

# **URECC**

## **Guide to Storm Outages**

### **Before, During, & After the Storm**

**This booklet contains:**

- Guide to creating a family emergency plan.
- List of supplies to have onhand to prepare for an outage.
- Steps to take during an outage.
- Step by step procedures for power restoration.
- Guide to generator safety.



*Severe weather is an act of nature. When nature creates a destructive storm it is out of man's hands. URECC, as an electric cooperative, may not be able to prevent a storm from happening, but is on standby to begin repairs and restoration as soon as the storm passes.*

*Just as URECC is prepared in advance to take care of its members if there is a storm, there are also steps you can take as a rural resident to be prepared to take care of your family if left with a storm outage, which depending on the severity of the storm, could take anywhere from a few hours to weeks without power.*

*We hope this guide will be helpful before, during, and after the storm.*

# How to Report an Outage

\* During a large outage phone lines may quickly be overloaded by hundreds or thousands of calls, causing a busy signal, unanswered calls, etc. when you call.

It is important to get the report of your outage to our dispatchers, so by choosing the SmartHub or TEXT options below may not only allow to you avoid time spent calling or holding on the phone, but will deliver a logged digital report straight to our dispatch department.

## 1. Text “OUT” to 855 939-3744

*\*\*\* This will work for members with ONE meter associated with their account. If a member has more than one meter on their account, URECC will not be able to distinguish which location is experiencing an outage.*

## 2. URECC SmartHub APP

If you do not already have the URECC SmartHub App, it can be downloaded for [Iphone at Apple's APP store](#) or for [Android at the Google Play store](#).

## 3. URECC.coop

Look for this button at the top right corner of the main page.



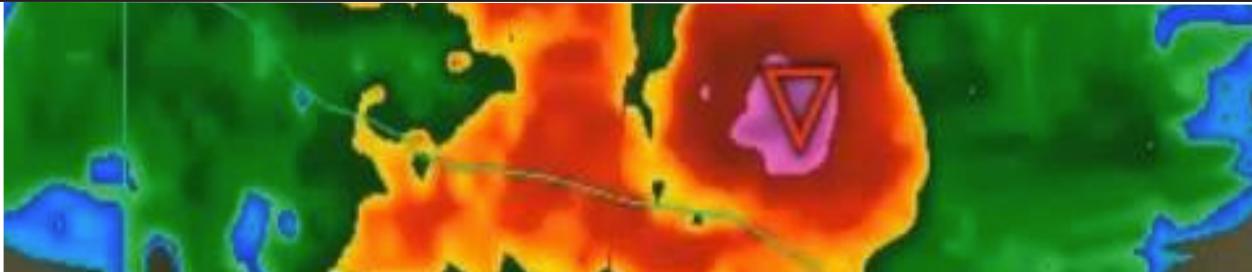
## 4. Telephone

**903 680-2100**

**1 866 804-1674 (Toll Free)**

# Before the Storm

## How to be Prepared



### 8 Things to Have When the Power Goes Out

*Please keep in mind that major storm damage, such as a tornado, may leave an area without power for days or even weeks. Be prepared should there be an extensive outage.*

1. Flashlights with spare batteries
2. A battery-powered or hand-crank radio to be able to hear news and weather.
3. A cooler, ice, freezer packs and non-perishable canned foods (with a manual can opener).
4. A fully charged cell phone and a backup battery (should you not be able to use your car charger.)
5. Drinking water - at least a gallon a day per person.
6. A first aid kit, prescription medicines, eyeglasses, hearing aids, and other necessary medical equipment.
7. Copies of important documents and records, including photo ideas and insurance papers.
8. CASH - credit and ATM cards machines will not work without power.

### Create a Family Emergency Plan

1. Put together an emergency supply kit (complete with necessity items listed above).
2. Discuss escape routes from each room of your home, as well as from your neighborhood.
3. Make sure all family members know how to get in touch with one another, even if the phone service is disrupted.
4. Create a checklist of what to do before you leave, such as turning off circuit breakers, turning off gas, etc.
5. Plan what to do with pets and livestock.
6. Establish a common meeting place should family members have to meet somewhere other than the home; should someone not be home when the storm hits.

## 4 Steps to Take if You Have an Outage

*If you lose power during the storm, please wait until AFTER the storm to follow these steps. The main thing DURING the storm is to keep you and your family safe.*

1. Locate your home's electrical panel and check to see if a breaker switch or fuse is blown.
2. Look to see if your neighbors power is out also.
3. Visit the URECC website or SmartHub app on your cell phone. Click on the "Outage Map" button. This will show the current reported outages. (The green shaded area shows URECC's service area.)
4. If you have an outage, use the text option, SmartHub App, online outage reporting, or telephone to report your outage to URECC dispatch.

[\(URECC Outage Map Link\)](#)

### Step-by-Step:

**When an outage occurs, it triggers a carefully choreographed and rapid response.**

1. A power outage occurs.
2. Member reports the outage to URECC.
3. The outage report is sent to the URECC Control Center (staffed 24/7).
4. Control center operators send a signal through the power line meters in the area to determine how many members are affected and to identify possible cause.
5. Control center operators check URECC's vehicle GPS system to see which URECC employee is available in or near the outage area to respond, pending the type of outage.
6. A power restoration crew is dispatched. Additional crews are called as needed (or as available if the storm damage is widespread).
7. Cause of the outage is located and repairs are made to begin restorations. (Sometimes locating the cause can be a lengthy process. Miles of power lines run through rural areas that include heavily wooded areas and over river bottoms and swampy areas. Many times linemen will need to "follow the lines" to locate a tree on the lines. Other times this could call for locating a thrown breaker or identifying a piece of equipment struck by lightning.)

# GENERATOR SAFETY

## Warning:



Portable generators can be extremely dangerous if not used properly.



## LET US HELP!

When the weather gets rough, a portable generator can be a lifesaver. However, if used improperly, it can prove to be a hazard to you, your home and those working to get your power back on.

Electrocution, fire and carbon monoxide poisoning are all potential consequences of improper generator usage. Play it safe!

Contact [CO-OP] for more information on how to ensure your portable generator is an asset, not an endangerment.

When we work together for safety and the good of our communities, we all benefit.



## PUT SAFETY FIRST:

- ⚠ Never connect a generator directly to your home's wiring without an appropriate transfer switch installed. This can cause backfeeding along power lines and electrocute anyone coming in contact with them, including line workers making repairs.
- ⚠ Never plug a generator into a regular household outlet.
- ⚠ Never operate the generator in enclosed spaces. Use carbon monoxide detectors in nearby enclosed spaces to monitor levels, as generators can produce high levels of carbon monoxide very quickly. This can be deadly.
- ⚠ Use heavy-duty, outdoor-rated extension cords. Make sure extension cords are free of cuts or tears and the plug has all three prongs.
- ⚠ Ensure your generator is properly grounded.
- ⚠ Never overload a generator.
- ⚠ Turn off all equipment powered by the generator before shutting the generator down.
- ⚠ Keep the generator dry.
- ⚠ Always have a fully charged fire extinguisher nearby.
- ⚠ Never fuel a generator while it is operating.
- ⚠ Read and adhere to the manufacturer's instructions for safe operation.