



## Customer Storm Preparation Tips

### Be prepared for power outages year-round with these tips:

- Treat all downed power lines as if they are energized and extremely dangerous. Keep yourself and others well away from them and immediately call 911, then notify PG&E at 1-800-743-5002.
- Have battery-operated flashlights and radios with fresh batteries ready. Listen for updates on storm conditions and power outages.
- If you have a cordless phone or answering machine that requires electricity to work, have a standard telephone or cellular phone ready as a backup.
- Candles pose a fire risk, and you should avoid using them during a power outage. If you must use candles, keep them away from drapes, lampshades and small children. Do not leave candles unattended.
- Freeze plastic containers filled with water to make blocks of ice that can be placed in your refrigerator/freezer during an outage to prevent food from spoiling.
- If you have a stand-by generator, notify PG&E and make sure that it's installed safely to avoid risking damage to your property and endangering PG&E workers who could be working on power lines in your neighborhood. Information on the safe installation of generators can be found on our website at [www.pge.com/generator](http://www.pge.com/generator).
- If your power goes out, unplug or turn off electric appliances to avoid overloading circuits and fire hazards when power is restored. Simply leave a single lamp on to alert you when power returns. Turn your appliances back on one at a time when conditions return to normal.

### Before calling PG&E about a power outage:

- Check to see if other neighbors are affected. This will confirm if an outage is impacting the neighborhood or just your residence.
- If only your residence is without power, check circuit breakers and/or fuse boxes to see if the problem is limited to the home electric system.
- If your outage is not limited to the home electric system, report your outage to **PG&E's Electric Outage Information Line at 1-800-743-5002.**
- Our phone lines may become very busy during major storms, and we appreciate your patience if you are trying to reach us.