

CONTACT US

Customer Service & Billing

119 S. Walnut Street

(302) 422-6616 Option 2

Call for assistance with payments, billing, and account inquiries, as well as to set up or transfer services, report outages, or other emergencies. Email account contact info updates to CustomerService@Milford-DE.GOV

Electric Operations

180 Vickers Drive

(302) 422-6616 Option 5

Call for electric non-billing questions, electric utility permit inquiries, scheduled outages, service work coordination, control numbers, reporting street/security light outages, power outages, and other emergencies.



After Hours & Weekend Emergencies

(302) 422-8081

Call the Milford Police Non-Emergency Call Line to Report Outages and Other Emergencies.



“COMMUNITY POWER”



POWERING OUR COMMUNITY

CITY OF MILFORD,
ELECTRIC DEPARTMENT

Reliable, safe, community power.

CityofMilford.com





WHAT TO DO WHEN THE POWER GOES OUT



Check Your Home First

- Inspect your breaker panel or fuse box for tripped circuits or blown fuses.
- Reset if needed and safe to do so.



Look Around

- Are your neighbors also without power?
- If your home is the only one without electricity, the issue could be with your equipment.



Report The Outage

- During business hours (8:00 a.m.–4:30 p.m.): 302-422-6616 Option 2 or 5
- After hours & weekends: 302-422-8081 (Milford Police Non-Emergency Call Line)
- Give your address and important information (Did you see or hear anything when the outage occurred?) to the person taking your call.



How We Respond

- Line Crews On Duty: 7:00 a.m.–3:30 p.m.
- On-Call Line Crews: Available evenings, nights, weekends, and holidays.
- Crews assess the outage, locate the problem, and begin repairs quickly.
- Safety is always the first priority.
- If a lineworker is responding to your home let them know if you have a generator.

WHY POWER BLINKS HAPPEN

- ⚡ When lights flicker for just a few seconds, it means the system is protecting itself.
- ⚡ These momentary outages prevent much larger, longer power interruptions.
- ⚡ Common causes: Animals (squirrels, birds, snakes) or tree limbs contacting equipment, equipment faults or lightning strikes, accidents, and severe weather events.

HOW TO PROTECT YOUR HOME

UNINTERRUPTIBLE POWER SUPPLY (UPS):

- Provides temporary backup power during short outages.
- Keeps computers, routers, and modems online.
- Prevents data loss from sudden shutdowns.
- A UPS can be purchased at big-box store, and online marketplaces; prices starting around \$50.00.

SURGE PROTECTORS:

- Guard TVs, computers, gaming systems, and appliances from voltage spikes.
- Available as plug-in power strips or whole-house systems installed by an electrician.

EXTRA TIPS:

- Unplug sensitive electronics during major storms.
- Replace surge protectors if they're more than a few years old or after a lightning strike.
- Use both a UPS and surge protector for maximum protection.

