

Your Home Outage Preparation Checklist



Before an outage

- Ensure BC Hydro has your current phone number so we can quickly match it to your customer account in case you need to call during an outage. This can be done online at **bchydro.com/contact** or by phoning **1 800 BCHYDRO (1 800 224-9376)**.
- Draw up a emergency preparedness plan and share it with everyone in your household.
- Check emergency equipment periodically (flashlights, radios, generators, etc.) to make sure they are in working order.
- Protect sensitive electrical equipment (computers, DVD players, televisions, etc.) by installing surge protectors or other power protection devices.
- Draw up a list of important local telephone numbers including; police, fire, poison control centre. Include the BC Hydro phone number: **1 888 POWERON (1 888 769-3766)** to report an outage. Post the list near every telephone in your home.
- Contact your regional health authority if you or someone you know has special needs during an outage (i.e., is dependent upon electronic life-support systems). If you rely on life-sustaining equipment, be prepared to be self-reliant by having adequate backup in the event of a power outage. If power is out for a longer period, it's important to have a contingency plan, such as moving to a hospital or area that has power.

Basic Emergency Kit Essentials

Store the kit in a designated place known to everyone in your household. Basic supplies should include:

- Flashlight(s)
- Battery-powered clock and radio
- Extra batteries
- Corded telephone
- First aid kit, including extra prescription medicine if needed
- Non-perishable and ready-to-eat foods
- Bottled water: three-day supply (2 litres per person per day)
- Manual can opener
- Warm clothing and blankets
- Supplies for those with special needs
- Games, cards and books to entertain everyone
- Copy of your preparedness plan

During an outage

- Never go near or touch a fallen power line.** Treat it as though it is live. Stay at least ten metres (33 feet) away at all times and do not attempt to remove debris surrounding the line.
- Determine whether the outage is limited to your home.** If your neighbour's power is still on, check your circuit breaker panel or fuse box. If your neighbour's power is off, call BC Hydro at **1 888 POWERON (1 888 769-3766)** to report the outage.
- Turn off electrical appliances.** Appliances start up automatically upon restoration of service; turning them off will prevent injury, damage or fire.

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- Look up outage information.** Use a laptop running on a battery or call someone with Internet access whose power is on, to access outage information by region at bchydro.com/outages.
- Never use a camp stove, barbecue, or propane or kerosene heater indoors.** A build-up of carbon monoxide gas in unventilated areas can be deadly.
- Use candles only with caution and in proper candle holders. Never leave burning candles unattended.** They are a potential fire hazard. Use flashlights instead.
- Turn off all lights except one inside your home and one outside.** The inside light lets you know and the outside light BC Hydro crews know when the power is back on.
- Refrigerators and freezers.** Keep the doors of your refrigerator and freezer closed to keep your food as fresh as possible. Check carefully for signs of spoilage.
 - Frozen food – Cover the freezer with blankets, quilts or sleeping bags to further insulate the freezer and keep help food frozen longer.
 - Refrigerated food – To avoid losing the cold air in your refrigerator, don't open doors unnecessarily. You might also try placing bags of ice in the refrigerator, or place food on ice in a cooler or ice chest. Again, if in doubt, throw it out.
- Monitor radio.** Listen to local news radio stations to check for updates.

- Help children remain calm.** How you react to a power outage gives children clues on how to act. When talking with children about an outage, be sure to present a realistic picture about what has happened and the expected outcome. Encourage children to participate in games, arts, crafts and reading.
- Anticipate traffic delays – Use extreme caution when driving. Intersections should be treated as four-way stops when traffic lights are out. Anticipate long traffic delays in areas where the power is out.

After an outage

- Occasionally, after restoration, even after your power has come back on, a momentary outage may occur as part of the restoration effort.
- Give the electrical system a chance to stabilize. Turn on the most essential appliances first, and wait 10 to 15 minutes before reconnecting the others.
- Check to make sure your refrigerator and freezer are back on. Check all frozen foods to determine the extent of thawing. Check your freezer guide to determine whether food can be safely refrozen. If in doubt, throw it out.
- Remember to reset your clocks, automatic timers, and alarms.
- Restock your emergency cupboard so the supplies will be there when they are needed again.
- Pull out your emergency kit once a year and make sure it still fits the needs of your household. Replace batteries with fresh ones.