

YOUR HOME OUTAGE PREPARATION CHECKLIST



BEFORE AN OUTAGE

- Ensure BC Hydro has your current phone number so we can quickly identify your account, if you call during an outage. To update your account online, visit [bchydro.com/myhydro](https://www.bchydro.com/myhydro), log into MyHydro. Select My Profile, and then Personal Information to change your personal information. You can also phone **1 800 BCHYDRO (1 800 224 9376)**.
- Develop an emergency preparedness plan and share it with everyone in your household. ([getprepared.ca](https://www.getprepared.ca))
- 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 using surge protectors or other power protection devices.
- Develop a list of important local telephone numbers and program them into your mobile device or post near your home phone. Include numbers for police, fire, poison control centre and include BC Hydro to report and outage—**1 888 POWERON (1 888 769 3766)** or ***Hydro (*49367)** from your mobile device.
- Contact your regional health authority if you or someone you know has special needs during an outage (e.g., 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 the home of a family member or friend in an area with 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
- Supplies for your pet
- Extra keys for your house and car
- Some extra cash
- 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 (the length of a bus) 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)** or ***HYDRO (*49376)** from your mobile device, or go to **bchydro.com/outages** 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.
- Outage updates.** Visit **bchydro.com/outages** or **bchydro.com/mobile** (from a web-enabled cell phone or PDA) for the most up-to-date outage information. Listen to local news radio stations to check for updates.
- 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. Never plug a portable generator into a regular household electrical outlet. This can cause electrical danger to your neighbours and utility workers.
- Include a battery operated flashlight in your emergency kit to avoid using candles**—they can be a fire hazard.
- 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 help keep 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.
- 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.