

Storm Preparedness and Safety Checklist

BEFORE A STORM

- Find your account number on MyPower or your bill for reporting outages using our self-serve options
- Familiarize yourself with MyPower, the easiest way to report an outage: <https://bit.ly/3Uvnj5d>
- Bookmark our outage map in your web browser for the latest outage information: <https://bit.ly/3SoL5Oo>
- Add our number, 1-800-670-1012, to the contact list in your phone
- Charge all mobile devices and power banks
- Secure any loose items around your yard
- If applicable, review generator information for safe connection and use: <https://bit.ly/3XiQ9GY>
- Fill propane tanks and your vehicle's gas tank (charge your electric vehicle if applicable)
- Check your first aid kit for expired products and refill any medications
- Check your sump pump and consider purchasing a backup battery
- Review emergency plan with your family
- Prepare an emergency kit with at least 72 hours-worth of supplies for each member of your family:
 - Water
 - Batteries
 - Flashlight
 - Power bank
 - Battery-operated radio
 - Non-perishable & canned goods
 - First-aid kit
 - Warm clothes
 - Snacks
 - Candles & matches
 - Mechanical phone
 - Loud whistle
 - Warm blankets
 - Manual can opener
 - Plastic garbage bags
 - Disposable cutlery

DURING A STORM

- Report power outages by calling 1-800-670-1012 or through your MyPower account
- Check the outage map for the most up-to-date outage information and estimated time of restoration
- If you are using a generator, only use it outside in a well ventilated area
- Turn off all light switches and unplug all electronics and appliances to prevent a power surge when the power returns
- Avoid opening the fridge and freezer to retain the cold
- Stay indoors and away from any windows or doors
- Check the local news for weather updates

AFTER A STORM

- Consider all wires as live, stay at least 30 metres away and report downed wires to us at 1-800-670-1012 as soon as possible
- If your meter mast is damaged, you will need to get an electrician to make repairs before we can restore power
- Don't forget to refill your emergency kit to be ready for the next time a storm hits

HOW WE RESTORE POWER

