
Prepare for an Outage

Listen to weather forecasts and plan ahead. If you lose power, use flashlights. Do not use candles or kerosene lamps; they can create a safety hazard. Develop a family emergency plan that includes alternative arrangements should you need to leave your home. Make provisions for family members with special needs such as the elderly, disabled, medically affected, or infants. If you are dependent on electric-powered medical equipment, seek alternate arrangements in the event of an outage.

Have the following items ready:

- Flashlights, not candles
- Fresh batteries
- Battery-operated clock radio
- Fully charged cell phone and laptop/tablet
- Non-perishable foods and pet food
- Water: one gallon of bottled water per person, per day without electric service. If your home is served by well water, fill a bathtub with water for sanitation purposes and to manually flush toilets.
- Blankets
- Refills of important prescriptions
- Cash, in case ATMs aren't working
- A full tank of gas or fully charged electric vehicle
- A first-aid kit in your home and in your car
- A list of emergency phone numbers, including **1-800-898-8042** to report outages.

Customers with Special Needs

Customers with special needs, such as those who may be elderly, disabled, or dependent on electricity for medical equipment, should have alternate arrangements in place should they experience an extended power outage. Learn more about our [restoration process](#).

Protect Your Food

To protect your food, keep refrigerator and freezer doors closed as much as possible. Food can stay frozen for 36 hours or more in a freezer if you keep the door closed. Consider

freezing containers of water ahead of time and keeping them in the freezer to help your food stay frozen longer.

For more information on keeping food safe during a power outage, check out [USDA Food Safety: Keeping Food Safe in an Emergency](#).

Protect Appliances and Electronic Equipment

Many home electronics can be damaged during a power outage. Here are some ways to protect sensitive equipment:

- Plug electronic equipment into electrical surge suppressors.
- Turn off and unplug sensitive electronics such as computers, modems, and routers to protect them from power surges.
- Turn off all appliances, including your furnace, air conditioner, water heater, and washers to avoid overloading circuits when service is restored. Leave a light on so you will know when your power is back on.
- Ensure you can manually operate your garage doors or security gates.

Other Considerations for Homeowners

- Purchase equipment with built-in surge protection or a battery-powered back-up system.
- If you own a business or have a home office, consider installing an uninterruptible power supply for temporary backup power for your electronic equipment.
- Consider having a lightning arrester installed at your main circuit panel.
- Consider purchasing a generator to power your home in case of outages. See below for tips on safely using a generator.