

PREPARING FOR WATER OUTAGES

We work hard to minimize outages, but unplanned outages can happen for various reasons, such as extreme weather. Being prepared for water outages can limit the associated inconvenience and risk. Here are some tips to help you prepare.

1. Create a preparedness plan for you and your family and make sure everyone is familiar with it. The plan should include what to do in case the water is out for an extended time.
2. Have a well-stocked emergency kit and ensure its contents are in good working order.
3. Store water in jugs for drinking water and to use to flush the toilet. You can flush the toilet manually by pouring a bucket of water into the toilet bowl.
4. Prepare a list of emergency phone numbers (fire, police, ambulance, etc.). Be sure to include our Water Emergencies phone number so you can report an outage.

IF YOUR WATER IS OFF

1. Call our Water Emergencies line to determine if the interruption is widespread or only affecting your own property.
2. Keep all hot and cold water faucets turned off.
3. Don't use any household appliances that require water (e.g., shower, bath, built in fridge ice-maker, dishwasher, washing machine, etc.).
4. Turn off the power to any equipment that could be damaged by a water supply loss (e.g., boilers for heating, water-cooled computers or air conditioners).

ONCE THE WATER IS RESTORED

- Run a cold water tap for at least five minutes to ensure the water runs clear before any other water-using device is operated. (EPCOR workers test the water to ensure it meets water quality standards).
- Don't run your hot water tap just yet. The impurities could be drawn into your hot water tank and may cause problems with its operation.
- Discard any ice cubes produced by your fridge's ice maker.
- Turn off the power to any equipment that could be damaged by a water supply loss (e.g., boilers for heating, water-cooled computers or air conditioners).



EMERGENCY KIT CHECKLIST

Your emergency kit should include supplies for 72 hours. Stock your emergency kit with these essentials.

- Important telephone numbers
- Flashlight and batteries
- Candles, matches and candleholders
- Battery-powered radio
- Battery-powered clock
- If you have a fireplace, keep a stock of firewood
- Non-perishable food for you and your family (don't forget about your pets)
- Bottled water (it's recommended that you have 4 litres per person, per day on hand)
- Warm clothes and blankets
- First aid kit
- Important medications (check for expiry dates) or extra batteries for any necessary medical equipment that is dependent on a power source.
- Portable stoves, lamps, and other camping equipment. Store them and their fuels in a shed or garage separate from your house. **Important:** Don't use barbecues, portable generators or propane/kerosene heaters indoors.

REMEMBER to check your emergency kit at least once a year to make sure it still fits your needs and none of your items have expired.

EMERGENCY CONTACT LIST

ADDRESS: _____

EPCOR WATER EMERGENCY: _____

POWER COMPANY: _____

FIRE DEPARTMENT: _____

POLICE DEPARTMENT: _____

AMBULANCE: _____

EMERGENCY CONTACT: _____

