



Staying Connected Without Power

In the event of **public safety power shut offs**, your local energy company may need to turn off power in your community. Other disasters can also cause power outages. Learn how you can prepare and stay better connected in the event of a power outage.

Be Prepared

- **Keep your wireless phone batteries charged at all times.** Have an alternative plan to recharge your battery in case of a power outage, such as using your car charger to power your device or a portable battery.
- **Have a family communication plan in place.** Designate someone out of the area as a central contact and make certain that all family members know who to contact if they get separated.
- **Install a back-up battery if you use a VoIP home phone,** and consider purchasing a non-cordless telephone in the event of a power outage. A mobile phone may also help you stay connected if your home phone loses power during PSPS events.
- **Confirm your device has enabled Wireless Emergency Alerts.** Most smartphones and feature phones released in the last few years are capable of receiving Wireless Emergency Alerts (WEA), so make sure you have wireless emergency alerts turned on in your phone's message settings. Sign up for additional alerts in your county at calalerts.org.

Stay Connected

- **Try text messaging.** During an outage, text messages may go through more quickly than voice calls because they require fewer network resources.
- **Enable Wi-Fi calling.** Wi-Fi calling may let you talk and text from indoor locations if the cellular network is unavailable. When calling 9-1-1, device location data from nearby Wi-Fi networks will be used to help locate you. If that data isn't available, the emergency address you provide will be used.
- **Be prepared for high call volume.** During an emergency, the increased calling volume may create network congestion, leading to "fast busy" signals on your wireless phone or a slow dial tone on your landline phone. If this happens, hang up, wait several seconds and then try the call again.
- **Forward your home number to your wireless number in the event of an evacuation.** Because call forwarding is based out of the telephone central office, you will get incoming calls from your landline phone even if your local telephone service is disrupted at your home.
- **Keep non-emergency calls to a minimum** and limit your calls to the most important ones.

EMERGENCY PREPAREDNESS



MAKE A PLAN



BUILD A KIT



BE INFORMED

More Tips for People with Disabilities¹

- **Register with your electric company and local police department.** Make sure your electric utility and local police department are aware of your medical needs and extra support you may need during an evacuation, power outage, or other emergency.
- **If you have a Personal Care Attendant,** work with that person to decide how you will communicate with each other if you are separated during an emergency.
- **Consider getting a medical alert system** that will allow you to call for help if you are immobilized in an emergency. Most alert systems require a working phone line, so have a backup such as a cell phone or pager if the landlines are disrupted.

¹ <https://www.fcc.gov/reports-research/guides/tips-communicating-emergency>

State of California Resources

MEDICALLY VULNERABLE INDIVIDUALS

- A **nonemergency hotline** has been established by the State to help medically vulnerable Californians and health and community care facilities find resources in their communities during power shutoffs. The State hotline is (833) 284-3473. During power shutoffs or potential power shutoffs, hotline assistance will be available 9:00am-9:00pm. Assistance is available in many languages.
- The California Department of Aging contracts with and provides leadership and direction to Area Agencies on Aging (AAA) that coordinate a wide array of services to **seniors and adults with disabilities**. You can locate a resource center in your area by calling 1-800-510-2020.
- To find an open **pharmacy** during an active emergency, visit www.RxOpen.org.

HOUSING AND EMERGENCY SHELTER

- For **emergency shelter** information, contact the Red Cross at <https://www.redcross.org/get-help/disaster-relief-and-recovery-services/find-an-open-shelter.html>
- The CalWORKs Homeless Assistance Program is available to homeless families who are eligible for or receiving CalWORKs benefits. The program can provide financial assistance to pay for up to 16 days in a motel. To find out how to apply for assistance, contact your county. Find contact information at <https://www.cdss.ca.gov/county-offices>

OTHER RESOURCES

- The **California Office of Emergency Services** (Cal OES) is responsible for overseeing and coordinating emergency preparedness, response, recovery and homeland security activities within the state of California. The Cal OES website includes information on how individuals and families can prepare for an emergency. For more information, visit <https://www.caloes.ca.gov/individuals-families>

For more information from the State of California, visit prepareforpowerdown.com.

Home phone and internet customers must now update their contact information to ensure they receive emergency and outage notices from their phone or internet provider. Log into your account or call your provider to update your information.