

# WHAT TO DO BEFORE & AFTER AN OUTAGE

We work hard to minimize outages, but they're often caused by unexpected weather and accidents. Being prepared for power and water outages will help you to reduce inconveniences and potential risks.

## BE PREPARED FOR AN OUTAGE

Don't be left in the dark or without water. Here's what you can do to be prepared for outages. Print off our power and water outage checklist and keep it with your emergency kit.

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 power or water is out for an extended time.
2. **Stock an emergency kit** and make sure it's easily accessible in the dark. The kit should be well-stocked and all equipment should be in good working order.
3. **Prepare a list of emergency phone numbers** (fire, police, ambulance, etc.). Be sure to include our power trouble phone number so you can report any outages.
4. **Protect your electronics** (computers, TVs, etc.) by using surge protectors to reduce the risk of damage during a power surge.

## WHAT SHOULD BE IN AN EMERGENCY KIT?

Your emergency kit should include supplies for 72 hours. Stock your emergency kit with the essentials, but you may need additional supplies for lengthy outages.

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|--|---|--|
| <input type="checkbox"/> Important telephone numbers                       | <input type="checkbox"/> Non-perishable food                            | <input type="checkbox"/> Portable stoves, lamps, and other camping equipment. Store them and their fuels in a shed or garage separate from your house. |
| <input type="checkbox"/> Flashlight and batteries                          | <input type="checkbox"/> Bottled water                                  | <b>Important:</b> Don't use barbecues, portable generators or propane/kerosene heaters indoors.  |
| <input type="checkbox"/> Candles, matches, and candleholders               | <input type="checkbox"/> Warm clothes and blankets                      |  |
| <input type="checkbox"/> A battery-powered radio                           | <input type="checkbox"/> First aid kit                                  |  |
| <input type="checkbox"/> A battery-power clock                             | <input type="checkbox"/> Important medications (check for expiry dates) |  |
| <input type="checkbox"/> If you have a fireplace, keep a stock of firewood |   |  |

**Remember to check your emergency kit at least once a year to make sure it still fits your needs and to replace batteries with fresh ones.**

## WHEN THE POWER & WATER COME BACK ON

### POWER:

- Turn on only the most essential appliances first to give the electrical system a chance to stabilize. Wait 10 to 15 minutes before reconnecting other appliances.
- Check your fridge and freezer to ensure they are back on.
- Reset your clocks, timers, and alarms.
- If you used any items from your emergency kit, be sure to replace them so you're prepared for future outages.

### WATER:

- Run a cold water tap for at least 5 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).
- Do not run your hot water tap at this time because 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 ice maker.

## EMERGENCY PHONE NUMBERS:

EPCOR POWER EMERGENCY: 780-412-4500  
 EPCOR WATER EMERGENCY: 780-412-6800

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