



Outage Center Storm Information

Storm Outage Tips

Liberty Utilities encourages customers to be prepared for extreme weather conditions by having an emergency plan in place and additional supplies on hand.

- If a family member is medically dependent upon electricity or is elderly, make sure to have arrangements in place to maintain their health and safety if the power goes out.
- Always have on hand a first aid kit and essential medications, battery-powered radio, flashlight, and extra batteries, canned food and a can opener, and bottled water (at least one gallon per person per day).
- Keep refrigerator and freezer doors closed as much as possible.
- Listen for updated weather and outage information from weather radio or local television and radio stations.
- Remember to bring family pets indoors or provide protective shelter during extreme weather.

Summer Outage Tips

- ✓ Close drapes and blinds on the sunny side of your home to prevent the sun's rays from directly heating a home.
- ✓ Drink plenty of cool liquids, even if you do not feel thirsty.
- ✓ Wear lightweight, light-colored, loose clothing.
- ✓ Reduce, eliminate, or reschedule strenuous activities to a cooler time of the day.
- ✓ Cool down by taking a bath in tepid water. Water conducts heat away from the body, so bathing is an effective cooling technique.

Winter Outage Tips

- ✓ Gather in a central room where there is an alternative heat source such as a fireplace.
 - ✓ Make sure each family member has a warm coat, gloves, and hat. Dress in loose layers of clothing.
 - ✓ If the indoor temperature drops to 55 degrees F or below, open faucets slightly so they constantly drip to prevent water pipes from freezing.
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- ✓ If candles and portable heaters are used, never leave them unattended.
- ✓ Never use a gas range for room heating.
- ✓ Never use charcoal as an indoor heating or cooking source.
- ✓ Never use gasoline or other flammable liquids to start or quicken a fire. Always keep a screen around an open flame, and don't close the damper while ashes are still hot.
- ✓ Remember, a fuel-burning heater, such as a kerosene heater, requires proper ventilation to prevent buildup of harmful fumes.
- ✓ Place heaters on a hard, non-combustible surface.
- ✓ Refer to our generator safety tip by visiting <http://www.empiredistrict.com/Outages>.

Call Liberty Utilities at 1-800-206-2300 to report outages, flickering lights, downed lines, or other electrical problems. You can also report your outage online via MyAccount.
