Make an Emergency Supply Kit

Once a disaster hits, you won’t have time to shop or search for supplies. And with power out, many services - like ATMs and card machines - may be down, so prepare your disaster supply kit in advance and make sure you know where it is kept. These items can be assembled over a period of time but be sure to check every six months for anything that may need to be replaced.

**Essentials**
- Battery-operated radio
- Flashlights
- Extra batteries, various sizes. (Do not include candles, which can cause more fires after a disaster than anything else.)
- Cell phone and charger
- Sunscreen and insect repellent
- Plastic sheeting
- Signal flare
- Plastic storage containers
- Heavy cotton or hemp rope
- Patch kit and can of seal-in-air for tires
- Dust tape,PLUMBER’S TAPE OR STRAP IRON
- Mop or the area (for locating shelters)
- Assorted tools (screws, pliers, hammer)
- Plastic bucket with tight lid
- Plastic garbage bags

**Food**
- Minimum of one gallon of water per person, per day, in a food-grade plastic container (three-day supply).
- Additional water for sanitation
- Minimum three-day supply of non-perishable food that requires no refrigeration, no preparation and little or no water.
- Umbrellas, including non-electric can opener
- Aluminum foil

**Medical Needs**
- Prescription drugs, including diabetes supplies
- OTC medications, including pain killers, antacids and burn ointment
- Tube of petroleum jelly or some other lubricant and burn ointment
- Prescription drugs, including diabetic supplies
- First aid kit
- Thermometer
- Medicine dropper
- Tweezers
- Needle
- Important telephone numbers
- Contact lenses and supplies
- Important documents:
  - Inventory of valuable household goods
  - Record of credit card account numbers
  - Copy of will, insurance policies,
    - Death certificates)
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Prepare Your Family

• Have a family disaster plan for types of emergencies most likely to happen to you.
• Prepare a disaster supply pack.
• Have an emergency plan so someone in your household relies on electric powered life support or medical equipment.
• Designate a friend/family outside your town or area as your contact in the event your family is separated during an emergency. Agree upon a place where family members can meet if separated.
• Teach each family member how to use a fire extinguisher.
• Teach your children to call for help.
• Help your child remember important information such as family name, address and phone number.
• Don’t forget your pets! Have a safe place to take your pet in case of evacuation. Most disaster shelters cannot accept pets. Make sure all pets have identification. Consider having microchips implanted in them in case they are lost.

General Safety Tips

• Stay informed of weather and road conditions through local news.
• Learn the meaning of watches and warnings.

• If advised to evacuate, do so immediately. Shut off the electricity, water and gas before evacuating.
• Have valid identification if you evacuate. You may not be allowed back into your area unless you can show proof of residency.
• If you notice any signs of electrical system damage (sparks, broken or frayed wire, or the smell of hot insulation) call an electrician.

• The power goes off, turn off major appliances to avoid a surge or fire when the power is restored.
• If you live in a mobile or manufactured home, have a pre-established safe shelter that you can get to quickly.
• Be aware if you live in a potential flood zone.
• Move to a safe area before roadways are cut off by floodwaters.
• Never try to cross flowing water by vehicle or foot. Six inches of water can cause you to lose control of your vehicle. Plus, there may be hidden debris that could cause injury or damage.

Prepare To Store Water

How much water should I have on hand?

A rule of thumb is to store one gallon of water per person per day for at least three days. Remember, you’ll need more water in hot temperatures and if you’re engaging in strenuous activities. People with special needs such as nursing mothers, young children and family members with illnesses also require more water. If you have any coworkers or residents with disabilities or other possible disruption of your water supply, fill bath tubs, sinks and all available containers with water to supplement the water you have stored.

How long can I store tap water safely?

As long as disinfected tap water is stored in an airtight, clean container and in a cool location, the water should remain safe indefinitely. As a general rule, change your emergency water supply at least every six months to ensure freshness. Store the water in quality plastic containers instead of glass to minimize breakage. Make sure the container has been washed well with a non-toxic soap and rinsed completely before filling. Do not use containers that once contained chemicals or toxic materials.

What is a Boil Water Advisory?

A Boil Water Advisory is issued by public health officials when there is a concern that a disaster or other event has the potential to contaminate the water supply. Boiling your water is an effective way to ensure that your water is safe to drink. When a Boil Water Advisory is issued, you should boil any water used for drinking for at least three minutes to make sure it is safe.

How will I know the water is safe again?

Your public health officials will lift the Boil Water Order when they determine the water is safe to drink. Listen to your local news for status and updates.

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Prepare Your Home

• Check roofs, chimneys, walls and foundations and fill in any holes (such as clogged gutters or loose shingles) that could cause problems.
• Have a hands-on pant to hand to protect your roof.
• Trim dead or threatening branches from trees, shrubs or vines near your roof. These could blow away from your yard, deck, patio or porches.
• Learn how to shut off main switches for gas, water and electricity.
• Install smoke detectors on each floor in your home.
• Keep a ladder that will reach the roof.
• Have a garden hose that is long enough to reach any area of your home.
• Make sure your address is clearly visible and fire trucks can reach your house.
• Have flood insurance. Flood damage is not usually covered by homeowner’s insurance.

Contact PWC’s Customer Service at 910-483-1382 or customer.service@faypwc.com to update your contact information so our system can automatically recognize you when reporting an outage. You can also do this using our Online Account Manager.

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Report PWC Outages - 1-877-OUR-PWC1

What to Do After The Storm

• Report any broken utility lines to your service provider.
• Stay away from downed power lines. If a power line falls on your car you can do not get out – wait for help.
• To keep spilling and thawing food to a minimum, open the refrigerator or freezer as seldom as possible during a power outage. Food will stay frozen for up to 48 hours if your freezer is full and tightly packed. When the power is restored.
• If food does defrost, use it within one or two days. Never refreeze food that has thawed completely.
• Take photographs and videos of storm damage as soon as possible.
• If you need emergency repairs, choose a licensed electrician.
• Beware of snakes, insects and animals driven to higher ground.
• Wear a mask to avoid inhaling mold spores, and wear sturdy shoes to protect your feet.
• Be wary of scam artists who overcharge or ask to be prepaid for services.

Portable Generator Safety Tips

• Keep the generator outside in a dry well-ventilated area to prevent carbon monoxide poisoning and electric shock.
• Consult a licensed electrician about proper connection to ensure safety. Never connect to a wall outlet. “Backfeed” can occur, putting you and utility workers at risk of electrocution.
• Keep fuels stored safely and away from children.
• If you connect your appliances to the generator, use the appropriate-sized extension cord.

Does your life saving equipment rely on electricity?

Power can be more than just a convenience. For some people it is a medical necessity. PWC has a Medical Priority Program for customers who require life sustaining equipment that is dependent on electric and/or water service. You can sign up to receive early notification and priority restoration consideration in the event of a scheduled or emerging interruption of service. PWC requests the customer and customer’s physician to complete a Medical Priority application, which can be found on the Residential Programs page on our website - faypwc.com.

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