

WINTER STORM SAFETY TIPS



KEEP EMERGENCY SUPPLIES HANDY

Your easily accessible kit should include:

- Bottled water (a 7-day supply of 1 gallon person per day)
- 7-day supply of food for all members of your household, including pets
- Alternative cooking fuels/camping stoves
- Flashlights and batteries
- Battery-operated radio
- First-aid kit
- Extra fuses (if you have a fuse box)
- Multi-purpose extinguishers
- Manual can opener
- Tarps, raingear and warm clothing

Always have cash on hand, gasoline in your car and a standard or cell phone because ATMs, gas pumps and cordless phones may not work during a power outage.

PROTECT YOURSELF AND YOUR FAMILY

Storms and power outages can be dangerous. Follow these guidelines to keep you and your family safe:

- Stay away from all downed power lines and poles.
- Watch out for nearby power lines when you use a ladder or work on your roof.
- Stay inside your car if a power line falls across it when you're in it. Warn others away and wait for rescue personnel. If you must get out due to fire or other danger, hop with both feet together or jump out without touching the vehicle and the ground at the same time
- If you smell gas, shut off your gas line and report it immediately to City of Palo Alto Utilities at (650) 329-2579. **Do not turn gas back on yourself.** Wait for a City of Palo Alto Utilities crew.

IF THE POWER GOES OUT

- Call us at (650) 496-6914 to report the outage and tell us:
 - your address
 - if power lines are down and where
 - if all the lights in your home are affected
 - if neighbors have power
 - if you see flashes, noises, or other possible sources of the problem
- Line busy? Try multiple times as you may have info others don't.
- Have online access? You can check the status of known outages at cityofpaloalto.org/outagemap
- Be aware our crews are working 24 hours a day to restore service

MINIMIZE PROPERTY DAMAGE FROM INTERRUPTED POWER

- Do not connect an emergency or recreational vehicle generator to house wiring. Unless installed safely, you could damage property and endanger the lives of utility workers working to repair power lines.
- Keep your refrigerator and freezer closed. Tightly sealed doors will normally keep food safe for several hours.
- Install surge protectors for all sensitive electronic equipment.
- Turn off all appliances to avoid damage from a power surge when power is restored.
- Leave one light on to show when power resumes.

COOPERATE WITH UTILITY CREWS

To restore service during an outage as well as perform routine maintenance, utility crews need access to the power lines and poles on your property. We appreciate your cooperation!



CITY OF
PALO ALTO
UTILITIES

Individuals with disabilities who require accommodations to access City facilities, services or programs, or who would like information on the City's compliance with the Americans with Disabilities Act (ADA) of 1990, may contact the City's ADA Coordinator at (650) 329-2550 (voice) or email ada@cityofpaloalto.org 11/20 Printed on 100% post-consumer recycled paper, bleached without chlorine.