

Put together a power outage plan

Portland General Electric places a high priority on providing safe and reliable electric service without interruptions. However, power outages can and do occur for a variety of reasons, including winter storms. Even though we can't guarantee continuous service, we can help you understand how to prepare for those times when the power goes out.

Individuals with special medical needs should take extra precautions due to their dependence on electricity for things like **life-support equipment and refrigeration for life-sustaining medications**. That's why we're providing you with this power outage preparedness checklist to help you put together a plan.

By putting together a power outage plan now you can help protect your health and safety in the event of a power failure. A plan will help you set aside any necessary supplies, and it will help you and your support network plan what you'll do and where you'll go if there is an extended outage. Follow the checklist provided inside to put together your power outage plan today.

Do your **medical needs** require electricity?



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Be prepared for **unforeseen**
power outages.



Find more information online:

PortlandGeneral.com/Prepare

Or call 1-800-542-8818

Portland General Electric

Power Outage Preparedness Checklist

1 Assemble a personal outage kit, and put it somewhere handy.

Your kit should include the following items:

- ✓ Hand-cranked or battery powered flashlight and radio
- ✓ Battery powered or wind-up alarm clock
- ✓ Extra batteries (change them periodically — even unused batteries lose power over time)
- ✓ Manual can opener
- ✓ Cell-phone car charger and/or corded non-electric phone
- ✓ Bottled water — one gallon per person per day, (include extra for pets) for at least 3 days
- ✓ Non-perishable food, at least a 3-day supply (Don't forget food for your pets)
- ✓ Prescription medications and reading glasses
- ✓ Basic first aid kit
- ✓ Disposable plates and utensils
- ✓ Sleeping bag or warm blanket for each person
- ✓ Extra cash

For more information and recommendations for your kit, go to fema.gov, ready.gov or redcross.org.

2 Provide for backup power if you depend on life-support equipment.

- ✓ If your equipment has battery backup capability, make sure the battery pack is available and fully charged.
- ✓ Use a surge protector for your life-support equipment, especially if it has any electronic or computerized components.

3 Plan where you will go in the event of an extended power outage.

This could be a hospital where you can receive the medical care you need. Call the hospital ahead of time

to confirm you are welcome in the event of an electrical outage. Don't forget to take any special medical equipment and medications with you if you have to leave.

4 Arrange for transportation.

Plan who will take you to your place of refuge in the event of an extended power outage. Pre-arrange this transportation with those who will transport you so you don't have to depend on telephones or computers for contact during a power failure. They should know to automatically come for you under certain conditions.

5 Plan how to communicate.

Determine how you will communicate during a power outage. Sometimes, traditional, hard-wired phones work, and sometimes cell phones work. Also, text messages often go through even when voice communication does not. **Cordless phones don't work in an outage.**

6 Remember 911.

911 Emergency Services are available in most areas. If there isn't 911 service in your area, learn how to contact emergency service providers.

7 Make a list of friends and family members and their phone numbers.

It's important to have this list handy so you can let loved ones know how you're doing or if you've moved to another location. It's a good idea to have at least one out-of-town contact since they might be easier to reach, and they can relay messages for you. If you have a cell phone, program your emergency contact's phone numbers in as "ICE" (In Case of Emergency). Emergency personnel will often check your ICE listings if they need to reach someone you know.

For more information please contact PGE Customer Service at:

503 228-6322 Portland

503 399-7717 Salem

1-800-542-8818 Outside Portland/Salem

Or visit our website at PortlandGeneral.com

8 Consider owning a home generator.

This is vitally important for anyone who depends on electricity for life support. While some life-support equipment has built-in backup systems, the backup period may not be long enough to cover an extended outage. With a generator, you may eliminate the need to be transported to an alternate location.

9 Know how to activate and safely use a generator.

If you have a generator or other backup power available, make sure you learn how to activate it ahead of time. Or, make arrangements for someone else to do this for you in the event of an outage.

If you have a generator, also make sure:

- ✓ You understand how to operate it safely
- ✓ You have an adequate fuel supply
- ✓ The operating instructions are close by
- ✓ The system is tested often

10 Practice your plan!

Give it a run-through to make sure it works (but don't travel if you are weak, fragile or medically unfit). Then tell your friends, family and other helpers about your plan.

While PGE works hard to maintain one of the most reliable electric systems in the Western U.S., we cannot guarantee continuous service. We want to make sure our customers with special needs are prepared in the event of an outage. Please take a few minutes to go through this checklist and put together your power outage plan today. It could save your life!