



How to Reset Your Main Breaker

Bentonville Electric Utilities Department (BEUD) has the ability to remotely monitor all electric meters in our system. If a BEUD dispatcher has checked your meter and confirmed that power is coming to the source side of the meter at the correct voltage, the issue that is causing your power outage is an issue inside your home. BEUD personnel are not authorized to repair or reset customer-owned equipment.

A **\$100 fee** may be charged if a BEUD crew is dispatched to a power outage call that turns out to be an issue with customer-owned equipment or a shut-off for non-payment. This fee will be added to the customer's next electric bill to cover the cost of dispatching BEUD personnel to repair something that is the customer's responsibility to maintain and repair.

You may be able to restore power yourself by resetting your main breaker. **Please read the following instructions completely before attempting to reset your main breaker. If you are not comfortable performing this procedure yourself, BEUD recommends hiring a licensed electrician to do it for you. BEUD is not responsible for any damage or injury that may occur.**

Step 1—Locate your breaker panel.

A common location for the breaker panel is in your garage, but it may be located somewhere else inside your home such as a laundry room or closet. It is typically a rectangular shaped cabinet with a gray metal door. Inside the cabinet there will be multiple individual breakers for all of the electric circuits in your home.



Step 2—Turn off all individual breakers.

Turn off each individual breaker in the panel one at a time. The breakers should operate easily by hand. **DO NOT USE TOOLS to operate the breakers.**



Step 3—Locate the Main Breaker

In most newer homes, the main breaker is located outside next to the meter. Check outside first for the presence of a main breaker. If it is not outside by the meter, it may be in the panel inside the house.

EXTERIOR MAIN BREAKER



Example of an exterior main breaker location. The main breaker is inside the panel below the meter in this photo. You can open the bottom part of the enclosure, but do not attempt to open the section of the enclosure where the meter is installed.

INTERIOR MAIN BREAKER



If your exterior meter looks like this, the main breaker is not in here. Look inside the house in the panel with the rest of the breakers. Do not attempt to open the meter enclosure.



Example of a main breaker located inside the interior breaker panel. It can be located at the top or the bottom of the panel. Some interior panels will have a main panel breaker, but there may still be an overall main breaker for the entire house outside by the meter.

Be sure to check outside for an exterior main breaker.

Step 3—Locate the Main Breaker, continued

APARTMENT COMPLEX MAIN BREAKER



In a multi-unit apartment complex, the main breaker for each unit is typically located in the panel where the meters are installed. Each one should be labeled with the apartment address and unit number. Open the cover to access the breaker. **Contact your apartment complex maintenance department if you need further assistance with accessing the main breaker.**

Step 4—Reset the Main Breaker

Once you have found the main breaker, attempt to reset the main breaker by toggling the switch OFF and ON two times, ending with the switch in the ON position. The breaker should operate easily by hand. **DO NOT USE TOOLS TO OPERATE THE BREAKER.** If the breaker stays on without tripping, proceed to Step 5. If the breaker will not reset, you need to contact a licensed electrician to make repairs.

Step 5—Turn the Individual Breakers Back On

Go back to the interior breaker panel and turn on each individual breaker one by one. If your interior panel had a main panel breaker, turn it on first, then turn on each individual circuit breaker. Turning each breaker back on should restore power to the various circuits inside the home. If breakers continue to trip when you turn them back on, you will need to contact a licensed electrician to make repairs.

SAFETY TIPS:

- Do not use tools to reset your breakers. They should operate easily by hand.
- Do not touch the electric meter itself. Only open the main breaker access panel. Do not attempt to open the sealed portion of the enclosure where the meter is installed.
- Do not stand in water while operating the breakers.