



Outage Preparation Checklist for Businesses

SDG&E is committed to providing safe and reliable energy. Please take a moment to review this checklist to help ensure your preparedness in case of a power outage.

Preparations Before an Outage

1. Know your building.

- Identify the location of your meter room and electric service entrance.
 - ✓ Make sure you have access to your meter room
 - ✓ If you need a key, contact your building owner.
 - ✓ For information on having the lock replaced with an SDG&E-compatible lock, contact SDG&E at 1-800-411-SDGE (7343).
- If you have more than one electric meter, identify which meter serves each part of your building, and the pieces of equipment that are connected to each meter.
- Identify the voltage levels that SDG&E delivers to your location.
- If your meter room does not have an emergency lighting system, consider installing one.
 - ✓ Keep a portable lamp or flashlight, along with fresh batteries, in the meter room so you can see your equipment if the power goes out.
- If your building has fuses, know their location and ratings. Keep two sets of spares in reserve in case a fuse blows when power is restored.

2. Know your equipment.

- Post an electrical one-line diagram in the meter room to help the people working to restore power.
- Develop and implement a written maintenance program for your electric equipment.
- Prepare a list of the equipment that will need to be reset after an outage.
- Contact the service providers for your telephone service, security system and fire-protection system for information on how these systems will operate during, and after, an electric outage.
- Know what equipment can and cannot be turned off. Develop a plan for controlled shutdown if needed.
- If you have three-phase equipment, install a protection device (loss of phase). Know how to reset it after an outage has occurred.

3. Take steps to prepare.

- Have someone onsite or on-call who is qualified to work on your electrical equipment.
- Establish the back-up personnel responsible for handling emergencies that occur after-hours, and develop an after-hours notification system.
- Install surge protection devices to protect sensitive electronic equipment.
- Develop a list of emergency phone numbers.
 - ✓ Include suppliers, electricians, contractors, elevator services, computer services, managers at your business, and SDG&E.
 - ✓ Post the list in the meter room and in other strategic locations for quick access when needed.
- Set up a safety committee. Appoint safety coordinators in each section of your business to provide information and direction to the employees in their work areas.
- Have a cellular phone or single-line phone available or readily accessible. Cordless phones and your company's phone system may not work without electricity.
- Make sure all key personnel have cellular phones, and that everyone has a list of the phone numbers.
- Have a qualified electrician test the breakers to make sure they work and are not likely to break when repeatedly opened and closed.

4. Prepare your employees

- Educate employees on what to do if an outage occurs. Include information on:
 - ✓ Using the elevators at your site.
 - ✓ Shutdown procedures for air conditioning/refrigeration equipment, alarm systems, and any other critical equipment or systems.
- Have an emergency plan in place for employees who rely on medical equipment. This may include a back-up power supply or transportation to another facility.
- Provide portable lamps or flashlights to each department for use if the power goes out.
 - ✓ **Do not** use candles or cigarette lighters.
- Keep protective gloves and goggles on hand so employees will be prepared to switch breakers back on when power is restored.
 - ✓ Be sure the protective equipment in stock meets OSHA requirements for the voltage levels in your facility.

5. Check your back-up systems.

- If you have a back-up generator, know its make, capacity and delivery voltage.
- If you do not have back-up generation, know where you can rent a portable generator if you need one, and how to install and operate it.
 - ✓ For information on choosing a portable generator, talk to a qualified electrician or refer to SDG&E's *Facts You Should Know About Portable Electric Generators* information sheet.
 - ✓ Determine where you will park the unit to make your electrical connections, and designate that area as a "no parking" zone.
- Notify SDG&E of your plans to run a generator by calling 1-800-411-SDGE (7343).

OUTAGE PREPAREDNESS

- Have someone onsite or on-call who is qualified to work with your back-up system.
 - ✓ Make sure all manufacturers' operating instructions are carefully followed.
- Double-check that all critical loads, including elevators and emergency lighting, are connected to your back-up generator.
 - ✓ Verify that your back-up generation capacity is enough to handle this load.
- Establish a regular maintenance program for your back-up generator.
- Test your back-up generator each month.
 - ✓ Check the generator under load conditions to make sure it works.
 - ✓ Include the switch gear and transfer switch in your test.
- Remove potential hazards or hazardous materials that could be impacted by the operation of a back-up generator.
- Know how much fuel you have stored for the generator, and how long it will last during an outage.
 - ✓ Establish quick fuel delivery arrangements in case you run out of fuel.
 - ✓ Install a fuel inhibitor (gasoline and diesel fuels), and plan to use or replace this fuel at least once a year.
- Test your back-up battery systems (Uninterruptible Power Supply (UPS), emergency lighting, phone, security, fire protection, etc.) each year.
- If you have a UPS system, know its back-up capacity (in minutes).
 - ✓ Update this information as you add or remove equipment.
 - ✓ Develop a plan for the orderly shutdown of equipment before the capacity limit is reached.

6. Steps to Take While the Power is Off

- Check your circuit breakers or fuses to make sure that the outage is not being caused by equipment problems in your facility.
- Check to make sure all employees are safe.
 - ✓ Check your elevators, equipment and the facility in general for situations that may need immediate attention.
- Call SDG&E at 1-800-611-SDGE (7343) to report the outage.
- If you are using back-up generation, **make sure the transfer switch is properly isolated from your generator load and that no power is feeding back into SDG&E's system.**
 - ✓ Consider shutting off unnecessary equipment to conserve fuel.
- Turn off major pieces of equipment not connected to your back-up generator.
 - ✓ Leave a few lights on in visible areas so you know when the power is restored.
- Go to the meter room and shut off the circuit breakers to the major pieces of equipment. This will help avoid power surges, and possible damage to your equipment, when the power is restored.
 - ✓ Be sure to leave the breakers on that control the lights to alert you when power is restored.
- Contact the companies that service your air conditioning system, alarm and communications equipment for information or specific instructions.
- For updated information, call SDG&E at 1-800-611-SDGE (7343) or tune in to the local news on your portable radio or television.

7. Steps to Take When Power is Restored

- Wait for about ten minutes to make sure SDG&E's system is stabilized and the power has truly been restored.
- Close your circuit breakers one at a time.
 - ✓ Start with your non-critical, single-phase breakers first.
 - ✓ Wait a minute or two to make sure your equipment is operating before moving to the next breaker.
 - ✓ Turn on any three-phase equipment at the end of this process.
- Check your facility to make sure everything is operating correctly.
- Shut down your back-up generator and transfer load back to your electric system, following manufacturer's instructions.
- Check and replenish the fuel supply for your back-up generator.
- Evaluate how the system worked and learn from it. Meet with your safety committee to update procedures as necessary.
- Communicate and report what happened to all concerned.

FOR MORE INFORMATION

For additional information on preparing for outages, please contact us at 1-800-411-SDGE (7343) or visit www.sdge.com.



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Planning for tomorrow.™*

P.O. BOX 129831,
SAN DIEGO, CA 92112-9831
1-800-411-7343
www.sdge.com