

Be prepared. Create a storm checklist.



Before a Storm

- Create a family emergency plan. Identify a safe meeting place, and ensure everyone knows it.
 - Prepare a 72-hour emergency kit. Make sure everyone knows where it's kept.
 - Fill out the emergency contact details on this checklist, and make extra copies.
 - Fully charge all mobile phones.
 - Plug your electronics into a surge protector.
 - Don't touch electrical equipment that may have been exposed to water.
 - Lower your fridge to 40°F/4°C and your freezer to 0°F/-18°C.
 - Download our Outage App to your mobile phone.
 - Sign up to receive Outage Alerts by text or email.
 - Make sure we have your contact details in myAccount.
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During a Storm

- Report a power outage to **1.800.434.1235** – but use a mobile phone.
 - Don't use a landline telephone. You can get an electromagnetic shock.
 - Locate your emergency kit. Ensure your flashlights are working.
 - Get access to our Outage Map. We update it every 10 minutes.
 - Unplug all TVs, electronics and appliances at home.
 - Turn off all light switches except one – so you know when power is restored.
 - Bring outdoor items such as patio furniture inside.
 - Avoid opening the fridge and freezer to retain the cold.
 - Stay inside and away from windows and doors.
 - Check the local news for weather updates.
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After a Storm

- Replenish your emergency kit.
- Inspect your property for any damage, and document it.
- If you see a downed power line, stay at least 10 metres back and report it to **1.800.434.1235**.
- Don't wade through a flooded basement to reach the electrical panel.
- Check your electrical panel and contact a master electrician if damaged.
- Turn on appliances and electronics one at a time to avoid a power surge.
- Check in on neighbours and friends in your area.
- Dispose of any spoiled food in your fridge and freezer.
- Sign up for Outage Alerts and download the Outage App – if you haven't already.
- Confirm your contact details in myAccount.

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72-hour Emergency Kit

- Windup or battery-powered flashlight
- Windup or battery-powered radio
- Portable external battery charger for smart devices
- Water (2 litres per person per day)
- Canned or dried food that won't spoil
- Manual can opener
- Batteries for your flashlight and radio
- Cash on hand
- Blankets
- Candles and matches
- Emergency contact list
- First aid kit
- Prescriptions and medical items



Emergency Contact List

Hydro One's province-wide, 24/7 emergency number: **1.800.434.1235**

Closest Hospital: _____

Emergency Contact: _____

Local Fire Services: _____

Police: _____

Meeting Point: _____

Map it. App it.
Download now

[HydroOne.com/OutageMap](https://www.hydroone.com/OutageMap)

