

## Be Prepared For When the Power Goes Out

Following a storm, you won't have time to search for supplies or to buy them locally. Make sure your storm needs are assembled and stored where they can be accessed by all family members. At least once every six months, take an inventory of the articles stored and replace any items required.

### Before the Storm Needs:

- A copy of your Freeport Electric Bill
- Keep your car's gas tank more than 1/2 full
- Cash on hand in small denominations
- 2 cases of bottled water (24 bottles each)
- Fill 5 gallon containers with tap water
- New batteries and your AM portable radio
- Have candles and safety matches
- Have non perishable food available for at least one week for each family member
- A non electric can opener
- Paper plates, napkins, and towels
- Several large empty garbage bags
- Baby needs such as formula, diapers, etc.
- A First Aid Kit
- A one week medication supply
- Don't forget Rover - get additional pet food
- Clean clothing in a large plastic bag
- Pack some books and games
- Have lanterns and fuel
- Toiletries are a must
- Blankets and sleeping bags
- Secure outdoor furniture
- A fire extinguisher
- Flashlights and fresh batteries
- An emergency family evacuation plan
- Trim any bushes or shrubs near your house
- Trim trees near your house

## Freeport Electric's Restoration Plan

Priorities are given to critical customers such as hospitals, police stations, schools, facilities performing storm restoration, and homes with people having special needs requiring life support systems. Damage restoration proceeds with restoring power to the greatest number of customers initially.

Transmission repairs are completed first as they affect all FE customers.

Substation restoration is 2nd in priority as this may reestablish electric service to a thousand or more customers.

Primary high voltage feeder repairs are completed taking into account fallen trees, wires down, and transformer repairs that can reenergize hundreds of customers.

Lateral lines are repaired next as they can restore a hundred or more customers.

Service connections are usually handled last as they restore only from one to four customers.



Call Freeport Electric at the hotline number shown on the cover to report your outage and to receive restoration time information.

## The Freeport Electric Restoration Team

When a storm hits, our entire workforce shifts into their second job... system restoration. Each of our employees is specially trained to respond to outages and restoring electricity to our customers rapidly and safely.

Our operators will handle your calls and will log your outage and will furnish you with the latest information available for getting your power reestablished.

Please be patient. We're working hard to get the lights back on safely and quickly..

 **Freeport Electric**

## Storm Preparedness Customer Guide



*Here are some suggestions to assist you and your family in making important preparations in the event of a major storm*



**46 North Ocean Avenue  
Freeport, NY 11520**

**Emergency Hotline  
516-378-0146**

**Further Information at  
[www.freeportelectric.com](http://www.freeportelectric.com)**



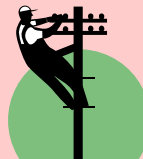
# Customer Storm Preparedness Guide

## During the Storm

- Keep TV's and Radios tuned to news stations with the latest storm developments
- Stay away from windows, sliding glass doors, and under skylights
- Should you have an electrical outage
  - Don't open the refrigerator. Groceries can last 12 to 24 hours during an outage without spoilage
  - Stay in the house. Do not go outside to investigate the outage
  - Use camper type kerosene lamps to provide for light
- Avoid using candles and open flames unless absolutely necessary. Proceed with maximum caution
- Turn off appliances to prevent a "surge" when the power is returned
- Never use the stove or oven as a heat source
- Keep your portable battery operated TV's and Radios turned to emergency channels
- Close all curtains and window blinds
- Use your cell phone for emergencies. Avoid using your "regular" telephone
- Pass the hours by reading or playing board games with your children
- If the storm intensifies and damages your home, seek refuge in a small interior room, closet, or hallway on the lowest level
- Avoid carbon monoxide hazards. DO NOT run generators, grills, or other gas operated portable appliances indoors
- If you need to evacuate, follow instructions of local officials. Take all your packed items and pets in your automobile
  - Make arrangements with others for your pets
  - Wear weather protected clothing
  - Take your emergency supplies with you
  - Shut off your gas and electric utilities if advised to do so by local officials
  - Lock your house
  - Let others know when you're leaving and where you are going

## After the Storm

- If power has not been restored within 24 hours, the contents of the refrigerator may begin to spoil. Discard spoiled foodstuff
- Whether you are sustaining an electrical outage or not, stay in the house until advised that it is safe to go outside
- If at any time there is the distinctive odor of gas in the home, **EVACUATE IMMEDIATELY** and call National Grid (1-800-490-0045) from outside the house
- When it's safe to go outside, be aware there may be wires down. **DO NOT TOUCH OR ATTEMPT TO MOVE ANY WIRE** as it may have become energized. Report wires down to Freeport Electric at 516-378-0146
- Run portable generators outside
- Before calling Freeport Electric to report an outage, do the following
  - Check your fuses or circuit breakers in your electric panel.
  - Check your meter and service entrance wires on the outside of the house. If pulled off the house or if damaged, call an electrician to repair and call the Freeport Electric emergency number at 516-378-0146 and report your information
- If your home looks "unstable" due to major damage (such as a tree falling through the roof), evacuate the home
- Contact your insurance company for any damage claim
- Make sure water is safe to drink before using the public water supply system
- If so warranted, boil water before drinking or use in cooking
- After Electricity has been restored, do not use any appliance that has been wet or damaged until checked by a licensed electrician



## Emergency Supply Kit

Once a storm hits the area, it is important to have a supply kit ready to go.

### Essentials

- Battery powered radio
- Flashlight
- Extra batteries
- Fire extinguisher
- First Aid Kit
- Essential medications

### Food

- Water: at least 3 gallons per person per day for 5 days



- Canned food and can opener

### Personal items

- Clothing: protective clothing, rainwear
- Eyeglasses
- Blankets or sleeping bags

- Toiletries
- Infant necessities (baby food, diapers)
- Special items for elderly or disabled family members
- Pet supplies
- Games and books

### Important documents

- Checkbook, cash, credit cards
- Copy of prescriptions and important papers such as insurance, deeds, birth certificate, passports
- Instructions on how to turn off gas, water and electric, if authorities advise you to do so. Note: only professionals can turn them back on

General safety tips: stay informed of weather, local tides and official word from local authorities.

