



# Preparing for a Power Outage at Home

SDG&E is committed to providing safe and reliable energy, but unfortunately, power outages do occur. Please take a moment to read through this handout for important energy safety information to help you through a power outage.

## Be Prepared

- Keep emergency supplies on hand, including:
  - Fresh batteries and flashlights
  - A portable, battery-powered radio and/or television
  - A wind-up or battery-powered clock
  - Nonperishable food and water
  - Cash, since ATMs may not work when the power is out
- Have either a cell phone or hardwire, single-line telephone. Cordless phones may not work without electricity.
- Know how to manually open and close any electric security or garage doors and gates.
- Protect electric equipment, such as computers, fax machines, televisions, VCRs and microwaves, by installing surge suppressors or other power protection devices.
- Have a battery back-up system if your smoke alarms are wired to your home's electrical system.
- Have an emergency plan in place if a member of your household depends on life-support or needs other medical equipment. This may include a back-up power source or transportation to another facility.
- Identify the operating requirements of any gas equipment. Appliances with electronic ignitions will not work because electricity is needed to ignite the natural gas. In addition, appliances requiring fans or other electric devices to run (such as central heating units and gas clothes dryers) also won't operate.

## If You Know an Outage may Occur

- Shut-off your electronic equipment such as computers, televisions, VCRs, microwaves and fax machines.
- Leave one light on so you know when power is restored.
- Turn off any heat-producing electric equipment such as toaster ovens, electric stove tops, irons or hair curlers.
- Stay out of elevators – use the stairs instead.

## During an Outage

- Don't call 911 to ask about the power outage. Call SDG&E at 1-800-611-SDGE (7343) for updated

- information or to report any problems.
- Use extreme caution, especially on roads without working traffic signals.
  - Use flashlights instead of candles to minimize fire hazards.
  - Keep your refrigerator and freezer doors closed as much as possible to prevent food spoilage.
  - Shut-off any electronic equipment that was operating when the power went off. Shut-off major electric appliances as well. This will help to stabilize the electric system when power is restored.

### After an Outage

- Wait a few minutes before turning on major electric appliances. This will help eliminate problems that could occur if there's a surge in demand immediately after power is restored.
- Call for service if you need help. If you think that electric power has been restored to your area but your home is still without power, call SDG&E at 1-800-611-SDGE (7343).

### Portable and Standby Generators

- **Never plug a generator into any electric outlets.** Generators can feed electricity back into the power lines, putting you and SDG&E repair crews in danger. It can also damage your appliances or those of your neighbors.
- State law requires that you notify SDG&E if you plan to use a generator. Call 1-800-411-SDGE (7343) if you have a generator that you plan to use during an outage.
- Always follow the manufacturer's instructions to avoid injuring someone or damaging your generator or appliances.
- For additional information on operating a generator, refer to SDG&E's *Facts You Should Know About Portable Generators* information sheet.

### Conserve Where You Can

Cutting your consumption will reduce the overall statewide demand for electricity. Ask for SDG&E's energy-saving tips at 1-800-411-SDGE (7343) or visit our Web site at [www.sdge.com](http://www.sdge.com) for more information on preparing for power outages.