

## Preparing Residential Customers for Power Outages from Winter Storms



Winter can be a beautiful time of the year with white snow and sparkling ice, but that same winter weather can also wreak havoc on your community. Roads can become treacherous. Schools can close. And, sometimes, the power goes out.

You've prepared your utility crews to deal with tough weather conditions. But have you prepared your customers?

This month, why not include in your town newsletter or on your utility's Web site some information on helping residential customers ride out any power outages associated with winter storms? While your crews work to restore service, you can help customers ensure their safety and comfort by encouraging them to prepare a winter emergency kit.

### **Items to Include in a Residential Winter Emergency Kit**

SafeElectricity.org offers the following list of items to help prepare a winter emergency kit:

- Water** – stock up on bottled water for consumption
- Food** – have provisions for three to seven days that include non-perishable packaged or canned foods, juices, foods for infants or the elderly, and snack foods
- Utensils** – include a non-electric can opener, cooking tools, paper plates, and plastic utensils
- Blankets, pillows, and warm clothing items**
- First aid kit, medicine, and prescription drugs**
- Toiletries, hygiene items, moist towelettes**

- ❑ **Flashlight and batteries** – be sure to include extra batteries
- ❑ **Radio and clock** – use battery-operated radios and clocks; also consider purchasing a National Oceanic and Atmospheric Administration (NOAA) weather radio
- ❑ **Telephone** – keep cell phone chargers (wall, car, and/or solar) on hand, and, if you have a landline, a traditional (not cordless) telephone set
- ❑ **Emergency numbers** – keep a list of emergency telephone numbers, including the local utility company
- ❑ **Cash and credit cards**
- ❑ **Important documents**
- ❑ **Tools** – keep a set in your kit; can include duct tape, screw drivers, pliers, wrench, work gloves, safety goggles, etc.
- ❑ **Toys, books, and games**
- ❑ **Pet-care items**
- ❑ **Supplies for any alternate heating methods your home may have**, such as a fireplace or wood-burning stove

For more information on how to prepare for a winter storm and how to keep your family safe during and after a winter storm, visit [SafeElectricity.org](http://SafeElectricity.org). For even more detailed tips, you can [click here to obtain even more detailed guidelines for putting together a Disaster Kit](#).