

Storm Preparation

Fact Sheet

No one likes to be without power but sometimes it happens. Having a game plan can make dealing with outages easier. Here are some ways to prepare for general or storm-related outages.

BEFORE

- Make sure all prescription medications are filled.
- Fill up your car's gas tank.
- If you have pets, stock up on their food and supplies.
- Keep mobile phones and other portable devices charged.
- Keep stock of matches, candles, flashlights and batteries.
- Keep extra water and non-perishable foods on hand.
- Consider buying surge protectors for your sensitive electronics.
- If you have a portable generator, make sure it's fueled and ready for safe use.
- If severe weather is expected, turn off major appliances like heat pumps, water heaters and stoves. Unplug other appliances such as TVs, stereos, microwaves and computers that are not surge-protected.



DURING

- Use a mobile device, car radio or other battery powered radio to monitor news and weather updates.
- If your power goes out, **always report it.** We don't know your power is out unless you tell us! Visit www.DominionEnergy.com with any mobile device. Or, call 1-866-DOM-HELP (1-866-366-4357).
- Leave one lamp or light on so you'll know when power is restored.
- Make sure you have good ventilation if using fuel-type portable stoves or lanterns for cooking and lighting.

AFTER

- To report outages or check status, visit: www.DominionEnergy.com on any mobile device. Or, call 1-866-DOM-HELP (1-866-366-4357).
- Stay away from downed lines and anything touching them. **Always assume lines are energized.** Report downed lines by calling 1-866-DOM-HELP (1-866-366-4357).
- Use generators safely. Never operate one inside your home or in an enclosed space, such as a garage.



EMERGENCY SUPPLY KIT (to keep on hand)

- Water (one gallon per person per day for at least three days, for drinking and sanitation);
- Food, at least a three-day supply of non-perishable items;
- Battery-powered or hand-crank radio and a NOAA Weather Radio with tone alert, and extra batteries for both;
- Flashlight and extra batteries;
- First aid kit;
- Whistle to signal for help;
- Dust mask, to help filter contaminated air and plastic sheeting and duct tape to shelter in place;
- Moist towelettes, garbage bags and plastic ties for personal sanitation;
- Wrench or pliers to turn off utilities; and
- Can and bottle openers.



MEDICAL ISSUES

- If you or someone in your household requires the use of electrically powered medical equipment, fill out the necessary form to be added to our medical conditions list.
- The form, which can be found at the address below, requires a physician's statement and signature. You must complete a form each year, and we must receive it within 30 days of the anniversary date of the last form you sent. Otherwise, we will assume the condition no longer exists.
- In the event of a power outage, we will make every effort to restore service quickly. However, you should always be prepared with battery or manually powered medical equipment. For longer outages, have a plan to receive proper care somewhere else until service is restored.

For more information go to:

DominionEnergy.com/medical-conditions