

# BE PREPARED

*We work hard to provide you dependable service. However, storms and power outages can occur any time of the year causing disruption. This information will help you **Be Prepared** for the next storm.*

## Before a Storm

Provide CU with your current phone number. See your utility bill message area for the phone number listed on your account. Request a change, if required.

Prepare a survival kit. Include flashlights, a portable radio and fresh batteries.

Stock your pantry with non-perishable foods, bottled water and a can opener. **Be Prepared** to cook over a camp stove, grill, or alternate fuel source outdoors.

Keep a first-aid kit and medications in a convenient location. Take these with you if you must move to a shelter.

Keep your car fuel tank at least half-full. Gas station pumps run on electricity.

## During a Power Outage


When outages occur, CU works around-the-clock to restore electric service as quickly as possible. Contact our toll-free number to report your power outage at 1-888-863-9001. **Be prepared** to enter the telephone number of the address where the power is out. Our automated system sends the information to our repair crews.

CITY  UTILITIES

*Bringing Power Home.™*

# During a Power Outage

- Unplug sensitive electrical equipment and motor-driven appliances. Turn off appliances that might cause a danger when electricity is restored.
  - Leave one light in the on position to notify you when power has been restored.
  - In severe cold weather, let your faucets drip slightly to avoid frozen pipes.
  - Avoid burning candles to reduce fire dangers.
  - Notify CU if you are using a generator during an outage. Always operate generators outdoors in a well-ventilated area, away from doors, windows and vents, to prevent carbon monoxide poisoning. Do not allow generators to backfeed into the distribution system. This presents a serious danger to CU workers and your electrical equipment.
  - Call 911 only for true emergencies. Listen to local radio programming for information updates.
  - Do not go near downed power lines. Do not touch trees or anything that may be touching power lines. Report these problem areas to CU for repair.
- Read more **BE PREPARED** tips at [cityutilities.net](http://cityutilities.net)



**Be prepared.** On your next visit to CU request a magnet with the report power outage phone number.

CITY  UTILITIES  
*Bringing Power Home.™*

Report power outages  
1-888-863-9001.  
All other calls, 863-9000.

# Play It Safe Around Natural Gas

***Natural gas is a safe, convenient form of energy we use daily to help make living and working easy. It is important to play it safe around natural gas.***





## **Smell Gas? Act Fast!**

Teach your family to recognize the “smell” of natural gas. Mercaptan is the chemical added to natural gas to give it an easily detected odor. The smell is often described as similar to sulfur or rotten eggs.

A scratch and sniff brochure is available to help you identify the smell of natural gas. Call 863-9000 to request a sample.

If you smell natural gas, your equipment may not be operating properly. Do not take chances. **ACT FAST!** Leave the area quickly. Once you are safely away from the area of danger, call 911 first, then CU at 863-9000 to report a natural gas emergency. Phones are answered 24-hours per day, 7-days per week.

If you smell gas, do not do anything that could ignite the natural gas:

-  **DO NOT turn electrical switches or appliances on or off.**
-  **DO NOT use telephones or computers.**
-  **DO NOT ring a doorbell.**
-  **DO NOT smoke or have open flames.**

Natural gas detectors are recommended for individuals with diminished or no sense of smell. Check with local home building stores to purchase; follow the recommended guidelines for installation.



## **Flammables**

Gasoline and other flammable liquids should never be used indoors. These products should be stored in an approved container, in closed cabinets with latches, and away from appliances (flammable ignition) and children.

Paint thinner, adhesives, solvents, gasoline, and other cleaning agents emit hazardous vapors that could ignite if used in a poorly ventilated area with a pilot light or open flame nearby.

## **Snow and Ice**

Cold weather season is the time of year when extra precautions may be necessary to keep natural gas equipment outside our homes cleared and working efficiently. When snow and ice fall from roofs and block regulators or relief valves, it prevents them from functioning properly. In addition, combustion air vents must be cleared of snow and ice to prevent carbon monoxide accumulation or operational problems.

Use a broom to sweep ice and snow away from your gas meter. Chimneys and vents for gas appliances must be cleared following a major snow or ice storm to enable proper venting and to prevent carbon monoxide accumulation. Never use a shovel or kick the meter to break or clear ice. Damages to the meter could cause serious problems.

## **Fuel Lines**

System reliability and safety are very important to CU. Our gas technicians regularly perform routine leak checks on both natural gas mains and services, up to the meter, every three years.

Any piping or buried fuel lines on your property, beyond the meter, are your responsibility to maintain. For your safety, we recommend these lines be checked regularly for leaks and corrosion by a qualified technician.

## **Safe Water Temperatures**

Protect those little ones from hot water burns. Observe the manufacturer's recommendations for safe water heater settings. Exceeding these settings can be dangerous.

## **Qualified Professional**

Always hire a qualified gas professional to inspect and service gas appliances, check connections to fuel lines, and verify proper venting before using any appliances.

CU is always available to answer questions or visit your site to ensure your safety. Call **863-9000**.