to continue functioning during an outage. To avoid a disruption of home voice service during an outage – and to maintain the ability to connect to 911 emergency services – PES Energize provides all telephone customers an Optical Network Terminal (ONT) containing a battery that will power the unit for a few minutes in the event of a loss of power at no additional charge. Options of purchasing additional backup power for your home phones are also available upon request. See the information below.

Policy

A. What Your Battery Can – and Can't – Do for You

PES Energize's ONT backup batteries telephone modems allow you to continue to use your home voice services during a power outage. Without a backup battery or alternate backup source such as a generator, customers will not be able to make any calls when your power is out. That includes emergency calls to 911. The only way to maintain the ability to use your phone during a power outage is by using some form of backup power.

Our backup battery does not provide power to any services other than voice. Home security systems, medical monitoring devices and other equipment will not run on a home phone backup battery.

B. Purchase and Installation

You can purchase a backup battery directly through PES Energize. If you have any questions about battery backup options or simply want to purchase a backup battery and request installation, please call 931-363-2522, or visit the PES Energize Support team in our lobby, located at 128 S. 1st Street, Pulaski, TN 38478.

You can also purchase a backup battery through many of your local retailers or online. Contact PES Energize to determine the correct battery type.

In addition to the cost of the backup battery, there will be a service charge for the installation of the battery backup.

C. Expected Backup Power Duration

Backup batteries are expected to last at least eight hours on standby power. The backup battery should provide up to six hours of talk time. If you feel that is not enough time, you may extend your standby power by purchasing a 24-hour battery or additional 8-hour batteries.

D. Instructions for Proper Care and Use of Your Battery

Please follow the more detailed instructions included with your battery for proper use, storage and care of your battery to ensure that it will function as needed during a power outage. If you do not store your battery correctly, it may shorten its useful life. Environmental factors such as temperature can shorten your battery's useful life. We recommend that you store your battery above 41°F and below 104°F. You should also periodically, as described in the instructions included with your battery, remove and test your battery to verify both the operation of the backup battery and its condition. They will not last forever and should be replaced every six to 10 years, or when your device starts to display a flashing battery warning light. That flashing light means that the battery is depleted, and must be replaced. See the instructions above for purchase and replacement options.

Responsible Office(s): Chief Information Officer

Reference(s)

Effective Date: April 26, 2022

Policy History:

Approved: April 26, 2022